

**SENIORS GUIDE TO
SERVICES AND PROGRAMS
IN NEWFOUNDLAND AND LABRADOR
2001**

Compiled by:

**SENIORS RESOURCE CENTRE ASSOCIATION
OF NEWFOUNDLAND & LABRADOR INC.**

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**A Message From the Minister Responsible for Seniors
and Minister of Health and Community Services**



I wish to congratulate the Seniors Resource Centre on the publication of its second edition of the ***Seniors Guide to Services and Programs in Newfoundland and Labrador***.

This guide is another example of the Centre's many efforts to enhance the well-being and independence of older adults throughout the Province. The Department of Health and Community Services maintains strong linkages and ongoing liaison with the Seniors Resource Centre, both in a supportive role and through partnership initiatives. The Centre has a vast history of programs and services to the Province's older adults through its many initiatives.

This document was first produced by the Seniors Resource Centre in 1998 and has proven to be an invaluable tool not only to older adults across the Province, but also to their families and people working in this area. It offers a wide variety of useful information and I am confident that you will find it to be a valuable resource tool.

As 2001 is the International Year of the Volunteer, I would also like to salute the many older adults across the Province who freely volunteer their time and energy to so many causes. Without their tireless efforts, many of the successes achieved within countless communities across the Province may not have occurred.

A handwritten signature in cursive script that reads "Julie Bettney". The ink is dark and the signature is fluid and legible.

**JULIE BETTNEY, M.H.A.
Minister**

The mandate of the Seniors Resource Centre is to promote the independence and well being of older adults through the provision of information, advocacy and various programs and services.

The central program of the Seniors Resource Centre is the Seniors Information Line. This toll-free line allows seniors to call from anywhere in the province if they have questions or need to discuss a problem. The caring, experienced Peer Advocates who answer the line offer a listening ear, provide information about services and resources, and assist seniors to access the help that they need. In this way, seniors are enabled to make informed choices about things that affect their life and health.

This booklet - *Seniors Guide to Services and Programs in Newfoundland and Labrador* - is an attempt to put together the most commonly sought information. It is by no means all inclusive but reflects the kind of questions and concerns most often raised through the Information Line.

The Seniors Guide was first compiled in 1998 and has been revised in 2001. Every effort has been made to ensure that the information is correct and up-to-date at the time of printing.

Additional information can be obtained from the Community Services Council Directory 1998 or by calling the Seniors Resource Centre's Seniors Information Line 737-2333 or 1-800-563-5599.

**The Seniors Resource Centre -
Promoting Seniors Independence through Information**

TABLE OF CONTENTS

MESSAGE FROM MINISTER OF HEALTH AND COMMUNITY SERVICES.	
.. i	
INTRODUCTION.	
.... ii	
ABUSE AND NEGLECT	1
ADDICTION PROBLEMS	3
ADULTS WITH DEVELOPMENTAL DISABILITIES	4
ADVANCE HEALTH CARE DIRECTIVES	5
ALZHEIMER DISEASE	5
ARTHRITIS	7
BEREAVEMENT AND LOSS	8
BIRTH, DEATH AND MARRIAGE CERTIFICATES	9
CANCER	10
CAREGIVER SUPPORT	11
CONGRATULATORY MESSAGES	12
CONSUMER PROBLEMS	13
DAY PROGRAMS	15
DIABETES	
...15	
DIETITIANS AND NUTRITIONISTS	16
DRUG CARD	16

EMERGENCY ALARMS	16
EMERGENCY SHELTERS	17
EQUIPMENT	17
FEDERAL GOVERNMENT INFORMATION	19
FINANCIAL HELP	19
FLU SHOTS	20
FOOT CARE	20
FUNERALS AND DEATH BENEFITS	20
HEALTH AND COMMUNITY SERVICES	21
HEARING PROBLEMS	22
HEART PROBLEMS	23
HOME REPAIRS	24
HOME SUPPORT SERVICES	25
HOUSING	26
HUMAN RIGHTS	28
IDENTIFICATION CARDS	28
INCOME TAX	29
INCONTINENCE PROBLEMS	30
INDEPENDENT LIVING RESOURCE CENTRE	30
LEARNING OPPORTUNITIES	31
LEGAL	32

MEDICAL INSURANCE	33
MEDICATIONS	34
MENTAL HEALTH SERVICES	34
NEGLECTED ADULTS	35
NURSING HOMES AND PERSONAL CARE HOMES	35
OCCUPATIONAL THERAPISTS	36
ORGAN DONATION	36
OSTEOPOROSIS	37
PARKING PERMITS	37
PARKINSON'S DISEASE	37
PENSIONS	38
PERSONAL CARE HOMES	39
RESPIRE SERVICES	39
RETIREMENT/ESTATE PLANNING	40
SENIORS INFORMATION AND REFERRAL LINE	40
SENIORS' ORGANIZATIONS	42
SENIORS' PUBLICATIONS	43
SENIORS RECREATION	44
SENIORS RESOURCE CENTRE	44
TRANSPORTATION	45

VICTIM SERVICES 46

VISION PROBLEMS 47

INDEX 48

ABUSE AND NEGLECT

Abuse may be **physical, emotional, or financial**. Very often seniors who are abused do not want to report it. This may be because the abuser is a family member and they do not want to admit it. It may also be because they are afraid that the situation could become worse. If the person is in immediate danger, call the police, otherwise, the person's decision not to report must be respected. Information should be given about help available from the Seniors Resource Centre, police, crime prevention units, community health nurses and social workers, shelters for abused women and Victim Services.

Sometimes caring for a relative can be very stressful and this increases the risk of abuse. The caregiver may be in need of home support services, especially respite care, but does not know what is available. Information about these services can be obtained from the local office of Health and Community Services.

Sometimes vulnerable people may be **neglected** by others, or may be neglecting themselves. Active or intentional neglect is the deliberate withholding of basic necessities and care. Passive or unintentional neglect is not providing the basic necessities and care because of lack of experience, information, or ability. Concerns about neglect should be reported to a Health and Community Services social worker or nurse.

Seniors Resource Centre

Anyone who is concerned about possible abuse or neglect can call the Seniors Resource Centre to discuss the situation. They will be provided with information and support. Confidentiality is assured. Referrals can be made to appropriate agencies if callers agree.

Seniors Resource Centre 737-2333
Toll Free 1-800-563-5599
Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8
Fax: 737-3717
E-mail: seniorsresource@nf.aibn.com
Website: www.seniorsresource.ca

Pamphlets about physical, emotional, and financial abuse as well as neglect are available from the centre. A Speakers Bureau is available to talk to groups.

A Newfoundland video, *Elder Abuse: A Community Concern*, made for the Seniors Resource Centre, is available for viewing or purchase.

General information on elder abuse and neglect is also available in the Resource Library.

Police

In addition to responding to emergency calls, the police can provide crime prevention information, pamphlets, and discuss options. For information, call the local RNC or RCMP.

Emergency Shelters

Emergency shelter and assistance is available for women of all ages at the following shelters:

Cara Transition House, Gander	1-877-800-2272
Corner Brook Transition House	634-4198
Iris Kirby House, St. John's	753-1492
Grace Sparks House, Marystown	279-3562
Labrador West Family Crisis Shelter	944-1200
Libra House, Happy Valley/Goose Bay	896-3014
Nukum Munik Shelter, Sheshatshiu, Labrador	497-8869
Nain Safe House, Nain, Labrador	922-1229

Health and Community Services

Call the local office of Health and Community Services for information about services such as counselling, home support, and respite care, available in specific communities. To discuss concerns or to report neglect, ask to speak to a social worker.

Victim Services

Victim Services provide support and professional help to people who have been victims of crime who are going through, or considering going through, the criminal justice system. For the nearest office, see page 46.

ADDICTION PROBLEMS

Problems associated with addiction to alcohol, drugs (including prescription medication), and gambling affect the family as well as the individual. Help for individuals and affected families can be obtained from nurses, social workers and addiction counsellors through Health and Community Services offices.

For assistance, information about addiction problems, and for local contacts, call the local Health and Community Services office or **Addiction Services**:

St. John's Region	738-4919
Eastern:	
Clarenville	466-5700
Harbour Grace	945-6581
Bay Roberts	786-5219
Burin	891-5025
Central:	
Grand Falls-Windsor	489-8180
Gander	256-2813
Western:	
Humberwood Centre & Outpatients, Corner Brook	634-4506
Stephenville	643-8720
Deer Lake	635-5490 or 635-4286
Burgeo	886-2185
Port Saunders	861-9125
Grenfell:	
St. Anthony	454-0262
Labrador:	
Happy Valley-Goose Bay	896-5303
Labrador City	944-5027

Help is also available through the **Mental Health Crisis Line** which is available

24 hours a day	737-4668
Toll Free	1-888-737-4668

Information about addictions can also be found on the Health and Community Services website.

Website: www.gov.nf.ca/health/commhlth/factlist/factlist.htm

Addiction Services can also provide information about **local self-help** groups such as: Alcoholics Anonymous (can help those who wish to stop drinking), Al-Anon (can help those affected by someone else's drinking), Narcotics Anonymous (can help those affected by drug addiction), and Gamblers Anonymous (can help those who want assistance with gambling problems).

