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For more information about this directory please contact the Department of Seniors:
Department of Seniors
15th Floor, Barrington Tower
1894 Barrington Street
Halifax, Nova Scotia
B3J 2A8
Phone: 902-424-0770
Toll Free: 1-844-277-0770
Fax: 902-424-0561
E-mail: seniors@novascotia.ca
novascotia.ca/seniors

For Advertising Inquiries Contact:
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Phone: 902-420-9943
Fax: 902-429-9058
E-mail: publishers@metroguide.ca
metroguidepublishing.ca
2882 Gottingen Street
Halifax, NS   B3K 3E2

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CNS Photo

Very special thanks to Carrefour Atlantique Emporium and the Puffin Gallery.
Message from the Premier of Nova Scotia

I’m pleased to present the Positive Aging Directory for 2017.

Every month about 1,000 people in Nova Scotia turn 65. With seniors representing a large proportion of our population, it is important that we understand, support and deliver the programs and services that seniors want and need.

Seniors have a lot to offer and we want to make sure they are welcomed as part of family and community life.

The Nova Scotia government is working hard with communities and not-for-profit groups to educate and raise awareness of seniors’ issues in order to keep all Nova Scotians active, engaged and vibrant members of our communities for as long as possible.

Sincerely,

Honourable Stephen McNeil
Premier of Nova Scotia

Message from the Minister of Seniors

Thank you for taking the time to explore the 2017 Positive Aging Directory.

As Nova Scotia’s population ages, the perception of what it is to be a senior is changing. The stereotype of seniors only being interested in sedentary activities is not necessarily the case for everyone. Many seniors are traveling, and living far more active lives than was expected in previous generations.

We know that living an active and engaged lifestyle is essential for healthy, positive aging. This is why it is so important that government keeps their aging population informed and engaged in their community’s activities, programs and services.

This directory is produced every year to keep you up-to-date on any new opportunities for learning, socializing, volunteering and being active. It gives you quick and easy access to the tools you need to live happy, healthy lives.

The Department of Seniors welcomes your comments and inquiries. I encourage you to stay connected with us by visiting us at novascotia.ca/seniors, following us on Twitter @NSSeniors, or calling us toll-free at 1-844-277-0770.

I look forward to hearing from you.

Honourable Leo Glavine
Minister of Seniors
Welcome to the 27th edition of Positive Aging Directory. It is produced annually by the Nova Scotia Department of Seniors. It includes several features designed to help find what you need:

**Table of Contents – page 3**
A list of general topics by page number.

**Index of Programs and Services – page 102**
An index of all the organizations, agencies, and government departments featured within the publication.

**Index of Advertisers – page 111**

★ This symbol indicates that the government department, organization, or agency is able to respond in French to questions and concerns.

★ Ce symbole indique que le ministère, l'organisme ou l'agence du gouvernement qui offre ce service est en mesure de répondre en français aux questions et aux préoccupations du public.

**Note:** Since August 2014, the area code must be dialed for local and long-distance phone numbers. This guide is reviewed and changed each year to help meet your needs. If you have suggestions or comments about this edition of the Positive Aging Directory, we want to hear from you! Please send comments to seniors@novascotia.ca or visit our webpage at novascotia.ca/seniors. Thank you!

**Endorsement Disclaimer**
This directory is an information guide and is limited to the most currently available information from the other agencies, organizations and service providers listed and referred to. This information is supplied for convenience only and may change at any time. Although the information is thought to be accurate, the Province of Nova Scotia implies absolutely no warranty for its accuracy, completeness or use. This directory is only an information guide, and users must refer to the appropriate agencies, organizations and service providers listed to get the official, specific, and most up-to-date information.

The Province of Nova Scotia does not endorse, recommend or verify any commercial products or private-sector services listed or advertised in this directory. Consumers should be cautious and ensure that the individuals and companies they deal with are reputable. See page 21 in this directory for information about the Better Business Bureau. Any reliance users place on the information in this directory is strictly at their own risk. The Province of Nova Scotia shall not be held liable for any losses or damages related to the use of information in this directory.

