

Seniors' Information Handbook



September 2001

Message from the Minister



As the Minister Responsible for Seniors, I am pleased to present the first addition of the Seniors' Information Handbook.

The well-being of seniors is a priority in the Northwest Territories. It is important for seniors, as well as family members and caregivers, to have easy access to information relating to health, finance, consumer issues, housing, transportation and recreation services.

It is through the work of the NWT Seniors' Society, the Department of Health and Social Services, the Department of Education, Culture and Employment, the NWT Literacy Council and funding from the Government of the Northwest Territories Literacy Strategy, that this project has been made possible.

I hope this handbook will provide useful information that will assist in providing our seniors with an improved level of health and well-being.

A handwritten signature in blue ink, appearing to read 'Jane Groenewegen', with a large, stylized flourish at the end.

Jane Groenewegen
Minister Responsible for Seniors

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Introduction

This guide is for NWT seniors and people in their community who help and support them. There are lots of programs and organizations that can help seniors in the NWT. The programs can help with things like pensions, health, and housing. Some of the programs give seniors money. Other programs and organizations help seniors through services like Home Care.

How To Use This Guide

The programs and services in this guide are listed under broad headings. The headings are listed in the table of contents.

The guide is organized this way to help you easily find the information you want.

For each program there is information about:

- what the program does
- who can apply
- how to apply
- contact information
- for some contact information listings TDD/TTY (Telecommunications Device for Hearing Impaired Persons) is available.

Pensions and Other Income Programs

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

Canada Pension Plan (CPP) – Survivor Benefits

The CPP – Survivor Benefits are:

- different payments made to the family of a Canada Pension Plan beneficiary when that beneficiary dies

There are three types of Survivor Benefits:

1. Death Benefit is a one-time payment.
2. Surviving spouse’s pension is a monthly payment to the spouse.
3. The children’s benefit is a monthly benefit for dependent children.

To apply:

- write or call the federal government

For more information, please call:

Human Resources Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: 1-800-255-4786
(for people with trouble hearing)
Fax: (780) 495-2263

Pensions and Other Income Programs

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

Veterans' Programs

Veterans' programs are:

- payments and services that help Canadian war veterans and family members who depend on them
- for Canadian war veterans and those who served with the Merchant Marines and in Special Duty Areas

Examples of payments and services:

- War Veterans' Allowance
- War Disability Pension
- Veterans' Independence Program
- help with some hospital and medical expenses
- emergency health and safety funding

To apply:

- call or write the federal government

For more information, please contact:

Veterans Affairs Canada
Suite 940, Canada Place
9700 Jasper Ave.
Edmonton, AB, T5J 4C3
Toll free: 1-800-866-1240
Phone: (780) 495-3762
Fax: (780) 495-4496

Pensions and Other Income Programs

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

Income Support

Income support is available as:

- Seniors' Fossil Fuel Subsidy
- Senior Supplementary Benefit

Seniors' Fossil Fuel Subsidy is to help with home heating costs. Also, look under Housing for more details.

To apply:

- application forms are available from the Department of Education, Culture and Employment or on their Web site

Senior Supplementary Benefit is for those seniors who have a low income.

To apply:

- application forms are available from the Department of Education, Culture and Employment or on their Web site

Continued...

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Citizens Home Repair

The Senior Citizens Home Repair program is a forgivable loan, for seniors who are 60 or older who own their own homes.

For seniors who:

- have lived in the NWT for at least five years
- who may need to fix up their homes if there is something wrong with the house that is unsafe or unhealthy
- have a low income

The most the loan can be is \$20,000 plus the costs of freight to bring in supplies.

To apply:

- apply by writing or calling the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Home Adaptations for Seniors’ Independence Program

The Home Adaptations for Seniors’ Independence Program is:

- a grant that will cover some of the cost for installing handrails, grab bars and easy-reach storage for seniors

The grant will help seniors:

- to make permanent changes to their homes that can help them with daily living
- who are 65 years old or older and in need of affordable and healthy housing
- who have trouble with daily living activities

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Residential Rehabilitation Assistance Program

The Residential Rehabilitation Assistance Program is:

- a loan available for houses that need major repairs to plumbing, electricity and heating
- for seniors to fix up their homes if the homes are not safe and healthy
- for people who own their home
- for people who have a low income

The loan may not have to be all paid back. How much you have to pay back depends on your income and the value of the repairs.

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

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Residential Rehabilitation Assistance Program for Persons with Disabilities

The Residential Rehabilitation Assistance Program for Persons with Disabilities is a loan:

- for home owners and landlords
- to make changes like widening doors and hallways or putting in lower countertops in a house or apartment to make it easier for someone with a disability to live there
- to make sure the house or apartment is a safe and healthy place to live

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Seniors' Independent Living Strategy

The Seniors' Independent Living Strategy builds affordable rental housing for seniors:

- who are 60 years old or older
- who are in need of affordable and healthy housing
- who have low income

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Elder on the Land Initiative

The Elder on the Land Initiative gives money to Elders who have lived on the land on a full-time basis for at least the past two years:

- to repair or replace their existing shelter with a modest, simply constructed shelter
- who are least 50 years old or older
- who are in need of affordable and healthy housing
- who are living in a home that is not safe or healthy
- who are living outside community boundaries

To apply:

- call or write the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: (867) 873-7854
Fax: (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Seniors' Fossil Fuel Subsidy (Home Heating Program)

The Seniors' Fossil Fuel Subsidy gives seniors fuel to heat their homes.