Detoxification Services:

The Recovery Centre, St. John's, is a provincial, in-patient, non-medical service open to individuals who are intoxicated or experiencing symptoms of alcohol and other drug withdrawal. The program also offers counselling, education, and self-help meetings. In other parts of the province, clinical staff work with physicians and hospitals to provide this service.

Recovery Centre 738-4980

Inpatient Treatment Services:

The Humberwood Program, Corner Brook, offers a three week intensive inpatient program to individuals who are dependent on alcohol or other drugs.

ADULTS WITH DEVELOPMENTAL DISABILITIES

Some seniors are still caring for their adult children who have developmental disabilities. These seniors may need help to meet their own needs, and they may also need additional assistance to care for their adult children and to plan for the children's future.

Newfoundland and Labrador Association for Community Living works with and on behalf of persons with developmental disabilities and their families. For information, call:

St. John's 722-0790
PO Box 5453, Station C, St. John's, NF A1C 5W4

Seniors Resource Centre 737-2333 or 1-800-563-5599

Website: www.nlacl.ca

There is also a toll-free Help Line:

Community Living/Regal Family Help Line 1-800-856-2207

Contact the local office of **Health and Community Services** for information about:

home support services see page 25

respite services see page 39

For financial assistance, contact the local office of **Human Resources and Employment (formerly Social Services)**.

ADVANCE HEALTH CARE DIRECTIVES

An Advance Health Care Directive tells your doctor and your family, in writing, in advance, **what** medical care you do and do not want to have if you are unable to speak for yourself. It also tells people **who** you do, and do not, want to make health care decisions for you if you cannot do so yourself. The person you choose in this way is your *substitute decision maker*. By law, if you do not appoint someone yourself, one will be appointed for you should the need arise.

Talk it over with your doctor before you fill out the forms. Let your family know your wishes and who you have appointed as your substitute decision maker. Make sure the person is willing to take on this responsibility.

More information, booklets, and forms can be obtained from the **Seniors Resource Centre** (737-2333 or 1-800-563-5599) or from the local office of **Health and Community Services**.

ALZHEIMER DISEASE

Alzheimer disease is the leading cause of dementia, a set of symptoms that includes

loss of memory, judgement and reasoning, and changes in mood and behaviour.

Sometimes people fail to recognize that these symptoms indicate that something is wrong. They may mistakenly assume that such behaviour is a normal part of aging - it is not. Or symptoms may develop gradually and go unnoticed for a long time.

If symptoms are present, it is important that the person see their doctor for a complete check up as the symptoms may be due to other treatable conditions. If the diagnosis is Alzheimer disease, help and support is available.

For more information, contact:

Alzheimer Society of Newfoundland & Labrador, Inc. 576-0608
Toll Free 1-877-776-0608
PO Box 37013, 687 Water Street, St. John's, NL A1E 1C2
Website: www.alzheimer.ca

The Alzheimer Society provides information and offers services and support for families and caregivers:

- Information packages and brochures
- Newsletters
- National Alzheimer Wandering Registry
- Educational Sessions
- Emergency Respite Care Program
- Family Support Group
- Alzheimer Disease Care At Home Training Package
- Resource Centres (see below)

Pamphlets and videos are available about this disease and provide information on ways to cope with behaviour problems, safety concerns, wandering behaviour, etc.

There are also **Alzheimer Resource Centres** in:

St. John's Provincial Resource Centre 576-0608

Toll Free 1-877-776-0608
PO Box 37013, 687 Water Street, St. John's, NL A1E 1C2

Seniors Resource Centre 737-2333 or 1-800-563-5599

Corner Brook	637-5247
Gander	256-3282
Gander Public Library, 6 Bell Place, Gander, A1V 1W4	
Clarenville, Effie Pelley	466-6458
St. Lawrence	873-2220
U.S. Memorial Hospital, PO Box 398, St. Lawrence, A0W 2V0	
Happy Valley-Goose Bay	897-2154
Melville Hospital, Happy Valley-Goose Bay, A0P 1S0	

For information about **Family Support Groups** contact the Alzheimer Society or the following numbers:

St. John's	576-0608
Stephenville	646-3232
Bay St. George Senior Citizens Home (Diane Gabriel)	
Botwood	257-2874
Hugh Twomey Health Care Centre (Golda Mullins)	
Burin	891-5027
Health and Community Services (Jeanette Lundrigan)	
Clarenville - contact Effie Pelley	466-6458
Corner Brook	637-5247

Call the local office of **Health and Community Services** for information about:

home support services	see page 25
respite services	see page 39

ARTHRITIS

Arthritis can affect people of all ages. It can cause aching and pain in joints and connective tissue which may make it difficult for people to carry out their daily activities. There are many different forms of arthritis and treatment depends on a correct diagnosis.

For information, contact:

Arthritis Society 579-8190
 Toll Free 1-800-321-1433
 78, O’Leary Avenue, St. John's, NF A1B 2C7
 Website: www.arthritis.ca

Pamphlets and videos are available from the Arthritis Society as well as information about the location of **support groups**.

The Arthritis Society also offers an *Arthritis Self-Management Program*. This is a 6 week program to help people understand their arthritis better, learn ways to cope with chronic pain, and take a more active role in their own care. The program is offered in many communities. For more information, contact the Arthritis Society.

People with arthritis may also need to know about:

- home support services** see page 25
- equipment**, aids and assistive devices see page 17
- help from an **occupational therapist** see page 36
- parking permits** for people with disabilities see page 37

BEREAVEMENT AND LOSS

Bereavement and loss are part of life but, as they get older, many people find that they are faced with multiple losses. These may include: loss of work through retirement; loss of health due to a chronic illness; separation and divorce; death of friends; death of a spouse which is one of the most devastating losses to deal with.

Grieving is a natural reaction after any loss. There are several stages in the grieving process and each person goes through them in their own way and in their own time. However, sometimes people need additional help and support to cope with their grief.

Assistance and counselling may be available through Health and Community Services, local hospitals and area churches, as well as private counselling services. Additional information can be found under Mental Health Services (page 34).

The Seniors Resource Centre offers an eight week **Bereavement Support Program** to those experiencing the death of a loved one, separation and divorce, or other major losses. Support is offered to all adult age groups. There are separate groups for each type of loss. Each group is led by one or more professionals experienced in helping people deal with loss.

This program is available to anyone within travelling distance of the centre. The Seniors Resource Centre is prepared to bring the program to other communities upon request.

The Centre has books and other materials on bereavement. Support and information is also provided through the toll-free Information Line:

Seniors Resource Centre 737- 2333
Toll Free 1-800-563-5599
Fax: 737-3717
E-mail: seniorsresource@nf.aibn.com
Website: www.seniorsresource.ca

Information can also be obtained through:

Pastoral Care Department 777- 6959
Health Science Centre, 300 Prince Philip Drive, St. John's, NFA1B 3V6
Fax: 777-7612
E-mail: hcc.sinr@hccsj.nf.ca
Website: www.hccsj.nf.ca/basj

A Bereavement Seminar is offered on the third Monday of each month at the Health Science Centre in St. John's. For more information, call;
Rick Singleton, Pastoral Care Dept. 777-6959

BIRTH, DEATH AND MARRIAGE CERTIFICATES

The Vital Statistics Division of the Newfoundland Department of Government Services and Lands maintains and operates a central registry for the registration of births,

marriages, deaths, and changes of name which occur in the province.

Individuals can request certificates and a search of vital records. There is a charge for some services. Application forms can be obtained from Government Services Centres.

Regional Offices:

St. John's, 5 Mews Place	729-3308
Clarenville, 2, Masonic Terrace	466-4068
Gander, McCurdy Complex	256-1420
Corner Brook, The Norton Building	637-2389
Happy Valley-Goose Bay, Thomas Building, 13, Churchill Street . . .	896-2661

Other Offices:

Grand Falls-Windsor	292-4348
Grand Bank	832-1672
Harbour Grace, Rockwood Realty Building	945-3107
Labrador City	944-5859
Lewisporte	535-0262
Stephenville	643-8650
St. Anthony	454-8833

CANCER

The Canadian Cancer Society offers a Patient Services Program which is made up of three components:

- **Practical** Support which includes volunteer driving for cancer treatments, wigs, turbans, mastectomy supplies and equipment loan.
- **Emotional** Support whereby trained volunteers help people with cancer and their families deal with the diagnosis of cancer through: group sessions, one-to-one visits, the breast cancer support teleconference network, and prostate cancer support groups.
- **Financial** Support which is limited to short term emergency financial assistance towards certain costs associated with travel, board and lodging, and supplies.

A Public **Education** Program is also offered which provides prevention and early detection information in areas such as healthy lifestyles, sunsense, smoking reduction, and facts on all forms of cancer.