**Contact Service Nova Scotia at**
1-800-225-8227 or 902-424-7770 to determine whether a business is registered.

**Advertising**
The Nova Scotia Department of Seniors would like to thank the advertisers in the directory for their support.

For more information about this directory please contact:

**Department of Seniors**
15th Floor, Barrington Tower
1894 Barrington Street
Halifax, Nova Scotia, B3J 2A8
Phone ......................... 902-424-0770
Toll-free ...................... 1-844-277-0770
Fax .......................... 902-424-0561
E-mail ...................... seniors@novascotia.ca
novascotia.ca/seniors
Nova Scotia Department of Seniors

The Nova Scotia Department of Seniors works to ensure the inclusion and well-being of older adults in Nova Scotia by providing policy leadership and coordination across government to enable and enhance the participation in and contribution by older adults to all aspects of Nova Scotia life. The Department’s primary focus is leading the development of policy options that recognize and encourage the economic and social contributions of older adults in Nova Scotia.

On a day-to-day basis our work includes:

• Conducting research and providing policy advice to government on matters related to aging and our aging population;

• Leading, coordinating, and collaborating with departments across government, on the development, implementation and monitoring of policy related to Nova Scotia’s aging population

• Engaging stakeholders and creating partnerships to support and enable older adults to age in safe, healthy, and age-friendly communities

• Working with the federal and other provincial governments and other national partners to share knowledge and work together to address issues of common interest related to aging populations.

Community Planning and Program Funding

The Department of Seniors offers community development grants that support community organizations and municipalities in enhancing the social and economic participation of older adults. Please contact Department of Seniors for details regarding current funding opportunities. See page 9 for contact information.
Frequently Called Numbers

<table>
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<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td><strong>911</strong></td>
<td>Someone’s health, safety or property is threatened and help is needed right away</td>
</tr>
<tr>
<td><strong>811</strong></td>
<td>Non-urgent health care; call to talk to a nurse</td>
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<tr>
<td><strong>711</strong></td>
<td>Message relay service (MRS) for individuals who are hearing and/or speech impaired</td>
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<tr>
<td><strong>611</strong></td>
<td>Telephone repair service</td>
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<td><strong>511</strong></td>
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<td><strong>411</strong></td>
<td>Local directory assistance</td>
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<td><strong>311</strong></td>
<td>Halifax Regional Municipality municipal services and information</td>
</tr>
<tr>
<td><strong>211</strong></td>
<td>Human, social and community-related information and referral services</td>
</tr>
</tbody>
</table>

Continuing Care Services
(Home Care, Long-Term Care, Caregiver Allowance, Adult Protection) 1-800-225-7225

Find a Family Physician 811

Federal Government General Inquiries 1-800-622-6232

GST Refunds 1-800-959-1953

Home Repair Grants & Loans (by regional office) See page 30

Housing and Care / Housing Authorities (by regional office) See page 35

Income Tax (personal tax and volunteer clinics) 1-800-959-8281

Legal Information Society of Nova Scotia (publications) 902-454-2198

Legal Information Line & Lawyer Referral 902-455-3135 or 1-800-665-9779

MSI (Health cards) 1-800-563-8880

Nova Scotia Department of Seniors 902-424-0770 or 1-844-277-0770

Old Age Security (OAS), Guaranteed Income Supplement (GIS), and Canada Pension Plan (CPP)
(English) 1-800-277-9914
(Français) 1-800-277-9915

Pharmacare Program 1-800-544-6191

Property Tax Rebate 1-877-296-9338

Service Nova Scotia (motor vehicles, vital statistics, licences, land registration, consumer services, Provincial Tax Commission) Public Inquiries 902-424-5200 or 1-800-670-4357

Pension Plans:
Provincial 902-424-5070 or 1-800-774-5070
Federal 1-800-561-7930

Transportation Services (by region) See page 16
Information and Referral

Seniors’ information services

211 Nova Scotia ★

Don’t know where to turn for help finding a community-based program or government service in Nova Scotia? Just call 211, 24 hours a day, 7 days a week. The service helps people find programs and services in their community for themselves or someone they care about and is free, confidential and available in over 100 languages.