The program is for NWT seniors who:

- are 60 years old or older
- own their own home in the NWT
- do not get Income Support or Social Assistance
- have a low income
- are residents of the NWT

Seniors can get up to five cords of wood, 2,275 litres of fuel oil, 3,105 litres of propane, 6,020 Kilowatt Hours of electricity or 76,000 feet of natural gas.

To apply:

- call or write the Department of Education, Culture and Employment and ask for an application form

When you apply, you must include with your application:

1. Something that shows how old you are, like a birth certificate, driver's licence or health care card.
2. Something that shows how much household income you have, like income tax returns or pay stubs.
3. Something that proves you own your home, like a title or deed or mortgage document.

Continued...

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Seniors’ Fossil Fuel Subsidy (Home Heating Program) Continued...

For more information, please contact:

- Income Assistance officer in your community or the manager of Income Support in Yellowknife

Manager, Income Support
Education, Culture and Employment
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: (867) 873-7746
Toll-free: 1-800-661-0763
Web site: <http://income.learnnet.nt.ca>

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Citizens and Disabled Persons Property Tax Relief

The Senior Citizens and Disabled Persons Property Tax Relief is a program that helps seniors and people with disabilities pay less or no property tax. Taxes are lowered depending on the type of property owned or occupied. You have to apply for this program every year.

To apply:

- write or call the Department of Municipal and Community Affairs

For more information please contact:

Community Operations Division
Municipal and Community Affairs
Government of the Northwest Territories
Suite 500, 5201 - 50th Ave.
Yellowknife, NT X1A 3S9
Phone: (867) 920-8752
Fax: (867) 920-6343

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide homes for people who need care that they can no longer get in their own homes.

Aklavik

Joe Greenland Centre

- a home for seniors

For information contact:

Joe Greenland Centre
Box 162
Aklavik, NT X0E 0A0
Phone: (867) 978-2381
Fax: (867) 978-2943

Fort Simpson

Fort Simpson Long-term Care

- for seniors and people who are disabled

For information contact:

Deh Cho Health and Social Services
Fort Simpson Long-term Care
P.O. Box 246
Fort Simpson, NT X0E 0N0
Phone: (867) 695-7080
Fax: (867) 695-7083

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide homes for people who need care that they can no longer get in their own homes.

Fort Smith

Fort Smith Health Centre and Long-term Care Unit

- for seniors and people who are disabled

For information contact:

Fort Smith Health Centre
Long-term Care Unit
Box 1080
Fort Smith, NT X0E 0P0
Phone: (867) 872-6200
Fax: (867) 872-6275

Northern Lights Special Care Home

- for seniors and people who are disabled

For information contact:

Northern Lights Special Care Home
P.O. Box 1319
Fort Smith, NT X0E 0P0
Phone: (867) 872-5403
Fax: (867) 872-5404

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide homes for people who need care that they can no longer get in their own homes.

Hay River

H.H. Williams Memorial Hospital Extended Care Ward

- for seniors and people who are disabled

For information contact:

H.H. Williams Memorial Hospital
Extended Care Ward
#3 Gaetz Drive
Hay River, NT X0E 0R8
Phone: (867) 874-7180
Fax: (867) 874-7118

Woodland Manor

- for seniors and people who are disabled

For information contact:

Woodland Manor
52 A Woodland Drive
Hay River, NT X0E 0R8
Phone: (867) 874-2493
Fax: (867) 874-7234

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide homes for people who need care that they can no longer get in their own homes.

Inuvik

Charlotte Vehus Home

- for adults with developmental delays and brain injuries

For information contact:

Charlotte Vehus Home
P.O. Box 1800
Inuvik, NT X0E 0T0
Phone: (867) 777-4780
Fax: (867) 777-4687

Inuvik Regional Hospital Extended Care Unit

- for seniors and people who are disabled

For information contact:

Inuvik Regional Hospital
Long-term Care Unit
Bag Service #2
Inuvik, NT X0E 0T0
Phone: (867) 777-8130
Fax: (867) 777-8038

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide homes for people who need care that they can no longer get in their own homes.

Yellowknife

Aven Manor

- for seniors and people with disabilities

For information contact:

Aven Manor
c/o Yellowknife Association of Concerned
Citizens for Seniors
#1, 5710 - 50th Ave.
Yellowknife, NT X1A 1G1
Phone: (867) 920-2443
Fax: (867) 873-9915

Stanton Regional Hospital – Extended Care Ward

- for seniors and people with disabilities

For more information contact:

Stanton Regional Hospital
Extended Care Ward
P.O. Box 10
Yellowknife, NT X1A 2N1
Phone:
Extended Care: (867) 669-4125
Main switchboard: .. (867) 669-4111
Fax: (867) 669-4131

Medical Boarding Homes

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

Lena Pederson (Kitikmeot) Boarding Home

The Lena Pederson (Kitikmeot) Boarding Home provides a place to stay and meals for people who have travelled from the Kitikmeot to Yellowknife for medical appointments.