Canadian Cancer Society

Cancer Information Service (national) 1-888-939-3333
 Newfoundland and Labrador Division Office 753-6520
 Toll Free 1-888-753-6520
 2nd. Floor Crosbie Building, Crosbie Road, St. John's
 PO Box 8921, St. John's, NF A1B 3R9
 E-mail: ccsnf@thegzone.net
 Website: www.nfandlab.cancer.ca

Regional offices:

Central Newfoundland Regional Office 489-5822
 9, Pinsent Drive, Rear Entrance, Grand Falls-Windsor, NF A2A 2S8
 Fax: 489-2795
 E-mail: jthompson@ccs.nf.net

Western Newfoundland Regional Office 634-6542/0106
 93, West Street, Goodhouse Shopping Mall, Corner Brook, NF A2H 6G7
 Fax: 634-6030
 E-mail: lwalters@ccs.nf.net

Labrador Regional Office 896-4500
 217, Hamilton River Road, Happy Valley-Goose Bay, NF A0P 1C0
 Fax: 896-4520
 E-mail: ccslabrador@hvgb.net

Cancer Centres

The **Dr. H. Bliss Murphy Cancer Centre** has a Patient and Family Resource Library with over 500 books, pamphlets, audio tapes and video tapes covering a wide range of cancer related topics. Information is available on subjects such as types of cancer, conventional and complementary cancer treatments/therapies, side effects, nutrition considerations, available community services, coping with cancer, and explaining cancer to children. For information, call:

Dr. H. Bliss Murphy Cancer Centre Library 777-6707

Seniors Resource Centre 737-2333 or 1-800-563-5599

300 Prince Philip Drive, St. John's, NF A1B 3V6

People can also access these materials at the small libraries at each of the **Regional Cancer Centres** in Gander, Grand Falls-Windsor, Corner Brook and St. Anthony.

If people need **financial assistance** to help pay for travel, hotels, prostheses etc. related to cancer treatment, contact:

Social Worker at the Dr. H. Bliss Murphy Cancer Centre 777-7604

A **Breast Cancer Screening** Program for women aged 50-69 is available in Gander and St. John's.

Call 1-800-414-3443

CAREGIVER SUPPORT

Looking after another person who needs care and assistance because they have a mental or physical impairment can be very stressful. Often the unpaid caregiving role falls on a family member who may be the only person providing round the clock assistance. These caregivers often feel isolated and may become exhausted. They may be unaware of the resources that are available or they may not be eligible for assistance.

Caregivers need information about home support services, respite care, as well as information about support available through specific organizations such as the Alzheimer Society, Parkinson Society, and the Canadian Hard of Hearing Association.

A special **Caregiver Line** is available to unpaid Caregivers. A listening ear, free information and a quarterly newsletter is provided through this program.

Caregiver Line 726-2370

Toll free 1-888-571-2273

Information and support can also be obtained from the Seniors Resource Centre.

Seniors Resource Centre 737-2333 or 1-800-563-5599

Seniors Resource Centre 737- 2333

Toll Free 1-800-563-5599

The centre also offers a **Caregiver Support Group** for those in the St. John’s area. For information about Support Groups in other areas, call the centre or the Caregiver Line.

CONGRATULATORY MESSAGES

Messages from the Queen and Governor General

Congratulatory messages can be requested from the **Queen** for people celebrating their 100th (or over) birthday or their 60th (or over) wedding anniversary. Proof of age or marriage must be supplied.

Congratulatory messages from the **Governor General** can also be requested for those celebrating their 90th (or over) birthday or their 50th (or over) wedding anniversary. No proof of age or marriage is needed.

Send letters of requests for messages from the Queen or Governor General, at least 8 weeks in advance, to:

The Anniversary Section 613-993-2913/8164
Office of the Secretary to the Governor General
Government House, 1 Sussex Drive, Ottawa, Ontario K1A 0A1

Messages from the Prime Minister

Congratulatory messages can be requested from the Prime Minister for 25th and over wedding anniversaries and 65th and over birthdays, in five year intervals.

Letters of request must be sent 6 weeks in advance . For information, call:

Executive Correspondence Unit 613-941-6880/6861
Room 105, Langevin Block, Ottawa, Ontario K1A 0A3

CONSUMER PROBLEMS

The department responsible for **Consumer Affairs** will assist people with consumer

related problems. The department also has pamphlets with many different tips for consumers on how to **prevent** problems. These include hints on buying and leasing new and used cars; how to protect yourself from telephone fraud and mail scams; and what you should know about door-to-door sales, charity donations and collection agencies.

For information and assistance, call the department responsible for **Consumer Affairs**. It is listed as Trade Practices and Licensing Division of the Department of Government Services and Lands:

- St. John's 729-2600
PO Box 8700, St. John's, NF A1B 4J6
- Gander 256-1019
- Corner Brook 637-2445

If you are calling long distance, leave your name and number and your call will be returned.

Complaints about insurance can also be made to the department responsible for Consumer Affairs. Call:

- Insurance Division 729-2602/2594

Or call:

- Canadian Life and Health Insurance Assoc. 1-800-268-8099

This is an industry organization and most insurance companies belong to it and accept their guidelines.

People with questions or concerns about **investments or brokers** can call the department responsible for Consumer Affairs 729-4189

Other help available:

The Better Business Bureau of Newfoundland and Labrador promotes and supports fair business practices and alerts customers and businesses to unfair or illegal practices and schemes. For information call:

- Better Business Bureau** 364-2222

E-mail: info@nfldbbb.nf.ca
Website: www.nfldbbb.nf.ca

Canada Mortgage and Housing has a very useful guide on *How to Hire a Contractor*. This includes a sample contract. Call:

Canada Mortgage and Housing Corp. 772-4400
Toll Free 1-800-668-2642

SENIORBUSTERS is a group of volunteers over 50 years of age, working with **PHONEBUSTERS**, the national task force combatting telemarketing fraud, to reduce the financial and emotional devastation resulting from these frauds. **SENIORBUSTERS** provide emotional and moral support, as well as practical help, such as contacting agencies.

SENIORBUSTERS and **PHONEBUSTERS** 1-888-495-8501

Victim Services provides support and professional help to people who have been victims of crime who are going through, or considering going through the criminal justice system. For the nearest office, see page 46.

Seniors Resource Centre can also help people who are having consumer related problems. The centre also has pamphlets and programs to help prevent seniors becoming victims of crime. There is also information to raise awareness of cons and frauds and how to avoid them.

Seniors Resource Centre 737-2333
Toll Free 1-800-563-5599

DAY PROGRAMS

Day Programs allow people to live at home while attending a program offered in the community. The program, which usually takes place in a nursing home, rehabilitation centre or other location in the community, may provide personal care, physiotherapy, socialization, and a meal. Individuals are assessed through Health and Community Services and are wait listed for this service as space is limited. Some people have home support services in addition to attending a day program.

For information about local programs, contact the local office of **Health and Community Services**.

DIABETES

Seniors who have diabetes need information about the disease and its management, which includes medical advice, exercise and diet.

For information, contact:

Canadian Diabetes Association 1-800-226-8464
Newfoundland and Labrador Division 754-0953
Suite 217, 354 Water St. St. John's, NF A1C 1C4
E-mail: carolann.smith@diabetes.ca
Website: www.diabetes.ca

The association provides information and pamphlets such as: *The Prevalence and Costs, Aged 45 and Over, Staying Healthy with Diabetes*, plus many more.

Diabetes Education Nurses and **Dietitians** are available in most hospitals. This service is available by referral only, so people should talk to their family doctor about visiting a Diabetes Education Center.

Also, call the local office of **Health and Community Services** for information about local services that may be helpful, including **foot care services (see page 20)**.

DIETITIANS AND NUTRITIONISTS

Dietitians are available for one-on-one counselling through hospital out-patient departments. In some areas, dietitians may also be available in the community. Community nutritionists are available in each region to provide information and education about nutrition and healthy eating. For information about what is available, call the local office of **Health and Community Services**.

DRUG CARD

In Newfoundland, seniors who are eligible for all or part of the federal guaranteed income supplement (GIS) are entitled to a provincial Senior's Drug Card. This covers all drug ingredients of approved drugs. The senior is responsible for the dispensing fee and any additional fees set by the pharmacy.

Senior Citizens Drug Subsidy Plan 753-3615
Website: www.gov.nf.ca/health/nlpdp

If drugs are not covered through the program, seniors or their physicians can request a review assessment. Call the Department of Health and Community Services,
Pharmaceutical Services 729-6507
Fax: 729-2851

EMERGENCY ALARMS

Seniors, and their families, often worry about what would happen if they fall or become ill and are unable to reach a phone to call for help.

The Emergency Alert Foundation provides emergency assistance at the "touch of a button".

Simply press a *personal help button*, which is worn as a pendant or wrist strap. Calls

Seniors Resource Centre 737-2333 or 1-800-563-5599

may be directed to a 24-hour response centre (911, hospital etc.) or to a choice of responders, such as family, friends or neighbours.

The service costs just \$1.00 per day. There is no installation charge.

Emergency Alert Foundation is sponsored by Rotary and the NewTel Pioneers.

For information, call:

Emergency Alert Foundation 579-7082
 Toll Free 1-800-563-7082
 PO Box 2110, St. John's, NF A1C 5H6

EMERGENCY SHELTERS

Emergency shelter and assistance is available for women of all ages at the Emergency Shelters listed below. See also Abuse and Neglect (page 1).

Cara Transition House, Gander 1-877-800-2272
 Corner Brook Transition House 634-4198
 Iris Kirby House, St. John's 753-1492
 Grace Sparks House, Marystown 279-3562
 Labrador West Family Crisis Shelter 944-1200
 Libra House, Happy Valley/Goose Bay 896-3014
 Nain Safe House, Nain, Labrador 922-1229
 Nukum Munik Shelter, Sheshatshiu, Labrador 497-8869

EQUIPMENT

Seniors may need help obtaining equipment such as:

wheelchairs	walkers	hospital beds
commodes	raised toilet seats	bath/shower seats
grab bars		

Occupational Therapists can provide advice about the right equipment. They also assist people to restore, maintain and improve their ability to perform daily activities such as bathing, dressing, and house cleaning. Services are provided through hospitals, Health and Community Services, as well as privately. Home visits may be available. For information about services in a specific area, contact the nearest hospital or the local office of **Health and Community Services**.