The Department of Seniors has partnered with the 211 telephone referral service, which now handles Senior Information Line phone calls and Senior Abuse Information and Referral calls. For all of these calls, please contact 211.

Phone....................... dial 2-1-1 in Nova Scotia
E-mail...................... help@ns.211.ca
ns.211.ca

Help-line/Outreach Seniors’ Infoline

Pictou County seniors in need may call this information line, located at Valley View Villa, Monday to Friday, 9 am–1 pm. Calls received after hours are answered by a recorded message and will be returned during regular hours.

Phone....................... 902-752-8400

VON Greater Halifax

Seniors Information Line for VON programs and services for seniors in the Halifax Regional Municipality.

Phone....................... 902-453-5800

Chebucto Links–Halifax

Chebucto Links is a community outreach association that endeavours to enable older persons to live independently and safely in their community, and to maintain the quality of life they desire.

Phone....................... 902-523-5590
E-mail...................... brian.r@bellaliant.net
chebuctolinks.ca

Shelburne County

Seniors’ Services Infoline

This information line is located at the Barrington Municipal Administrative Centre.

Toll-free...................... 1-800-565-0397
E-mail...................... seniorservices@eastlink.ca

Alzheimer InfoLine

The Alzheimer InfoLine is a confidential, province-wide service providing information, support and referral for people with dementia, their families, caregivers, and professionals.

Phone....................... 902-422-7961
Toll-free...................... 1-800-611-6345

Government Information

Public Inquiries—NS Government

When you want to know more about provincial government services, programs, and initiatives, contact Public Inquiries, Service Nova Scotia.

Phone....................... 902-424-5200
Toll-free...................... 1-800-670-4357
E-mail...................... askus@gov.ns.ca
ns.211.ca

Federal Government General Inquiries

When you need information about federal programs and services, new initiatives, or information products, call the toll-free number or visit the website. This is your primary access point to the Government of Canada.

Toll-free...... 1-800-O-CANADA (1-800-622-6232)
canada.ca

Seniors Canada On-line

Service Canada has developed a website that covers all of the services available to seniors through various federal and provincial departments.

seniors.gc.ca
Resources for Newcomers

YMCA Centre for Immigrant Programs
The YMCA of Greater Halifax/Dartmouth offers various programs and services for youth, adults, and families who are new to Canada. The YMCA Centre for Immigrant Programs provides an inclusive environment to serve our diverse community.
65 Main Avenue, Halifax, NS
Phone. 902-457-9622
ymcahrm.ns.ca

Welcome Wagon
Welcome Wagon provides free information and gifts to newcomers on behalf of the community and civic-minded businesses.
Toll-free 1-844-299-2466
welcomewagon.ca

Resources for Senior Women

Nova Scotia Advisory Council on the Status of Women
Phone. 902-424-8662
Toll-free 1-800-565-8662
E-mail women@novascotia.ca
nsdomesticviolence.ca

Accessibility Information

Canadian National Institute for the Blind (CNIB)
CNIB delivers vision rehabilitation services, peer support and recreation programs helping individuals to see beyond vision loss and lead full active lives – whether that means learning skills to cook again after a loss of sight, travelling independently with a white cane or getting support to adjust to the emotional and social impact of vision loss. Our programs and services are delivered where Nova Scotians need them most: in their own homes and communities, over the phone, online and at CNIB centres in Halifax and Sydney.

Disabled Persons Commission ★
The Nova Scotia Disabled Persons Commission (NSDPC) gives people with disabilities a way to participate in the provincial government policy-making process. The NSDPC advises policymakers and program developers about the needs of people with disabilities and the issues and concerns that affect their lives.

Nelson Place
5657 Spring Garden Road, 7th Floor
Halifax, NS B3J 2M4
Phone. 902-424-8280
Toll-free (in NS) 1-800-565-8280
TTY. 902-424-2667
Toll-free 1-877-996-9954
disability.novascotia.ca

Accessible Parking, Licence Plates, and Permits ★
Service Nova Scotia, through the Registry of Motor Vehicles, distributes accessible parking plates and permits to qualified individuals. A physician’s referral is required. There is no charge associated with a permanent or temporary accessible parking permit, which is displayed on the rear-view mirror. However, regular registration fees must be paid in order to place an Accessible Parking Identification Plate on a vehicle or motorcycle, and the applicant must be the plate owner and principal operator of the vehicle or motorcycle.