For more information, please contact:

Lena Pederson (Kitikmeot) Boarding Home
Box 1960
Yellowknife, NT X1A 2P5
Phone: (867) 920-2807
Fax: (867) 873-9148

Vital Abel House

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

For more information, please contact:

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

Health Programs

This section has information about health benefit programs and other health services.

Extended Health Benefits Seniors' Program

Extended Health Benefits Seniors' Program pays for some health services for Metis and non-native NWT residents who are 60 or older and already registered with the NWT Health Care Plan.

The health services covered by this program are beyond the regular health services available under the NWT Health Care Plan.

Some of services you can get from this program:

- medicines
- medical travel, accommodations, meals and transportation
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care

To apply:

- call or write the Department of Health and Social Services
- on-line forms are available on the Department of Health and Social Services Web site

Continued...

Health Programs

This section has information about health benefit programs and other health services.

Non-Insured Health Benefits

Non-Insured Health Benefits pays for health services for Inuit and people who are Registered Indians of any age or income living anywhere in Canada.

That means health services like:

- medicines
- medical travel, accommodations, meals and transportation for medical visits including to Traditional Healers
- approved escorts for medical travel
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care
- medical boarding homes, transportation and interpreter services

To apply:

- call or write the Health Benefits Coordinator
- on-line forms are available on the Department of Health and Social Services Web site

Continued...

Health Programs

This section has information about health benefit programs and other health services.

Home Care Program

The Home Care Program helps people stay in their homes when they are sick or in need of medical help or supports with daily living activities. The Home Care Program helps people stay at home rather than going to a hospital or a long term care facility.

The program is for people who:

- have a valid NWT Health Care Card
- live in a place where the program is offered
- have been assessed and found to have needs best met by Home Care

People can get help with services like:

- nursing
- foot care
- handyman services
- rehabilitation
- respite care
- palliative care
- home intravenous therapy
- Meals-on-Wheels

To apply:

- write or call your local Health and Social Services Board

For more information, please contact:

- see the list of all Health and Social Services Boards on page 80

Health Programs

This section has information about health benefit programs and other health services.

Rehabilitation Services

Rehabilitation Services are treatments for people with various medical conditions. Rehabilitation Services are usually available in most NWT regional centres. People living in smaller communities may have to travel to a regional centre. Sometimes the rehabilitation professional will travel to communities outside of the regional centre.

Rehabilitation professionals do these treatments:

- Audiologists help people with hearing loss
- Speech Language Pathologists help people with speaking and language difficulties
- Occupational Therapists and Physiotherapists help people with physical and movement problems

To apply:

- usually a doctor, nurse or Community Health representative will make a referral
- they call and make an appointment for you to see the rehabilitation professional

For more information, please contact:

- see the list of all Health and Social Services Boards on page 80

Community Health Services

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

Alcohol and Drug Programs

Most communities have centres that offer alcohol and drug programs like Alcoholics Anonymous (AA). Most centres also have counselling services.

For more information, please contact:

- look under your community listing for Alcohol and Drug Services in your telephone directory of this handbook

Canadian Cancer Society, NWT Division

The Canadian Cancer Society has information about how to prevent cancer, what people can expect if they have cancer and other education materials. They also provide individual counselling and group emotional support to cancer patients and their families.

For more information, please contact:

- Toll Free:
 - French and English .. 1-888-939-3333
 - NWT Aboriginal Languages..... 1-888-261-4673
 - Yellowknife: (867) 920-4428
- you can call the Yellowknife office collect or use the 1-888 toll-free line

Community Health Services

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

Canadian Diabetes Association

The Canadian Diabetes Association provides information about diabetes.

For more information, please contact:

- Toll Free: 1-800-563-0032
- NWT Chapter: (867) 920-7458
- Web site: www.diabetes.ca

Canadian Hard of Hearing Association

This is a national organization that works to help people who are hard of hearing.

For more information, please contact:

- Canadian Hard of Hearing Association
- 2435 Holly Lane
- Ottawa, ON K1V 7P2
- Phone: (613) 526-1584
- TTY: (613) 526-2692
- (for people who have trouble hearing)
- Toll-free: 1-800-263-8068
- Or visit: www.chha.ca

Continued...

Community Health Services

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

Canadian Hard of Hearing Association *Continued...*

Canadian Hard of Hearing Association (NWT Chapter)
#51 Aven Court
5710 - 50th Street
Yellowknife, NT X1A 1E9
Phone: (867) 873-4735
Fax: (867) 873-4318

Canadian Mental Health Association/ NWT Division

The Canadian Mental Health Association/NWT Division promotes the importance of mental health for all people of the NWT. They do that through education, advocacy and research. They can help people with mental health problems get help.