Equipment can be borrowed on short term loan from the **Canadian Red Cross Healthcare Equipment Loan Program (HELP)**. Many communities have volunteers who assist with this program locally. For information about what is available in specific communities, contact:

Avalon:

St. John's 758-8414
 17 Majors Path, St. John's, NF A1A 4Z9

Bay Roberts 786-7298

Eastern:

Marystown 279-1462 or 279-1399

Burin 891-2212

Bonavista 468-7729

Central: 489-5522

9 Pinsent Drive, Suite 201, Grand Falls-Windsor, NF A2A 2S8

Western: 634-4626

89 West Valley Road, PO Box 666, Corner Brook, NF A2H 6G1

Labrador: 944-2570

500 Vanier Street, Labrador City, A2V 2W7

Financial assistance may be available to **seniors** who need to purchase equipment and health supplies if they are financially eligible. If the person is receiving **home support** services they should apply through the local office of **Health and Community Services**.

If they are **not** receiving home support services, they should apply to the local office of **Human Resources, Labour and Employment** (formerly Social Services).

People with **cancer** who need **financial assistance** to help pay for travel, hotels,

prostheses etc. should contact:

Social Worker Dept. at the Dr. H. Bliss Murphy Cancer Centre 777-7604

FEDERAL GOVERNMENT INFORMATION

For information about **federal** government programs, call the Canada-wide toll-free
1-800- O-Canada 1-800-622-6232

Website: canada.gc.ca

The federal government also publishes a *Seniors Guide to Federal Programs and Services* which is available to seniors through:

Division of Aging and Seniors 613-952-7606

Division of Aging and Seniors, Health Canada, Postal Locator 1908A1,
Ottawa, Ontario K1A 1B4

Fax: 613-957-9938

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

Website: www.hc-sc.gc.ca/seniors-aines/seniors/english/whatsnew.htm

FINANCIAL HELP

Credit Counselling Services

The Personal Credit Counselling Service of Newfoundland and Labrador (PCCS) can assist seniors across the province with budgeting and credit counselling. PCCS will also intervene on seniors' behalf with creditors.

For more information, contact:

Personal Credit Counselling Service Nfld & Labrador 753-5812
22, Queens Road, St. John's, NF A1C 2A5

Equipment

Eligible low income seniors may be able to access financial assistance under the Special Assistance Program of Health and Community Services to pay for equipment, such as wheelchairs, lifts, and supplies such as diapers etc. Contact the local office of Health and Community Services.

Financial help may be available for low income seniors to help buy hearing aids, dentures, eye glasses, etc. Contact the local office of Human Resources, Labour and Employment.

FLU SHOTS

Vaccine to prevent influenza (flu) is offered every fall for all those over age 65 and people of any age who have chronic diseases which may put them at risk for complications from the flu. The Department of Health and Community Services advises that it is important to have the flu shot every fall because the vaccine changes each year. For more information on flu shots call the local office of Health and Community Services.

FOOT CARE

Many seniors, especially those with diabetes, require assistance to cut their toe nails or with minor problems such as corns or callouses. There are nurses who have taken special training in foot care who provide this service to seniors in their own homes or in clinic settings.

The **Victorian Order of Nurses** offer this service in the following areas:

- North East Avalon and Southern Shore 726-8597
- Gander and Central Newfoundland 256-2924
- West Coast 634-2042

There are also nurses working independently who offer foot care services. For information about the St. John's area, call the **Seniors Resource Centre** at 737-2333. In other areas, contact the local office of **Health and Community Services** for information.

FUNERALS AND DEATH BENEFITS

Many seniors worry about funeral arrangements and are concerned about the cost of funerals and burial. Some seniors make their wishes known in advance to their family, but preplanning the funeral ensures that the person's wishes are carried out. Prepayment of funerals makes many seniors feel relieved that everything is taken care of and that their families will not face financial hardship when they die. Money paid in advance is kept in trust by the funeral home, or people can buy funeral insurance. For more information, contact the local **funeral home**.

For information about the **Prepaid Funerals Services Regulations**, contact Trade Practices and Licensing Division of the Department of Government Services and Lands:

- St. John's 729-2660
- PO Box 8700, St. John's, NF A1B 4J6

If you are calling long distance, leave your name and number and your call will be returned.

If the deceased person was eligible for **Canada Pension Plan** benefits, contact Income Security Program, Human Resources Development Canada, for information about survivor benefits and the death benefit 1-800-277-9914

If the deceased person was a **Veteran**, contact the Department of Veterans’ Affairs about eligibility for benefits and the Last Post Fund:

- Sub regional office, St. John’s 772-4716
- Toll free 1-800-563-9623
- District office, Corner Brook 637-4377
- Toll free 1-800-563-4254

Low income seniors may qualify for assistance with funeral expenses through the Income Support Program (formerly Social Assistance). For information, contact the district office of **Human Resources, Labour and Employment** (formerly Social Services) for your area (see local directory). Contact should be made before funeral arrangements are made.

HEALTH AND COMMUNITY SERVICES

Health and Community Services provide a variety of services which may be helpful to seniors. Information is available on the provincial government website:

Website: www.gov.nf.ca/health

Continuing Care Program:

- nursing, social work, physiotherapy, occupational therapy services
- Home Support Program see page 25
 - includes: personal care (bathing, dressing, toileting) and home making services (light housekeeping, meal preparation)
- respite services (at home and in institutions) see page 39
- day programs see page 15
- assessment and placement for personal care and nursing homes see page 35
- meals-on-wheels

Mental Health Services see page 34

Addiction Services see page 3

Health Education, Promotion and Screening Program: available to individuals and groups and may include blood pressure screening, and information from nutritionists and dietitians.

Environmental Health Program: includes monitoring water supplies and food establishments.

Disability-Related Supports: provides assistance to individuals with disabilities.

Programs vary from community to community. For information about local programs, contact the local office of Health and Community Services.

HEARING PROBLEMS

Hearing problems are very common in the elderly and can lead to loneliness, isolation, and depression.

The Canadian Hard of Hearing Association, Newfoundland Chapter (CHHA-NC) can provide support and information including pamphlets, such as: *Losing Your Hearing; Hard of Hearing - What does it mean? Hearing Aids can Help; Consumer Advice for Buying a Hearing Aid*. Also a booklet *All You Need To Know about Hearing Loss*.

The Association also has a set of very helpful **videos** on hearing loss, hearing tests, hearing aids (types, adjustment, care and maintenance) and assistive hearing and signalling devices (such as volume controls on phone, flashing lights when phone or door bell rings, closed caption on TV, one-to-one communicators).

Assistive listening devices are available from the Association for **short term loan** so that people can try them out before buying.

Canadian Hard of Hearing Association (CHHA-NC) (voice/TTY) 753-3224
Suite 103, 136 Crosbie Road, St. John's, NL. A1B 1H3

Fax: 753-5640
E-mail: chha-nc@nfld.net
Website: www.chha-nc.nf.ca

There are also two branch offices:

Exploits Valley Branch (CHHA-EV) 258-5658
576, Main Street, Bishop’s Falls, NL A0E 1J0
E-mail: kym@thezone.net

Gander branch (CHHA-Gander) 651-3272
16, Griffin Place, Gander, NL A1V 2L3
E-mail: gordon.baker@roadrunner.nf.net

The Association, through its Newfoundland and Labrador Interpreting Services (NLIS) office (at 220, LeMarchant Road, Suite 301, St. John's) offers Visual Language Interpreting Services to the deaf, DEAF, deafened and hard of hearing consumers.

Newfoundland and Labrador Interpreting Services 753-5621
TTY 753-5620
Fax: 753-5682

People who need **financial assistance** to buy hearing aids may receive assistance through the local Human Resources, Labour and Employment office (formerly Social Services). They should first contact the audiology office at the nearest Regional Health Centre:

St. John’s and Eastern Region, (Janeway) 777-7943
Central (Grand Falls-Windsor) 292-2169
Western: Stephenville 643-8690
Corner Brook 637-5374

HEART PROBLEMS

Many seniors worry about their blood pressure and their diet. Others are very fearful after a heart attack or stroke. Information pamphlets are available from Health and Community Services and from the Heart and Stroke Foundation on

topics such as blood pressure, dietary fat, fibre, cholesterol, healthy eating, and active living.

Heart and Stroke Foundation, St. John's residents 753-8521
Toll Free 1-888-473-4636
PO Box 5819, St. John's, NF A1C 5X3
Website: www.heartandstroke.ca

In addition to pamphlets, the Foundation offers education programs:

- *Living with Stroke* - a program for stroke survivors and their families
- *Heart to Heart* - a cardiac rehabilitation program for survivors and their families

Additional Information

For information about one-on-one help from **dietitians** and education programs, such as *Heart to Heart* and the **Heart Health Program**, call the local office of **Health and Community Services**.