Phone. 902-424-5851
Toll-free 1-800-898-7668
novascotia.ca/snsmr/rmv/registration/mobility.asp
Deaf and Hard-of-Hearing Seniors

Deafness Advocacy Association

Nova Scotia
Information, support, referral, and follow-up for deaf, hard-of-hearing, late-deafened, and deaf-blind Nova Scotians.

Phone ......................... 902-425-0240
TTY/VP ......................... 902-425-0119
E-mail ....................... daans@ns.sympatico.ca

Hearing Institute Atlantic
Audiology services, including hearing tests, tinnitus evaluations, and hearing aid fittings, with free consultations by certified audiologists.

Halifax, Clayton Park, Bedford, Lower Sackville, Dartmouth and Bridgewater
Phone (HRM Locations) ........ 902-482-2222
Phone (Bridgewater) ........... 902-530-2222
hearinginstitute.ca

Society of Deaf and Hard of Hearing Nova Scotians
The Society develops and manages a range of coordinated programs and services which assist deaf, deafened, deaf-blind, and hard-of-hearing people in breaking down barriers and gaining full access to public and private services. It provides sign language interpreter services, computerized transcription services, self-help support groups, information and referral, communication & alerting devices, and community support.

Halifax
Phone (voice, TTY) ............... 902-422-7130
E-mail ...................... sdhhns@ns.sympatico.ca
sdhhns.org

Cape Breton
Phone (voice, TTY, fax) ........... 902-564-0003
E-mail ....................... cbdeaf@ns.sympatico.ca
sdhhns.org

Help Lines

Gambling Support Network
The Gambling Support Network provides online and phone support for Nova Scotians and their families who may be affected by gambling-related harms. The network’s services are provided by trained professionals who help clients achieve their goals to reduce the harms from gambling. The services are free, confidential, and available 24 hours a day, seven days a week.

Toll-free ....................... 1-888-347-8888
TTY ............................. 711

Recognition

Congratulatory Messages
The Nova Scotia Government’s Protocol Office offers a congratulatory-message service from the Premier of Nova Scotia to Nova Scotians celebrating 65+ birthdays and 25+ anniversaries at five-year intervals. The Protocol Office will also, if requested, contact the following offices:

• The Queen (100th birthdays and 60th anniversaries only)
• Governor General of Canada (90+ birthdays and 50+ anniversaries)
• Prime Minister of Canada
• Lieutenant Governor (80+ birthdays and 50+ anniversaries)
• Members of Parliament
• Members of the Legislative Assembly

Requests should be submitted at least six weeks in advance of the celebration, with the exception of the Queen, who requires eight weeks’ advance notice. Her office also requires proof of age or marriage.
Driving and Transportation
Licences and Safe Driving ★

Driver’s Licence
Photo drivers’ licences are issued by Service Nova Scotia through Access Nova Scotia for the Registry of Motor Vehicles. The cost to renew a Class 5 (regular) licence for a five-year period is $80.15.

Appointments for Seniors
People with special needs, including seniors, may schedule an appointment to renew their driver’s licence rather than experiencing possible lengthy wait times.

Accessible Parking, Licence Plates, and Permits ★
Service Nova Scotia, through the Registry of Motor Vehicles, distributes accessible parking plates and permits to qualified individuals. A physician’s referral is required. There is no charge associated with a permanent or temporary accessible parking permit, which is displayed on the rear-view mirror. However, regular registration fees must be paid in order to place a license plate on a vehicle or motorcycle, and the applicant must be the plate owner and principal operator of the vehicle or motorcycle.

Veteran Plates
Qualified individuals can apply for veteran plates by completing the application form and supplying proof of eligibility. A one-time charge of $5.80 is added to the usual cost of registering your vehicle when you apply for a veteran plate for the first time.