For more information, please contact:

Canadian Mental health Association/NWT Division
Box 2580
Yellowknife, NT X1A 2P9
Phone: (867) 873-3190
Fax: (867) 873-3930
Toll-free: 1-800-661-0844

Community Health Services

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

Canadian National Institute for the Blind

The Canadian National Institute for the Blind helps people who are adjusting to blindness or visual impairment. They also provide other services to help people who are blind or have a visual impairment.

For more information, please contact:

Canadian National Institute for the Blind
Box 872
Yellowknife, NT X1A 2N6
Phone: (867) 873-2647
Fax: (867) 873-0286

Independent Clubhouse

The Independent Clubhouse is an informal drop-in centre for people with psychiatric illnesses like bi-polar, schizophrenia and manic depression. People can come to the Independent Clubhouse for help with their physical, emotional, mental and spiritual needs.

For more information, please contact:

Independent Clubhouse
Box 2901
Yellowknife, NT X1A 2R2
Phone: (867) 669-9279
Fax: (876) 669-0042

Community Health Services

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

Family Counselling Division

The Family Counselling Division provides counselling services to individuals, couples and families on a wide range of issues.

For more information, please contact:

Family Counselling Division
Box 608
Yellowknife, NT X1A 2N5

To make an appointment in Yellowknife:

Phone: (867) 920-6522
Fax: (867) 873-9032

Outside Yellowknife:

Toll-free: 1-888-476-0421

NWT Council for Disabled Persons

The NWT Council for Disabled Persons helps people with disabilities live independent lives and be a part of their community.

For more information, please contact:

NWT Council for Disabled Persons
Box 1387
Yellowknife, NT X1A 2P1
Phone: (867) 873-8230
TTY: (867) 920-2674
Fax: (867) 873-4124

Community Health Services

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

Fort Smith Council for Disabled Persons

For more information, please contact:

Fort Smith Council for Disabled Persons

Box 1350

Fort Smith, NT X0E 0P0

Phone: (867) 872-3223

Fax: (867) 872-6275

Legal Help

This section has information about free legal services.

Beaufort Delta Legal Services Clinic

Beaufort Delta Legal Services Clinic
Box 1100
Inuvik, NT X0E 0T0
Toll-free: 1-800-661-0704
Inuvik: (867) 777-2030
Fax: (867) 777-3211

Law Line – Legal Services Board

Law Line
Legal Services Board
P.O. Box 1320
Yellowknife NT X1A 2L9
Phone: (867) 920-2360
Fax: (867) 873-5320
Call collect: 1-867-873-3130
(Tuesday and Thursday evenings 6:00 – 8:30 p.m.)

Legal Court Services

Legal Court Services will help people involved in legal matters,
they will help people get legal counsel through Legal Aid.

For more information, please contact:

Legal Court Services

Box 110
Fort Good Hope, NT X0E 0H0
Phone: (867) 598-2762
Fax: (867) 598-2525

Legal Help

This section has information about free legal services.

Legal Court Services

Box 304

Fort McPherson, NT X0E 0J0

Phone: (867) 952-2756

Fax: (867) 952-2042

Legal Court Services

Box 107

Holman, NT X0E 0S0

Phone: (867) 396-3511

Fax: (867) 396-3256

Legal Court Services

General Delivery

Rae – Edzo, NT X0E 0Y0

Phone: (867) 392-6386

Fax: (867) 392-6387

Legal Court Services

Box 287

Tuktoyaktuk, NT X0E 1C0

Phone: (867) 977-2260

Fax: (867) 977-2154

Also see Victim Services, page 60

Crime

This section has information about crime prevention and other services.

National Telemarketing Fraud Strategy Group

This group helps seniors understand and fight against telemarketing fraud.

Telemarketing fraud is:

- when someone tries to sell you something over the phone or tries to get you to give out your personal financial information over the phone by telling lies about what they are going to do

For more information, please contact:

Organized Crime Division
Policing and Law Enforcement Directorate
Solicitor General of Canada
340 Laurier Avenue West, 8th floor
Ottawa ON K1A 0P8
Phone: (613) 990-2713
Fax: (613) 990-3984

Human Rights

Fair Practices Office

The Fair Practices Office helps people who have been discriminated against because of their age, race, colour, sex, marital status, disability and other personal characteristics. The Fair Practices Office may help people who have been turned down unfairly for a job, housing or other services.

For more information, please contact:

Fair Practices Office
3rd Floor Panda II Mall
Yellowknife, NT X1A 2P4
Toll-free: 1-800-661-0760
Phone: (867) 920-8764
Fax: (867) 873-0489

Protection Against Age Discrimination

This program investigates seniors' complaints about age discrimination.

For more information, please contact:

Canadian Human Rights Commission
344 Slater Street, 8th Floor
Ottawa, ON K1A 1E1
Toll-free: 1-888-214-1090
TTY: 1-888-643-3304
(for people who have trouble hearing)
Or visit: www.chrc-ccdp.ca

Human Rights

Public Guardian Office

The Public Guardian office helps people become legal guardians of individuals 18 years of age and older, who are unable to make reasonable decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member, a caretaker or a close friend will become a legal guardian. To become a legal guardian people should call the Public Guardian Office. They will then do an assessment. That means they will look into the situation and find out if a legal guardian is necessary. That assessment then goes to the courts. The courts decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The guardian does not make decisions about money. A different person called a trustee makes those decisions.