People with heart problems may also need to know about:

- home support services** see page 25
- parking permits** for people with disabilities see page 37

For information about upcoming cardiac surgical procedures, call:

Cardiac Care Program, St. John's 1-888-777-6328

HOME REPAIRS

A Provincial Home Repair Program was announced in 1998 to provide repairs, renovations and accessibility adaptations. This program replaces the RRAP and HASI programs.

The Home Repair program provides financial assistance to home owners to enable them to make **essential repairs** so they can continue to live in their home. Priority is given to repairs requiring immediate attention that threaten the safety of people

living there. Some examples of **emergency repairs** are: dangerous heating systems, severely damaged electrical systems, and plumbing deficiencies.

The program also provides assistance to homeowners to make **accessibility changes** so that they can continue to live independently. Examples of these changes include wheelchair ramps, widening doorways and corridors, installing accessible showers, modifying kitchen and bathroom cabinets, installing grab bars, installing lever handles on doors and plumbing fixtures, and constructing extensions.

For eligible homeowners, grants are available of up to \$5,000 on the island and \$6,500 in Labrador. Additional repayable loans up to \$10,000 on the island and \$13,000 in Labrador are available for those who qualify. An **application form must be filled out**. Emergency situations will be dealt with immediately. Others will be placed on the waiting list.

For information about eligibility, or to make an application, call Newfoundland and Labrador Housing:

St. John's	724-3000/3218
Marystown	279-5375
Gander	256-1300
Grand Falls - Windsor	292-1000
Corner Brook	639-5201
Stephenville	643-6826
Happy Valley - Goose Bay	896-2122
Labrador City	944-7474

HOME SUPPORT SERVICES

Seniors may need any of the following home support services:

- personal care (bathing, dressing, toileting)
- home making services (light housekeeping, meal preparation)
- day care
- respite care (at home and in institutions)

- meals on wheels

To find out what is available, contact the local office of **Health and Community Services**. A nurse or social worker will come to the home, by appointment, to assess needs and help the person and family decide which services meet those needs.

Seniors may qualify for the **Home Support Subsidy** to help them pay for needed services. A financial assessment form must be completed to determine eligibility.

If the person does not qualify for the subsidy, the nurse or social worker will give information about **private agencies and individuals** who can be hired to provide home support services.

For information about what is available in specific communities, contact the local office of **Health and Community Services**.

Veterans Benefits

The Department of Veteran’s Affairs administers the Veterans Independence Program to help veterans remain independent and living in their own homes as long as possible. The program provides services such as home care, equipment, home adaptations, and yard work for eligible veterans.

For information on Veterans programs, benefits, pensions, Last Post Fund etc. call the **Department of Veterans' Affairs**:

- Sub regional office, St. John’s 772-4716
- Toll free 1-800-563-9623
- District office, Corner Brook 637-4377
- Toll free 1-800-563-4254

HOUSING

For information about low cost and subsidised housing, contact the local town

council or Newfoundland and Labrador Housing.

Newfoundland and Labrador Housing:

St. John's	724-3197
Marystown	279-5375
Gander	256-1300
Grand Falls - Windsor	292-1000
Corner Brook	639-5201
Stephenville	643-6826
Happy Valley - Goose Bay	896-2122
Labrador City	944-7474

In addition to providing housing, the Newfoundland and Labrador Housing Corporation, through its **Tenant Relations Offices**, also addresses quality of life issues. Tenant Relations Officers are registered social workers who work to address the interests, needs and concerns of tenants. They can be contacted at the following numbers in the regional offices:

St. John's	724-3188
Marystown	279-5386
Gander	256-1315
Grand Falls	292-1004
Corner Brook	639-5225
Stephenville	643-6826
Goose Bay	896-1933

Rental Problems

The Residential Tenancies Act is legislation to protect the rights of landlords and tenants. Changes were made to the Act in September 2000.

For information or assistance contact the **Residential Tenancies Division**, Department of Government Services and Lands:

St. John's	729-2610/5829
PO Box 8700, St. John's, NF A1B 4J6	
Gander	256-1019
McCurdy Complex, PO Box 2222, Gander, NF A1V 2N9	
Corner Brook	637-2445

Noton Building, PO Box 2006, Corner Brook, NF A2H 6J8

Other Government Service Centres will also be able to provide some information.

Website: www.gov.nf.ca/gsl/cca/rt
(OR www.gov.nf.ca then click on services then landlord and tenants)

Housing Problems

If people are having housing problems and need assistance, they can call

Seniors Resource Centre 737-2333
Toll Free 1-800-563-5599

In addition, the Seniors Resource Centre has a list of apartment buildings in the St. John's area. This is available to individual seniors who contact the centre.

HUMAN RIGHTS

The Human Rights Commission enforces the provisions of the Newfoundland Human Rights Code.

Human Rights Commission 729-2709
Toll Free 1-800-563-5808
Government of Newfoundland and Labrador, 20 Crosbie Place,
2nd. Floor Beothuk Building, PO Box 8700, St. John's, NF A1B 4J6
Website: www.gov.nf.ca/hrc

The Human Rights Association works to create observance of human rights in the province.

N&L Human Rights Association 754-0690
155, Water Street, Suite 206, PO Box 6203, St. John's, NF A1C 6J9
E-mail: nlhra@nf.sympatico.ca
Website: www.stemnet.nf.ca/nlhra

IDENTIFICATION CARDS

The federal government issues **Old Age Security Identification Cards** to seniors when they start to receive their Old Age Pension cheques.

For information, contact:

Income Security Office 1-800-277-9914

Photo ID

In addition to providing driver licences, the Motor Vehicle Registration Division provides photo IDs to people who bring in their birth certificate. There is a fee of

\$20. Contact the nearest Motor Vehicle Registration office.

INCOME TAX

For questions about income tax call:

Canada Customs and Revenue Agency

Toll Free 1-800-959-8281

For questions about tax refunds and GST/HST, call:

Toll Free 1-800-959-1956

Caregiver Amount

People may be able to claim the caregiver amount on their income tax if they live with their own or their spouse's parents or grandparents who are dependent on them. The relatives must be 65 years or older and have a low income. People may also qualify if they care for other dependent relatives (but not spouses). For more information, check the Income Tax Guide or call Canada Customs and Revenue Agency.

Volunteer Help

Trained volunteers are available to help seniors fill out income tax forms in their own homes. Call Canada Customs and Revenue Agency:

Community Volunteer Income Tax Program 772-3275

Toll Free 1-800-993-3275

Chartered Accountants offer free **Income Tax Clinics** to low income seniors in some areas of the province.

For information, call:

Institute of Chartered Accountants, St. John's 753-7566

Walters Hoffe, Gander 651-4100

Grant Thornton, Grand Falls-Windsor 489-6622

Victorian Order of Nurses, Corner Brook 634-2042

If seniors have trouble getting through to any of the above numbers, they can call:

Seniors Resource Centre 737-2333

Toll Free 1-800-563-5599

INCONTINENCE PROBLEMS

Incontinence is the loss of bladder and/or bowel control. Many people who suffer from incontinence are too embarrassed to seek help. Therefore, they are unaware that cure or treatment is available. Help and referrals are available through family doctors.

People can also talk to a physiotherapist who helps people with incontinence. Call: Nancy French, physiotherapist 777-6159

Help and information (pamphlets, books, video tapes, and newsletters) are also available from the Canadian Continence Foundation which is led by people with incontinence, and by professionals from all health disciplines. The Foundation also provides a list of specialists in local areas.

Canadian Continence Foundation 1-800-265-9575
PO Box 30, Victoria Branch, Westmount, Quebec, H3W 2V4
Website: www.continence-fdn.ca

INDEPENDENT LIVING RESOURCE CENTRE

The Independent Living Resource Centre (ILRC) is a community based organization of persons who have disabilities. The ILRC provides information and resource networking, skill development seminars, individual advocacy, and peer support programs. Programs and services are open to anyone who has a disability, their family, friends and support networks.

Independent Living Resource Centre 722-4031
4 Escasoni Place, St. John's, NF A1A 3R6 TTY 722-7998
Fax: 722-0147
E-mail: info@ilrc.nf.ca
Website: www.ilrc.nf.ca

Seniors Resource Centre 737-2333 or 1-800-563-5599

LEARNING OPPORTUNITIES

ELDERHOSTEL offers inexpensive, short term academic programs hosted by a network of educational institutions around the world. Participants live on college or university campuses. Courses are not for credit and there are no exams. Courses range from skiing to painting, history to bird watching.

For information and a catalogue of world wide programs, contact:

ELDERHOSTEL 1-877-426-8056
Website: www.elderhostel.org

Local contact through Memorial University of Newfoundland:

Diana Deacon, Division of Lifelong Learning 737-3068/7979

ROUTES to LEARNING CANADA is a non-profit, Canadian national learning travel company. For more information, contact:

ROUTES TO LEARNING CANADA 613-530-2222
4, Cataraqui Street, Kingston, Ontario K7K 1Z7
Fax: 613-530-2096
Website: www.routestolearning.ca

LIFELONG LEARNING opportunities are available in many communities. For information, contact local colleges, libraries or town councils.