Driver’s Licence Refunds
You can request a refund of your driver’s licence fee if you move out of the province or have stopped driving. Refunds can also be requested by the estate on behalf of deceased drivers. The refund will be for the time remaining in the five-year period for which the driver has paid, minus a $11.90 photo fee and an administration fee of $15.15. Contact the Registry of Motor Vehicles’ information line to locate the office nearest you.

Seniors’ Safety Driving Discount Program
Funding provided by Transportation and Infrastructure Renewal has made it possible for Nova Scotia drivers aged 65 and over who hold a valid driver’s licence to receive a rebate of up to $40 on safe-driving courses every five years. Since many of the organizations offering this program charge $40 or less, seniors usually attend for free. Safe-driving courses can help a person to understand how aging affects his or her driving skills and to discover ways to make up for these changes. Participation is voluntary: seniors do not have to take a course to keep their driver’s licence, and they will not lose their licence as a result of this course. The courses are classroom-only and do not involve a road test.
Toll-free .................... 1-800-898-7668
novascotia.ca/sns/rmv/safe/senior.asp

**Driver Evaluation Program**
The Nova Scotia Rehabilitation Centre offers a client-centred approach to comprehensive driver evaluations. Evaluations are completed by an occupational therapist with specialized training, and all evaluations include both clinical and on-road evaluation. A physician’s referral is required; the form can be downloaded from our website.

1341 Summer Street, First Floor, Halifax
Phone ....................... 902-473-1299
nshealth.ca

**Transportation Services by Area/County**

**Annapolis Valley and Area**

*Kings Transit Authority*
Phone ....................... 902-678-7310
Toll-free .................... 1-888-546-4442
E-mail ...................... info@kingstransit.ns.ca
kingstransit.ns.ca

*Rural Transportation Association*
Phone ....................... 902-792-1802
ruralrides.ca

*Trans County Transportation Society (TCTS)*
Trans County Transportation Society is a non-profit organization providing community-based accessible transportation to residents of Annapolis County and western Kings County. Transportation is available for medical appointments, social events, shopping, group charters, etc. TCTS also provides a medical shuttle to Halifax, Bridgewater, and Lunenburg.

Phone ....................... 902-665-1212
E-mail ...................... info@tcts.ca
tcts.ca

**Antigonish County**

*Antigonish Community Transit Society*
The Antigonish Community Transit Society operates a fully accessible flex-route transit system around the County of Antigonish and in the town of Antigonish. It operates a fixed-route system circling the town every hour. For exact routes, fares, and times, please contact the office or visit the website.

Phone ....................... 902-867-0411
E-mail ...................... antigonishcommunitytransit@gmail.com
antigonishcommunitytransit.ca

*Antigonish Seniors CARE Van Society*
A safe and reliable bus service within Antigonish town and county for individuals with mobility difficulties. Accompaniment is required. Daily, Monday to Friday (evenings and weekends on request).

Phone ....................... 902-863-1855

**Cape Breton Regional Municipality**

*Handi-Trans*
This is a shared-ride, door-to-door public transportation service for registered mobility-impaired residents of seven communities within Industrial Cape Breton.

Phone ....................... 902-539-4336
cbrm.ns.ca/transit.html

*Transit Cape Breton*

Phone ....................... 902-539-8124
E-mail ...................... epw@cbrm.ns.ca
cbrm.ns.ca/transit.html
Municipality of Chester Transportation Society

*Community Wheels*

Municipality of Chester Transportation Community Wheels Society offers safe, affordable, accessible door-to-door transportation to all residents of the Municipality of the District of Chester. Local service is available for medical appointments, shopping, banking, errands, etc. Trips to Halifax, Bridgewater, Lunenburg or Kentville are available for those who need a ride to medical appointments/services. Wheelchair-accessible transportation is available.

Rides must be booked in advance and are offered on a "pay what you can" basis. Charter service/event trips are available at set rates.