For more information, please contact:

Public Guardian
Department of Health and Social Services
Government of the Northwest Territories
Box 1320
Yellowknife NT X1A 2L9
Phone: (867) 920-8025
Fax: (867) 873-0248

Education

Aurora College

Aurora College offers many different courses including Adult Basic Education.

For more information about programs in your community, you can write or call:

Aurora College, Thebacha Campus

Box 1290
Fort Smith, NT X0E 0P0
Phone: (867) 872-7509
Fax: (867) 872-5143

Aurora College, Yellowknife Campus

Bag Service 9700
Yellowknife, NT X1A 2R3
Phone: (867) 920-3030
Fax: (867) 873-0333

Aurora College, Aurora Campus

Box 1008
Inuvik, NT X0E 0T0
Phone: (867) 777-7800
Fax: (867) 777-2850

Or visit: www.auroracollege.ca

Travel And Recreation

Routes to Learning Canada

Routes to Learning Canada provides high quality, affordable, educational experiences for adults throughout the entire year, if you would like to find out about Routes to Learning Canada trips you can write them or visit their Web site.

You can write to:

Routes to Learning Canada
300 - 4 Cataraqui St.
Kingston, ON, K7K1Z7
Phone: 1-613-530-2222
Or visit: www.routestolearning.ca

Elderhostel

Elderhostel provides high quality, affordable, educational and recreational opportunities for adults interested in travelling anywhere in the world, throughout the year.

For a catalogue please write to:

Elderhostel INC.
75 Avenue de Lafayette
Boston, MA
USA, 02111-1746
Phone: 1-877-426-8056
Fax: 1-877- 426-2166
TTY: 1-877-426-2167
(for people who have trouble hearing)
Or visit: www.elderhostel.org

Harvesting

Sport Fishing Licence

For most areas in the NWT, Seniors do not need a sport fishing licence if they are 65 years of age or older.

There are two areas where you need a licence:

- Great Bear Lake – you must have a Sports Fishing Licence and a Special Management Licence. The Special Management Licence costs \$10 plus GST.
- Inuvialuit Settlement Region – you must have a Sports Fishing Licence and a validation. The validation does not cost anything.

For more information, please contact:

- local Resources, Wildlife and Economic Development office or your local Department of Fisheries and Oceans office
- check the blue pages of the telephone directory for a number

Hunting and Trapping

Seniors do not need a hunting or trapping licence but they must have a firearms licence if they own a gun or want to buy one.

Firearms Licence and Registration

Firearms Licence

If you want to get a gun or already have one, you have to get a firearms licence. The firearms licence is called a possession and acquisition license. The licence means you can buy, inherit, trade or receive a gun as a gift. The licence has to be renewed every five years. To get a firearms licence you need to pass the Canadian Firearms Safety Course test. Aboriginal people can sometimes get their firearms licence without taking the Canadian Firearms Safety Course. They can do this by getting letters of support from their community that say they know about firearms and how to use them.

For more information, please contact:

Phone: (867) 920-8395

Toll-free: 1-800-731-4000 (extension 4517)

Firearms Registration

You have to register all your firearms. To do that you need the firearms licence. You have until January 1, 2003 to register all your firearms.

For more information, please contact:

Phone: (867) 920-8395

Toll-free: 1-800-731-4000 (extension 4517)

The Safe Living Guide – Home Safety for Seniors

The Safe Living Guide is available from Health Canada.

The guide has information on:

- home safety
- safety checklists
- consumer products
- reducing and preventing injuries
- proper use of medication

For more information, please contact:

Division of Aging and Seniors
Health Canada
Address locator: 1908A1
Ottawa, ON K1A 1B4
Phone: (613) 952-7606
Fax: (613) 957-7627
Web site: www.hc-sc.gc.ca/seniors-aines

Emergency Food and Shelter

Salvation Army NWT Resource Centre

The Salvation Army helps people with social and rehabilitation services, chemical dependency recovery, emergency shelter, food bank, soup kitchen and the thrift shop.

For more information, please contact:

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

The Extended Hand

The Extended Hand provides Christian counselling, food bank and used clothing.

For more information, please contact:

The Extended Hand
P.O. Box 681
Fort Smith, NT X0E 0P0
Phone: (867) 872-2252
Fax: (867) 872-3340

Emergency Food and Shelter

Yellowknife Food Bank

The Yellowknife Food Bank gives food to people who need it. The food bank is closed during the summer months.

For more informaton, please contact:

Yellowknife Food Bank
4917 Matonabee Street
Yellowknife, NT X1A 1X7
Phone: (867) 873-4035

Alison McAteer House and YWCA Family Violence Program

Alison McAteer House provides a home for women and children who are experiencing violence. Women and children can get counselling and other support. The maximum length of stay is six weeks.