In St. John's, contact Lifelong Learners, Seniors Resource Centre 737-2333

In Grand Falls-Windsor, Mildred Ivany 489-3770

LITERACY

Many areas of the province have programs to help people improve their literacy skills. Many of these programs provide one-on-one assistance. Seniors who would like more information can contact local libraries or town councils, or call:

Literacy Development Council of Newfoundland and Labrador 738-7323
 Toll Free 1-800-563-1111
 PO Box 8174, Station A, St. John's, NF A1B 3M9
 Fax: 738-7353
 Website: www.nald.ca/nfldlit.htm

LEGAL

Seniors who do not have a lawyer can call the Lawyer Referral Service and they will be given the names of three lawyers. They can choose one who will give them a 30 minute consultation for \$25.00 and will advise them what can be done and how much it will cost.

Lawyer Referral Service 722-2643
 Public Legal Information Association of Nfld
 Suite 101, Fortis Building, 139, Water Street, St. John's, NF A1C 1B2

If seniors have a **general question**, they can call the Public Legal Information Association for assistance:

Public Legal Information Association of Nfld 722-2643
 Suite 101, Fortis Building, 139, Water Street, St. John's, NF A1C 1B2
 E-mail: info@publiclegalinfo.com
 Website: www.publiclegalinfo.com

If seniors need **financial help** with a legal problem they can try to obtain Legal Aid but very few seniors qualify.

Legal Aid Office see local directory

Seniors may need information about **Small Claims Court** for claims not exceeding \$3000. Information can be obtained from the **Provincial Court of**

Newfoundland:

St. John's 729-1368
 Small Claims Divn. Box 68, 215, Water Street, St. John's, NF. A1C 6C9.
 Clarenville 466-2635

Seniors Resource Centre 737-2333 or 1-800-563-5599

Corner Brook	637-2395
Gander	256-1100
Goose Bay	896-2404
Grand Bank	832-1450
Grand Falls - Windsor	292-4212
Harbour Grace	596-6141
Placentia	227-2002
Springdale	673-5050
Stephenville	643-2966
Wabush	282-6617

Applications for **Peace Bonds** can also be filed through Provincial Courts. A lawyer is not needed for this.

MEDICAL INSURANCE

Under the Medical Care Plan (MCP) and the Hospital Insurance Plan, medical and hospital care coverage is available to eligible Newfoundland residents regardless of age, health, or financial circumstances.

People going **out of the province** for more than one month should register with MCP and they will be provided with a proof of coverage certificate. People going out of the country are advised to take out additional insurance through private plans.

For more information or for **card replacement** call:

MCP Grand Falls-Windsor	292-4000
Toll free	1-800-563-1557
Patient enquiries	1-800-563-2163
Fax: 292-4052	
St. John's office	758-1600
57, Margaret Place (off Newtown Road)	

Private insurance can be also be bought to cover items such as drugs, home support services, private rooms, physiotherapy etc.

MEDICATIONS

Overuse, wrong use, over prescribing, and mixing prescription medications with over-the-counter drugs and herbal remedies or “natural” products are some of the problems that seniors can have with medications. In addition, aging changes can affect the way medications are absorbed and used by the body.

Everyone should **ask questions** about their medications and **talk** to their physician and pharmacist. Questions to ask include:

- what is the medication called and what is it for?
- are there any side effects? which ones should be reported?
- when should the medication be taken and for how long?
- should it be taken with food or not?
- will it affect any other medications being taken (prescription or over-the-counter)?

Medicine cupboards should be checked for medications that are no longer being taken or which are out-of-date. The safest way to dispose of these medications is to take them back to the pharmacy.

Pamphlets about individual drugs, medications in general, and the safe use of medications are available from pharmacists, public health nurses, and Addiction Services (see page 3).

MENTAL HEALTH SERVICES

While many older adults enjoy their senior years and remain active and productive, they may be faced with many of the changes and losses that accompany the aging process and which require major emotional adjustments. Natural grieving accompanies any loss, but clinical depression can also occur and often goes unrecognised in the elderly.

Emotional changes, such as anxiety and depression, may be caused by chronic or

acute disease, the effects of medications, death of a loved one, lack of or loss of family supports, loneliness, fear of loss of independence, retirement, and loss of job etc. Depression can also occur without apparent reason.

Help is available through **family physicians** and the following:

Canadian Mental Health Association 753-8550

354, Water Street, PO Box 5788, St. John's, NF A1C 5X3

E-mail: cmha@nfld.com

Website: www.nflab.cmha.ca

The association provides information and support, has helpful pamphlets, a Resource Library, and a list of **self-help groups** across the province.

Mental Health Crisis Line 737-4668

Toll Free 1-888-737-4668

Through this 24 hour Mental Health Crisis Line trained volunteers help callers work out effective ways to cope with their immediate problems.

Crisis Intervention Services are also available to people who go to the Mental Health Crisis Centre at 47, St. Clare Ave. St. John's.

Local Mental Health Services are available in many areas - mental health nurses, social workers, psychologists, and self-help groups. For information about help available in specific communities, contact the local office of **Health and Community Services**.

NEGLECTED ADULTS

See Abuse page 1

NURSING HOMES AND PERSONAL CARE HOMES

When people need more help than can be provided through home support services,

Seniors Resource Centre 737-2333 or 1-800-563-5599

they may need to consider admission to a personal care home or a nursing home.

Personal care homes are for people who are no longer able to manage independently to run a household, but who are mobile and need minimal assistance with personal and supervisory care.

Nursing homes are for people who need nursing care as well as a higher level of personal and supervisory care than that provided by a personal care home.

There is a **single entry system** for admission to personal care or nursing homes. Contact should be made with the local office of **Health and Community Services** and arrangements will be made for a home visit to assess the person's needs and the level of care required. A financial assessment will also be done.

People who have questions concerning the financial assessment and rates charged for **long term care** can contact the local office of Health and Community Services.

OCCUPATIONAL THERAPISTS

Occupational Therapists assist people to restore, maintain and improve their ability to perform daily activities such as bathing, dressing, house cleaning. They can also provide advice about the right equipment and assistive devices. Services are provided through hospitals, Health and Community Services, and privately. Home visits may be available. For information about services in a specific area, contact the nearest hospital or the local office of **Health and Community Services**.

ORGAN DONATION

For information about donating specific organs for transplant, such as the cornea, kidneys, liver, heart, lungs, bone marrow, and bone, contact:

Coordinator 777-6600
Organ Procurement and Exchange in Newfoundland and Labrador,
Health Science Centre, 300 Prince Philip Drive, St. John's, NF A1B 3V6

For those wishing to donate their body to science, contact:

Manager of the Anatomy Laboratory 737-6300
Medical School, Memorial University of Newfoundland,
300 Prince Philip Drive, St. John's, NF A1B 3V6

OSTEOPOROSIS

Osteoporosis is a disease in which the bones become less dense and the bone structure changes. As a result, the bones become increasingly fragile and are likely to break. Often people do not know they have the disease until a fracture occurs.

For information about osteoporosis, call:

Osteoporosis Society of Canada 1-800-463-6842
33, Laird Drive, Toronto, Ontario M4G 3S9
Website: www.osteoporosis.ca

The society has information on risk factors and prevention. Cook books, *Bone Vivant* and as well as a home exercise video, *Bone Smart*, are available for purchase. The Society also publishes a quarterly newsletter.

The video *Bone Smart* is also available on loan from the Seniors Resource Centre at 737-2333 or 1-800-563-5599.

PARKING PERMITS

Parking permits for people with disabilities allow parking in specially marked spaces closer to stores and offices. Applications require the signature of a physician and permits have to be renewed every 5 years. As of August 2001, permits will be issued free of charge.

Permits must be prominently displayed with the date clearly visible.

Permit applications are processed by the provincial **Motor Registration Division**

Applications may be available at local offices, or call 729-7466

PARKINSON'S DISEASE

Parkinson's disease is a disease of the nervous system which causes tremors, stiffness, slowness of movement and difficulty with balance.

For information and support, call:

- Parkinson Society Canada**, national office 1-800-565-3000
- Newfoundland and Labrador Chapter 754-4428
- Toll Free 1-800-567-7020
- Suite 219, The Ashley Building, 31 Peet Street, St. John's, NL A1C 5H5

The society is dedicated to *ease the burden and find a cure*. Call the Society for information about local support groups located throughout the province.

Movement Disorder Clinic

Many people with Parkinson's disease are referred to the clinic at the Health Science Centre in St. John's. The clinic nurse can then follow up and advise on care at home or in a nursing home. The nurse will also answer questions from people who have not been referred to the clinic. Call:

- Denise Murphy, Research Nurse 777-8057

If calling long distance, leave your name and number and she will return your call.

People with Parkinson's disease may also need to know about:

- home support services** see page 25
- equipment**, aids and assistive devices see page 17
- help from an **occupational therapist** see page 36
- parking permits** for people with disabilities see page 37

PENSIONS

Federal Government Retirement Income Program

Call the toll-free number which links callers to the Atlantic Regional office:

- Income Security Program** (pensions) 1-800-277-9914

for information or pamphlets about:

- **Old Age Security**, Guaranteed Income Supplement, Spouse or Widowed Spouse Allowance
- **Canada Pension Plan**: Retirement Pension, Disability Benefit, Credit Splitting, Survivor Benefits and Death Benefit

Representatives from the pensions office in St. John's and Corner Brook visit some communities on a regular basis. Visits are advertised locally and seniors should call 1-800-277-9914 for an appointment.

If people have trouble getting through to the pension office, they can call the **Seniors Resource Centre** 737-2333 or 1-800-563-5599 for assistance.