Phone. ................. 902-275-5585 (ask for Sandra)
E-mail ................. sandrareynolds@sswap.ca

Municipality of Clare and Weymouth Area

*Le Transport de Clare Society ★*

Le Transport de Clare Society provides door-to-door, safe, affordable, and accessible public transportation to seniors, people with disabilities, and other residents of Digby County. Wheelchair-accessible vans and buses. Service disponible en Francais. Charters with 14- or 18-passenger buses available. Call Monday to Thursday, 8 a.m. – 4:30 p.m.

Phone. ................. 902-769-2477
Toll-free ............... 1-888-769-2477
E-mail. ............. dispatch@transportdeclare.ca
transportdeclare.ca

Colchester County

*Colchester Transportation Cooperative Ltd. (CTCL)*

CTCL is a pre-booked individual bus service providing bus transportation in Colchester County. It provides accessible transportation for those in need, but anyone can travel on the buses. Small charters are also available.

Phone. .................. 902-896-7433
E-mail. .................. ctcl@bellaliant.com
ctcl.ca

Digby County

*Kings Transit*

See Annapolis Valley and Area, page 13.

Halifax Regional Municipality

*Book-A-Ride – Sackville*

This service provides transportation to medical appointments in Sackville and its surrounding areas for seniors and those with disabilities. Call 24 hours in advance.

Phone. .................. 902-864-5591

*Callow Wheelchair Buses*

Callow offers transportation for veterans and physically challenged groups and individuals in Nova Scotia; 4 wheelchair-accessible buses.

Phone. .................. 902-422-9433
E-mail. ............. callowvetsbus@ns.sympatico.ca
waltercallow.ca

Community Transportation Nova Scotia

Community Transportation Nova Scotia is a registered non-profit charity organization with the vision that all Nova Scotians have access to safe, affordable community transportation.

Dodie Goodwin .............. 902-396-4522
E-mail. ............. connect@communitytransitns.ca
CommunityTransitNS.ca
Halifax Transit Services for Seniors
Halifax Transit has several services that can assist senior members of our community in getting to where they need to go and getting home safely, making trips for seniors more convenient. Seniors who qualify for free travel should carry proper photo identification, as the operator may ask for proof of age.

Phone........................................ 311
halifax.ca/transit

Need-a-Lift Transportation Services Inc.
Wheelchair-accessible transportation for individuals or groups within the province of Nova Scotia.

Phone................................. 902-222-LIFT (5438)
needalift.ca

TJ’s Van & Car Pool Service Inc.

Phone................................. 902-441-9100
E-mail......................... info@tjsvanpool.com
tjsvanpool.com

VON Greater Halifax Volunteer Transportation Program
This service provides seniors or adults with a disability in the Halifax Regional Municipality with transportation to health-related appointments, errands, etc. Booking a week in advance is required.

Phone................................. 902-455-7433

See Annapolis Valley and Area, page 13.

East Hants Community Rider
The Community Rider helps people of all ages in East Hants and surrounding districts (including Fall River, Oakfield, Grand Lake, etc.) overcome transportation barriers in many aspects of their lives.

Phone................................. 902-883-4716
easthantslearning.com/community-rider

West Hants Dial-A-Ride
West Hants Dial-a-Ride provides pre-booked door-to-door accessible transportation to residents of Hants County, with priority given to people who are disabled, elderly, or disadvantaged.

Phone................................. 902-792-1800
hantscountycan.org

Kings County

Kings Transit
See Annapolis Valley and Area, page 13.

Kings Point-to-Point Transit Society
Through the community-based transportation network, this service provides accessible, door to door, public transportation for all residents of Central and Eastern Kings County, including seniors, those with disabilities and others in need. Transportation to Halifax and other Nova Scotia locations is available daily when required. Bookings require 48 hours notice.

Phone................................. 902-681-2846
E-mail......................... manager@kppt.ca
kppt.ca
Lunenburg County

Senior Wheels Association, Bridgewater

This association runs an eight-passenger wheelchair-accessible bus within the Town of Bridgewater and up to seven kilometres outside the town limits. The service is offered to seniors (aged 60+) and disabled people of all ages. Booking in advance is required.