For more information, please contact:

Alison McAteer House
C/O YWCA
103-4904 54th Ave
Yellowknife, NT X1A 1H7
Phone: (867) 669-0235
Fax: (867) 669-0334
Crisis Line: (867) 873-8257
(will take collect calls)

For administrative inquiries:

Phone: (867) 920-2777 ext. 305

Victim Services

Victims of Violence Advocacy Program

This program provides one-to-one counselling to clients, public awareness, public speaking, resources, fun nights, home visits and talking circles.

For more information, please contact:
Victims of Violence Advocacy Program
Box 26
Fort Good Hope, NT X0E 0H0
Phone: (867) 598-2728
Fax: (867) 598-2513

Victim Services

Victim/Witness Assistance Program

This program helps people with information on the criminal justice system; emotional support, attending court with witnesses, referrals, liaison for victims and witnesses with the RCMP and Crown Prosecutor.

For more information, please contact:

Fort Smith Victim/Witness Assistance Program
c/o Uncle Gabe's Friendship Centre
Box 957
Fort Smith, NT X0E 0P0
Phone: (867) 872-3004
Fax: (867) 872-5313

Hay River Victim Assistance
c/o Soaring Eagle Friendship Centre
Suite 2, 8 Gagnier St.
Hay River, NT X0E 0R4
Phone: (867) 874-6581
Fax: (867) 874-3362

Inuvik Victim Services
c/o Inuvik Justice Committee
Box 2869
Inuvik, NT X0E 0T0
Phone: (867) 777-3181
Fax: (867) 777-3181

NWT Seniors' Societies

NWT Seniors' Society

The NWT Seniors' Society gives information and support to seniors and elders across the NWT. The Society operates a toll-free Seniors' Information Line that you can call Monday through Friday from 8:30 a.m. to 4:30 p.m.

Information on other seniors societies across the NWT including:

- Deninu Kue Seniors' Society
- Fort Simpson Seniors' Society
- Fort Smith Senior Citizens Society
- Hay River Seniors' Society
- Inuvik Seniors' Society

For more information, please contact:

NWT Seniors' Society
Box 1564
Yellowknife, NT X1A 1G1
Phone: (867) 920-7444
Fax: (867) 873-4318
Toll-free: 1-800-661-0878

Yellowknife Seniors' Society

For more information, please contact:

Yellowknife Seniors' Society
Box 1564
Yellowknife, NT X1A 1G1
Phone: (867) 873-9475
Fax: (867) 873-4318

Other Services

Handicapped Parking Permits

Handicapped Parking Permits are available for people with disabilities so they can park in designated handicapped parking spots.

For more information, please contact:

NWT Council for Disabled Persons
Yellowknife
Phone: (867) 873-8230
Fort Smith
Phone: (867) 872-3223

NWT Highway and Ferry Information

The Department of Transportation provides reports on road conditions and ferry information.

Toll-free: 1-800-661-0750
Web site: www.gov.nt.ca

Other Services

NWT Library Services

A service to allow people to borrow books in communities without a library. The service will issue a 'borrower by mail' card.

For more information, please contact:
NWT Library Services
75 Woodland Dr.
Hay River, NT X0E 1G1
Toll-free: 1-866-297-0232

NWT Funeral Service

Contact the NWT Seniors' Society for information on funeral services available in your community.

Other Services

Senior Citizens Motor Vehicle Services Discount

Seniors who are over the age of 60 can get a discount of 50 per cent on the annual fees for motor vehicle registrations and driver's licences.

For more information, please contact:

Department of Transportation
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: (867) 920-8915
Fax: (867) 873-0120

Seniors' Policies and Program Database

This Web site that has information about policies, programs and services for seniors.

Web site: www.sppd.gc.ca

Telephone Directory of Services

Aklavik

Band Office/Council	978-2340	_____
Friendship Centre (Alcohol and Drug)	978-2420	_____
Public Health Centre	978-2516	_____
Social Workers	978-2236/2613	_____
RCMP	978-2296	_____
Inuvik Regional Health and Social Services Board	(867) 777-8062	_____

Colville Lake

Band Office	709-2200	_____
Social Workers (Fort Good Hope)	(867) 598-2304	_____
RCMP (Colville Lake)	(867) 709-2100	_____
If no answer call (Fort Good Hope)	(867) 598-2411	_____
Public Health Centre	709-2409	_____
Inuvik Regional Health and Social Services Board	(867) 777-8062	_____

Deline

Community Wellness (Alcohol and Drug Programs)	589-4701	_____
Band Office	589-3151	_____
Public Health Centre	589-3111	_____
Social Workers	589-3906/3401	_____
RCMP	589-3431	_____
Inuvik Regional Health and Social Services Board	(867) 777-8062	_____

Telephone Directory of Services

Fort Good Hope

Alcohol and Drug Programs	598-2352
Band Office	598-2231
Family Violence Worker	598-2728
Legal Court Services	598-2762
Public Health Centre	598-2211
Social Workers.....	598-2940/2304
RCMP	598-2411
Inuvik Regional Health and Social Services Board	(867) 777-8062