Veterans Benefits

For information on Veterans benefits, pensions, Last Post Fund etc. call the **Department of Veterans' Affairs**,

Sub regional office, St. John's	772-4716
Toll free	1-800-563-9623
District office, Corner Brook	637-
4377	Toll free 1-800-563-4254

The department also administers the Veterans Independence Program. This program provides home care, equipment, and maintenance assistance for qualified veterans who need assistance to stay in their own home.

See also **Financial Help** (page 19) and **Drug Card** (page 16)

PERSONAL CARE HOMES

See Nursing Homes and Personal Care Homes page 35

PHYSICIANS

For the names of **physicians taking new patients** in the St. John's area, call:

Department of Health and Community Services 729-4984
then **press 2** for a recorded message of physicians taking new patients. There are separate messages for eastern, central and western parts of St. John's area.

RESPIRE SERVICES

Being the sole caregiver for someone at home on a 24 hour-a-day basis can be very stressful and exhausting. If caregivers receive no help or relief, their own health may deteriorate and this may result in the unnecessary placement of the person needing care. Respite care can provide temporary relief for caregivers so that they have time for themselves, for rest and relaxation, or to spend time with other family members.

Respite care may be provided at the person's home for a few hours a week, or it may be a planned short-term stay in a facility, such as a nursing home, to allow the caregiver to have a vacation. Respite care may be provided alone or in conjunction with other home support services.

For information about cost and what is available in specific communities, contact the local office of **Health and Community Services**.

RETIREMENT/ESTATE PLANNING

To ensure that you are taking advantage of any tax savings and to provide for an orderly transfer of your assets on death, consult a financial planner for advice. For information about Certified Financial Planners call:

Financial Planners Standards Council 1-800-305-9886
Website: www.cfp-ca.org

Certified financial planners take exams and then have to apply to the council to be accepted. They have to adhere to a code of ethics. They have to renew annually and have to have 30 hours of continuing education each year.

SENIORS INFORMATION AND REFERRAL LINE

The Information Line is the central program of the Seniors Resource Centre. Seniors, or those concerned about seniors, call in with questions, such as how to access home support services, where to get help with home repairs, who is eligible for subsidised housing or the seniors' drug card; problems dealing with government departments for pensions and income tax; or concerns such as bereavement, transportation, or elder abuse.

The aim is to put callers in touch with services and resources that can help them. Follow up calls are made to make sure the caller obtained the needed assistance.

The Information Line is answered by volunteer seniors, **Peer Advocates**. Seniors who call in find it helpful to talk to a knowledgeable person who has had similar life experiences.

The Peer Advocates understand the importance of offering a listening ear to callers. They provide information and support so that seniors can make informed decisions about things that affect their life and health. The Peer Advocates have up-to-date information close at hand to which to refer, and qualified staff as back-up.

Seniors Information and Referral Line 737-2333

Toll Free 1-800-563-5599

Seniors Resource Centre, Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8

Fax: 737-3717
E-mail: seniorsresource@nf.aibn.com
Website: www.seniorsresource.ca

Community Peer Advocates

Community Peer Advocates act as an extension of the Information Line by helping those seniors who prefer to receive information from people they know and trust in their own community. These Peer Advocates use their own knowledge, as well as material from the Seniors Resource Centre, to provide information about resources

and services to seniors with whom they are in contact through their own activities in the community. They may assist seniors to obtain needed services and they may advocate on behalf of individual seniors. They may also advocate for needed services in their own communities. Some groups hold meetings for seniors and invite guest speakers to discuss topics such as coping with hearing loss or how to avoid cons and frauds.

The Peer Advocates are provided with support and up-to-date information through the Seniors Resource Centre and have access to the toll-free Information Line. Links are also established with local resource and support people.

All Peer Advocates take part in a series of information sharing sessions which include discussions on aging changes and challenges, communication and problem solving skills.

Currently, there are Peer Advocate groups in **Bay Bulls-Bauline, Bay Roberts, Bell Island, Bonavista, Botwood, Brigus South-Cappahayden area, Burin, Cape St. George, Clarenville area, Fortune area, Grand Falls-Windsor, Port au Port, St. John's and Trepassey.**

In addition, aging changes and challenges workshops have been held in **Labrador City, North West River, and Happy Valley-Goose Bay.** Peer Advocate groups will be set up wherever there is interest.

SENIORS' ORGANIZATIONS

Canadian Association on Gerontology (CAG) 613-728-9347
824 Meath Street, Suite 100, Ottawa, Ontario K1Z 6E8

A national, multi-disciplinary scientific and educational association established to provide leadership in matters related to the aging population.

CARP Canada's Association for the Fifty-Plus 1-800-363-9736

Seniors Resource Centre 737-2333 or 1-800-563-5599

27 Queens Street East, Suite 1304, Toronto, Ontario, M5C 2M6

Website: www.50plus.com

Regional representative, Baxter Howse 579-8183

A national non-profit organization which aims to preserve and protect 50-plus rights, provide meaningful, useful information on 50-plus lifestyle choices and key political and economic issues; and negotiate group benefits and special offers for members. It publishes *CARP News FiftyPlus* six times a year.

National Advisory Council on Aging (NACA) 613-957-1968

Postal Locator 1908A1, Ottawa, Ontario K1A 1B4

Fax: 613-957-9938

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

Website: www.naca.ca

The National Advisory Council on Aging was created by Order-in-Council in 1980 to assist and advise the Minister of Health on issues related to the aging of the Canadian population and the quality of life of seniors. The council has a maximum of 18 members representing all parts of Canada.

Newfoundland & Labrador Pensioners and Senior Citizens/50+ Federation

President: Don Holloway 279-3546

PO Box 900, Marystown, NF A0E 2M0

The Federation is a province wide umbrella organization which represents seniors' clubs across the province. It acts as a lobby group for seniors and is a member of the National Pensioners and Senior Citizens Federation. It publishes the *Senior Voice*, a province wide newspaper for seniors.

Seniors Resource Centre 737-2333

Toll Free 1-800-563-5599

Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8

E-mail: seniorsresource@nf.aibn.com

Website: seniorsresource.ca

A non-profit, charitable, voluntary organization dedicated to promoting the independence and well being of older adults in Newfoundland and Labrador through the provision of information, through advocacy, and various programs and services.

Canadian Snowbirds Association

Toll Free 1-800-265-3200
180, Lesmill Road, North York, Ontario M3B 2T5

This association is for people who spend time in the south and was created to achieve better out-of-country insurance rates and to represent snowbirds' interests and concerns to government, business and the media.

SENIORS' PUBLICATIONS

Expression 613-957-1968
Newsletter of the National Advisory Council on Aging (NACA),
Postal Locator; 1908 A1, Ottawa, Ontario K1A 1B4
Fax: 613-957-9938
E-mail: seniors@hc-sc.gc.ca
Website: www.naca.ca

Seniors Info Exchange 613-952-7606
Division of Aging and Seniors, Health Canada, Postal Locator 1908A1,
Ottawa, Ontario K1A 1B4
Fax: 613-957-9938
E-mail: seniors@hc-sc.gc.ca
Website: www.hc-sc.gc.ca/seniors-aines/seniors/english/whatsnew.htm

Senior Voice
Newfoundland & Labrador Pensioners and Senior Citizens/50+ Federation

Seniors Resource Centre 737-2333 or 1-800-563-5599

Editor, Don Holloway 279-3546

Senior's Pride 737-2333 or 1-800-563-5599
 Seniors Resource Centre, W100, 280 Torbay Road, St. John's, NL A1A 3W8

50+ New Age Senior 753-4229
 Colin Jamieson, 2, Ottawa Street, St. John's, NF A1A 2R7

SENIORS RECREATION

For information about social and recreational activities in specific communities, contact the local town council or Parks and Recreation Department. For information about seniors' clubs, contact the Newfoundland and Labrador Pensioners and Senior Citizens/50+ Federation (see page 42).

SENIORS RESOURCE CENTRE

The Seniors Resource Centre is a non-profit, charitable, voluntary organization administered by a board of directors. As an association, it is dedicated to promoting the independence and well being of older adults in Newfoundland and Labrador through the provision of information, advocacy and various programs and services.

Province Wide Programs

The central programs are the toll-free **Seniors Information Line** and the **Peer Advocate** program which serve seniors province wide by providing information, referrals and support (see page 40).

Other province-wide programs include **Falls Prevention** and **Type 2 Diabetes Awareness**. Both of these projects work with local volunteer seniors who provide information to others and also promote active living and healthy eating. In some communities, the volunteer seniors themselves have organized activities such as walking clubs, line dancing sessions, and exercise groups.

The Seniors Resource Centre works cooperatively with other organizations in many of its activities, including support for unpaid family **caregivers** (see page 11) and in the fight against **elder abuse**. In addition to assisting individuals affected by elder abuse, the centre facilitates an inter-agency Elder Abuse Committee, has an Elder Abuse Speakers Bureau and volunteer seniors also give presentations on how to avoid being a victim of scams and frauds through the **ABCs of Fraud** program.. The centre also provides information and pamphlets about elder abuse and has resource material in the library.

The centre also promotes **Literacy** through projects that provide opportunities for older adults to improve their skills and adapt to new technology.

Local Programs

Other programs are offered to those within driving distance of the centre. Information is available to anyone wishing to start similar programs in their own communities.

