

Just imagine if you only needed to make *one* contact with a government office, by using whatever means you wish - telephone, mail, in-person or the Internet, to set in motion a network of service providers dedicated to meeting your needs. That day may be closer than you think... and for good reason.

Meet Paul... Paul is 82 years old and entering into the second stage of Alzheimer disease. He has two daughters. Paul requires a lot of care and now uses a wheelchair. One daughter has power of attorney for personal care and both daughters would like to have their father placed on a list for a bed in a long-term care facility. They wish to find a care facility that is close to their home as well as a community support service to help them care for their father until the time he enters the facility. They are also trying to apply for a handicap parking permit so that commuting with their father to various medical appointments will be simpler. Both daughters remember their father talking about his experience as a pilot during the Second World War, so they believe that he might be a veteran with entitlement to some assistance.

The daughters do not know where to start, but they do know they will have to spend a significant amount of time learning about who can help them. Once they collect the list of contacts, it will be necessary to contact each office - by phone or in-person in order to start the process of getting their father's needs met. It is also likely Paul's daughters will have to provide each provider with similar information and provide each with proof of their legal authority to act for him.

Wouldn't it be great if Paul and his daughters could have easy, simplified access to programs, benefits and services through a single point of contact? To make this happen, all levels of government and non-government organizations need to work together and this is what the Canadian Seniors Partnership is all about!

The ground work has already started. Through collaborations such as Seniors Canada On-line and the seniorsinfo.ca Portal-Brockville, information about government programs for seniors and their caregivers is available on-line as well as through the 1-800-O-Canada call centre. Governments are working together to improve and simplify access to service and benefit delivery. Stay tuned !