Fort Liard

Alcohol and Drug Programs	770-4770
Band Office	770-4141
Public Health Centre	770-4301
Social Workers.....	770-4301
RCMP	770-4221
Deh Cho Health and Social Services Board	(867) 695-3815

Telephone Directory of Services

Fort McPherson

Alcohol and Drug Programs	952-2245	_____
Band Office	952-2330	_____
Mental Health Counsellor	952-2438	_____
Metis Council	952-2212	_____
Public Health Centre	952-2586	_____
Social Workers	952-2250/2802	_____
RCMP	952-2551	_____
Inuvik Regional Health and Social Services Board	(867) 777-8062	_____

Fort Providence

Band Office	699-3401	_____
Family Counselling Centre	699-3801	_____
Public Health Centre	699-4311	_____
Social Workers	699-3421	_____
RCMP	699-3291	_____
Deh Cho Health and Social Services Board	(867) 695-3815	_____

Telephone Directory of Services

Fort Resolution

Alcohol and Drug Programs	394-4291
Metis Council	394-4151
Public Health Centre.....	394-4511
Social Workers.....	394-4532
RCMP	394-4111
Deninu Community Health and Social Services Board	394-5010

Fort Simpson

Alcohol and Drug Programs	695-2715
Band Office	695-3131
Friendship Centre	695-2577
Legal Court Services	695-7315
Long-term Care Home.....	695-7080
Public Health Centre.....	695-7000
Social Workers.....	695-7070
RCMP	695-3111
Deh Cho Health and Social Services Board	695-3815

Telephone Directory of Services

Fort Smith

Alcohol and Drug Programs	872-2440
Band Office	872-2986
Crisis Shelter	872-5925
Friendship Centre	872-3004
Home Care	872-6204
Legal Court Services	872-2759
Long-term Care Home.....	872-5403
Public Health Centre.....	872-6203
Social Workers.....	872-6209
RCMP	872-2107
Recreation	872-2014
Fort Smith Health and Social Services Board	872-6200

Telephone Directory of Services

Hay River

Community Addictions Services	874-2446
Crisis Shelter	874-3311
Family Counselling Centre	874-3898
Friendship Centre (Alcohol and Drug Programs)	874-2838
Home Care	874-6512
Hospital	874-7100
Legal Court Services	874-2475
Medical Clinic	874-2917
RCMP	874-6555
Social Workers	874-6831
Treatment Centre	874-6699
Hay River Community Health Board	874-7115

Holman

Community Wellness (Alcohol and Drug Programs, Mental Health)	396-4417
Legal Court Services	396-3511
Public Health Centre	396-3111
Social Workers	369-3907
RCMP	396-3311
Inuvik Regional Health and Social Services Board	(867) 777-8146

Telephone Directory of Services

Inuvik

Alcohol and Drug Centre	777-2726
Ambulance Emergency Line	777-4444
Band Office	777-3344
Family Counselling Centre	777-4148
Friendship Centre	777-2166
Health and Social Services (Alcohol and Drug Programs)	777-7361
Home Care	777-7399
Hospital	777-2955
Public Health Clinic	777-2955
RCMP	777-2935
Social Workers	777-7220/7249/7242
Inuvik Regional Health and Social Services Board	777-8146

Jean Marie River

See Fort Simpson Phone Listings

Kakisa Lake

See Fort Providence Phone Listings

Telephone Directory of Services

Lutselk'e

Band Office	370-3212
Community Wellness (Alcohol and Drug Programs)	370-3316
Public Health Centre	370-3111
RCMP	370-3311
Lutselk'e Health and Social Services Board	370-3116

Nahanni Butte

Band Office	602-2900
Public Health Centre	602-2203
RCMP (Fort Liard)	770-4221
Social Worker (Fort Liard)	770-4301
Deh Cho Health and Social Services Board	695-3815

Norman Wells

Community Health Centre	587-2250
Social Services	587-2736
Social Workers	587-2632
RCMP	587-2444
Recreation	587-2741
Youth / Elder Centre	587-2858
Inuvik Regional Health and Social Services Board	(867) 777-8146

Telephone Directory of Services

Paulatuk

Community Health Centre	580-3231	_____
Social Workers	580-3800	_____
RCMP	580-3551	_____
Inuvik Regional Health and Social Services Board	(867) 777-8146	_____

Rae-Edzo

Counselling Services (Alcohol and Drug Programs)	392-6931	_____
Band Office	392-6581	_____
Community Health Centre	392-6351	_____
24-hour Emergency	392-6075	_____
Friendship Centre (Alcohol and Drug Programs, Elder Programs)	392-6000	_____
Legal Court Services	392-6386	_____
Long-term Care Home	392-6708	_____
Social Services	392-6931	_____
RCMP	392-6181	_____
Dogrib Community Services Board	392-3000	_____

Telephone Directory of Services

Rae Lakes

Band Office (Alcohol and Drug Programs)	997-3441
Public Health Centre	997-3141
Social Services (Wha'Ti)	(867) 573-3602
RCMP (Rae-Edzo).....	(867) 392-6181
Dogrib Community Services Board (Rae-Edzo).....	(867) 392-3000