Services:

- Grocery Bus
- Friendly Visiting
- SnowBusters program
- Foot Clinics
- Income Tax Clinics
- Volunteer Driving

Support:

- Bereavement Support Group
- Support Group for those coping with separation and divorce
- Caregiver Support

Education:

- Lifelong Learners
- Elder Abuse Speakers Bureau
- Resource Material

Fun and Friendship:

- Friday Friendship Club
- Mall Walkers Club
- Multicultural Group - Seniors Bridging Cultures

For more information call:

Seniors Resource Centre 737-2333
 Suite W100, 280 Torbay Road, St. John's, NL A1A 3W8
 Toll Free 1-800-563-5599
 Fax: 737-3717
 E-mail: seniorsresource@nf.aibn.com
 Website: www.seniorsresource.ca

TRANSPORTATION

Accessibility

Under the Canada Transportation Act, the Canadian Transportation Agency has the power to remove “undue obstacles” from Canada’s transportation network (trains and stations, interprovincial ferry services and terminals, airlines and airports).

The agency publishes guides for travellers with disabilities. For more information or to obtain a guide, call:

Accessible Transportation Directorate 1-800-883-1813
 Canadian Transportation Agency, 15, Eddy Street, Hull, QC K1A 0N9
 Fax: 819-669-6019
 Website: www.cta-otc.gc.ca

Please note: the provincial **Lewisporte-Goose Bay ferry** now has a wheelchair lift.

Medical

Hope Air is a registered national charity dedicated to serving Canadians in financial need by providing free air transportation to recognised facilities for medical care not available in the patient’s home community.

For more information, call:

Hope Air 416-222-6335
 Toll-free 1-877-346-4673
 Proctor & Gamble Building, 4/11 Yonge Street, Toronto, Ontario M2N 6K8
 E-mail: mail@hopeair.org

Website: www.hopeair.org

VICTIM SERVICES

Victim Services provide support and professional help to people who have been victims of crime who are going through, or considering going through, the criminal justice system.

St. John's	729-0900
Carbonear	945-3018
Clarenville	466-5808
Gander	256-1028
Grand Falls-Windsor	292-4544
Stephenville	643-6588
Corner Brook	637-2614
Port Saunders	861-2147
Happy Valley/Goose Bay	896-0446
Nain	922-2360

VISION PROBLEMS

Many seniors do not realise that they do not have to be blind to benefit from the services offered by the CNIB. These services help adjustment to failing sight and promote independence. Low vision aids are available, such as magnifying glasses and suggestions for low cost adaptations to the home (e.g. stove markers). Books on tape and Braille books are available from CNIB. Large print books and books on tape are available from the public library.

Pamphlets available from CNIB include: *CNIB Core Services; Glaucoma; Cataracts; Macular Degeneration; Diabetes and the Eye; Living with Vision Loss; Low Vision: Help is available; I can't see as well as I used to; Step by Step Guiding The Blind Person*

- CNIB** 1-800-334-2642
- St. John's 754-1180
70, The Boulevard, St. John's, NF A1A 1K2
- Corner Brook 639-9167
Toll Free 1-877-639-9167
Suite 208, 10 Main Street, Corner Brook, NF A2H 1B8
- Grand Falls-Windsor 489-6515
Toll Free 1-877-709-6515
1A O'Neill Ave. Box 442, Grand Falls-Windsor, NF A2A 2J8

The CNIB also has a website: www.cnib.ca

INDEX

abuse 1, 40, 45
 accessibility 24, 45
 addiction services 3
 Advance Health Care Directive 5
 Al-Anon 4
 alcohol 3
 Alcoholics Anonymous 4
 Alzheimer 5
 Alzheimer Society 6
 arthritis 7
 Arthritis Society 7
 assistive listening devices 23
 bereavement 8, 40, 45
 Better Business Bureau 14
 birth certificate 9
 burial 20
 Canada Mortgage and Housing Corporation (CMHC) 14
 Canada Pension Plan (CPP) 21, 38
 Canadian Cancer Society 10
 Canadian Diabetes Association 15
 Canadian Hard of Hearing Association 22, 23
 Canadian Mental Health Association 35
 Canadian Red Cross 18
 Canadian Continenence Foundation 30
 Canadian Paraplegic Association 37
 Canadian Snowbirds Association 43
 Canadian Transportation Agency 45
 Canadian Association on Gerontology (CAG) 42
 cancer 10
 Cardiac Care Program 24
 caregiver support 11, 12, 39, 45
 CARP, Canada's Association for the Fifty Plus 42
 CNIB 47
 Community Peer Advocates 41

congratulatory messages 12
 consumer problems 13
 Consumer Affairs 13
 continuing care 22
 counselling 2, 4, 8
 credit counselling 19
 Crisis Line 35
 day programs 15
 death 8, 34
 death benefit 21
 death certificate 9
 depression 22, 34
 detoxification services 4
 developmental disabilities 4
 diabetes 15, 20
 dietitians 15, 16, 22
 disability 22, 30, 46
 Division of Aging and Seniors 19, 44
 divorce 8
 doctor/physician 5, 6, 15, 16, 33, 34, 35, 37
 drug card **16**, 40
 drug plan 16
 drugs 3, 16, 33, 34
 education 10, 15, 22, 31
 elder abuse 1, 40, 45
 ElderHostel 31
 emergency alarms 16
 Emergency Alert 16
 emergency shelters 2, **17**
 environmental health 22
 equipment loan 18
 equipment 10, **17**, 19, 36
 estate planning 40
 Expressions 43
 50+ New Age Senior 44
 federal government information 19
 financial help 5, 10, 18, **19**, 21, 23, 32, 40, 46

flu shots 20
 foot care 20, 45
 fraud 13, 14
 funeral planning 20
 Gamblers Anonymous 4
 gambling 3
 government information 19
 government service centres 9
 grief, grieving 8, 34
 guaranteed income supplement (GIS) 16, 38
 harmonised sales tax (HST) 29
 Health and Community Services 2, 4, 5, 15, 18, 19, 20, 21, 24, 25, 35, 36
 hearing 19, 22
 Heart and Stroke Foundation 23
 home repairs 24, 40
 home support 22, 25, 33, 40
 home making services 22, 25
 Hope Air 46
 housing 26
 human rights 28
 Human Resources and Employment 18, 19, 21, 23
 Humberwood 4
 identification cards 28
 Income Security 28, 38
 income tax 29
 incontinence 30
 Independent Living Resource Centre 30
 insurance 13, 20, 33, 43
 investments 13
 Landlord and Tenant Relations 27
 Last Post Fund 21, 26, 39
 Lawyer Referral Service 32
 Legal Aid 32
 legal 32
 Lifelong Learning 31, 45
 literacy 31
 Living Will see Advance Health Care Directive 5

loss 8, 34
 marriage certificate 9
 meals-on-wheels 22, 25
 Medical Care Plan (MCP) 33
 medical insurance 33
 medications 34
 mental health services 8, **34**
 Mental Health Crisis Line 3, 34
 Motor Vehicle Registration 28, 37
 Movement Disorder Clinic 38
 Narcotics Anonymous 4
 National Advisory Council on Aging (NACA) 42, 43
 neglect 1
 Newfoundland and Labrador Association for Community Living 4
 Newfoundland and Labrador Interpreting Services 23
 Newfoundland and Labrador Housing 25, 26
 Newfoundland & Labrador Pensioners & Senior Citizens/50+ Federation 42, 44
 nursing homes 35
 nutritionists 16, 22
 occupational therapy 22
 occupational therapist 18, **36**
 Old Age Security (OAP) 28, 38
 organ donation 36
 osteoporosis 37
 Osteoporosis Society of Canada 37
 parking permits 37
 Parkinson Society Canada 38
 Parkinson disease 37
 pastoral care 9
 peace bonds 33
 Peer Advocates 40, 41, 44
 pensions 38
 personal care 22, 25, 36
 personal care homes 35
 pharmacist 16, 34
 PhoneBusters 14
 photo ID 28

physician/doctor 5, 6, 15, 16, 33, 34, 35, 37
 physiotherapy 22, 30, 33
 police 2
 Provincial Court 32
 Public Legal Information 32
 Recovery Centre 4
 Red Cross Equipment Loan 18
 respite 6, 11, 25, **39**
 retirement/estate planning 40
 retirement 8, 34, 40
 Routes to Learning Canada 31
 safety 24, 45
 scams 13
 self-help 4, 35
 Senior Voice 43, 44
 SeniorBusters 14
 Seniors Information and Referral Line **40**, 44
 Seniors Organizations 42
 Seniors Resource Centre 1, 5, 9, 12, 14, 20, 28, 29, 40, 43, **44**
 Seniors Info Exchange 44
 Seniors' Publications 43
 seniors' recreation 44
 Senior's Pride 44
 separation 8
 Small Claims Court 32
 Snowbirds 43
 stroke 23
 support group 7, 8, 10, 12, 30, 35, 45
 Tenant Relations, Newfoundland and Labrador Housing 27
 Tenant Relations, Landlord and Tenant Relations 27
 transportation 40, **45**
 Veterans Benefits 21, 26, 39
 Veterans Affairs 21, 26, 39
 Victim Services 3, 46
 Victorian Order of Nurses (VON) 20
 vision 47
 Vital Statistics 9