Sachs Harbour

Public Health Centre.....	690-4181
Social Services (Inuvik).....	(867) 777-7375
RCMP (Inuvik)	(867) 777-2935
Inuvik Regional Health and Social Services Board	(867) 777-8146

Trout Lake

Band Office	206-2800/2818
Home Care	206-2800
Public Health Centre.....	206-2838
Fort Simpson Health Centre	(867) 695-7000
24-hour Emergency	(867) 695-3232
RCMP (Fort Liard)	(867) 770-4221
Social Worker (Fort Liard)	(867) 770-4301
Deh Cho Health and Social Services Board	(867) 695-3815

Telephone Directory of Services

Tsiigehtchic

Alcohol and Drug Programs	953-3704
Band Office	953-3201
Community Health Centre	953-3361
Social Workers (Fort McPherson).....	(867) 952-2802/2250
RCMP (Fort McPherson)	(867) 952-2551
Inuvik Regional health and Social Services Board	(867) 777-8146

Tuktoyaktuk

Alcohol and Drug Programs	977-2176
Legal Court Services	977-2260
Public Health Centre	977-2321
Social Workers/ Mental Health Workers	977-2511/2140/2434
RCMP	977-2351
Inuvik Regional Health and Social Services Board	(867) 777-8146

Telephone Directory of Services

Tulita

Band Office	588-3341
Community Wellness Centre (Alcohol and Drug Programs)	588-4019
Public Health Centre	588-4251
Social Workers	588-4271
RCMP	588-4211
Dogrib Community Services Board	(867) 392-3000

Wekweti

Band Office	713-2010
Wekweti Dispenser	713-2904
RCMP (Wha Ti)	(867) 573-3181
Social Workers (Wha Ti)	(867) 573-3602
Dogrib Community Services Board	(867) 392-3000

Wha Ti

Band Office	573-3012
Community Health Centre	573-3261
Social Workers	573-3602
RCMP	573-3181
Dogrib Community Services Board	(867) 392-3000

Telephone Directory of Services

Wrigley

Band Office	581-3321	_____
Community Health Centre	581-3441	_____
RCMP	581-3411	_____
Social Worker (Fort Simpson)	(867) 695-7070	_____
Deh Cho Health and Social Services Board	(867) 695-3815	_____

Yellowknife

Alcoholics Anonymous	873-5096	_____
NWT Behavioral Sciences and Family Counselling	669-7736	_____
Salvation Army	920-4673	_____
Tree of Peace Friendship Centre	873-2864	_____
Home Care	920-3338	_____
Mental Health Clinic	873-7042	_____
Public Health Centre	920-6570	_____
Social Service Programs	873-7276	_____
RCMP		
24-hour Emergencies	669-1111	_____
General enquiries		
Monday to Friday 9:00 a.m. to 5:00 p.m.	669-5100	_____
Stanton Regional Health Board	(867) 669-4224	_____
Yellowknife Health and Social Services Board	873-7276	_____

NWT Health and Social Services Boards

Deh Cho Health and Social Services Board

(867) 695-3815

Box 246

Fort Smith, NT X0E 0N0

Communities Served:

Fort Liard, Fort Providence, Fort Simpson,
Hay River Reserve, Jean Marie River, Kakisa Lake,
Nahanni Butte, Trout Lake, Wrigley

Deninu Community Health and Social Services Board

(867) 394-5010

Box 1997

Fort Resolution, NT X0E 0M0

Communities Served:

Fort Resolution

Dogrib Community Services Board

(867) 392-3000

Bag 5

Rae-Edzo, NT X0E 0Y0

Communities Served:

Rae Edzo, Rae Lakes, Wekweti, Wha Ti

NWT Health and Social Services Boards

Fort Smith Health and Social Services Board

(867) 872-6200
Box 1080
Fort Smith, NT X0E 0P0

Communities Served:
Fort Smith

Hay River Community Health Board

(867) 874-7115
#3 Gaetz Drive
Hay River, NT X0E 0R8

Communities Served:
Enterprise, Hay River

Inuvik Regional Health and Social Services Board

(867) 777-8146
Bag Service #2
Inuvik, NT X0E 0T0

Communities Served:
Aklavik, Colville Lake, Deline, Fort Good Hope,
Fort McPherson, Holman, Inuvik, Norman Wells, Paulatuk,
Sachs Harbour, Tuktoyaktuk, Tulita, Tsiigehtchic

NWT Health and Social Services Boards

Lutselk'e Health and Social Services Board
 (867) 370-3115
 Box 78
 Lutselk'e, NT X0E 1A0

Communities Served:
 Lutselk'e

Stanton Regional Health Board
 (867) 669-4224
 Box 10
 Yellowknife, NT X1A 2N1

Communities Served:
 Stanton Regional Hospital

Yellowknife Health and Social Services Board
 (867) 873-7276
 Box 608
 Yellowknife, NT X1A 2N5

Communities Served:
 Yellowknife, Dettah

NWT SENIORS' SOCIETY
1-800-661-0878