Phone. 902-543-2255 (answering service)

Pictou County

CHAD Transit

CHAD Transit provides door-to-door on-demand transit for seniors, disabled, or those who are transportationally disadvantaged. We operate Monday to Saturday from 7 a.m. to 5 p.m. After-hours and charter rates are available.

Danny MacGillivray, New Glasgow

Phone. 902-928-1234

E-mail. danny@chadtransit.ca

VON Pictou County

Volunteer Transportation Program

Phone. 902-752-3184 ext. 211

Queens County

VON Queens Assisted Transportation Program

Phone. 902-354-3297

Shelburne County

Sou’West Nova Transit Association

This registered charity provides accessible, door-to-door transportation options to residents of Shelburne County to locations throughout the province, with fare reductions available for qualifying riders. Rides must be booked by noon the business day before travel.

Toll-free 844-637-2572

E-mail. info@souwestnovatransit.ca

souwestnovatransit.ca

Yarmouth County

H.O.P.E. Centre ★

H.O.P.E. Centre: offers a drop-in-centre, trustee program, income tax service, a summer day for persons with special needs and also a Dial A Ride service.

Phone. 902-742-8910

E-mail. hopecentre@ns.sympatico.ca
See also information about home improvement grants and loans and the heating assistance program in the Housing section, pages 30-38, and grant programs for active living projects in the Leisure section, page 59.

Consumer Information and Complaints

Better Business Bureau ★
The Better Business Bureau (BBB) provides objective advice, free BBB Business Reviews on businesses, and educational material on topics affecting consumers. BBB can also help seniors avoid becoming victims of fraud by sharing warning signs to watch for and tips on how to protect themselves, and providing information on where to find help.

Phone. ....................... 902-422-6581
E-mail ..................... info@ap.bbb.org
bbb.org/atlantic-provinces

Consumer Complaints for Regulated Businesses ★
If you are concerned about the practices of a person or company you’re doing business with, contact Service Nova Scotia. Our staff can provide education and referrals for consumer issues. The office is also responsible for legislation that covers many businesses, including cemetery and funeral services, consumer lending (not involving a federally regulated bank), door-to-door and telephone sales, credit reporting, and debt collection. Staff may be able to directly assist you in resolving disputes with these businesses.

Phone ....................... 902-424-5200
Toll-Free .................... 1-800-670-4357
novascotia.ca/sns/access/individuals/debtor-assistance.asp

Concerns about Investments ★
The Nova Scotia Securities Commission protects investors from practices and activities that undermine their confidence in the fairness and efficiency of securities markets. Check out the For Investors tab on our website to get helpful investor education resources for seniors.

If you have concerns about an individual’s or firm’s activities, please fill out our Report a Scam form.

Phone. ........................ 902-424-7768
Toll-free ..................... 1-855-424-2499
nssc.novascotia.ca/for-investors
nssc.novascotia.ca/recognize-and-report-scam

Debtor Assistance
This service provides financial counselling and assistance through legal options under the Bankruptcy and Insolvency Act that may provide you with flexibility in restructuring and repaying your debt.

Service Nova Scotia

Phone ....................... 902-424-5200
Toll-free .................... 1-800-670-4357
novascotia.ca/sns/access/individuals/debtor-assistance.asp

Nova Scotia Office of the Ombudsman
The Office of the Ombudsman provides an independent review of concerns/complaints involving provincial and municipal government programs and services.

Phone ....................... 902-424-6780
Toll-free ..................... 1-800-670-1111
E-mail: ........ Ombudsman@novascotia.ca
novascotia.ca/ombu
Employment ★
For information about federal programs and services such as Social Insurance Number (SIN) and Employment Insurance (EI), please contact Service Canada.
Toll-free .................... 1-800-206-7218
servicecanada.gc.ca
canada.ca/ei

Federal Retirement Income Programs ★
• Old Age Security
• Guaranteed Income Supplement
• Canada Pension Plan
For information or application forms for these pensions or benefits:
Toll-free (English) ............ 1-800-277-9914
Sans frais (Français) ........ 1-800-277-9915
TTY ....................... 1-800-255-4786
servicecanada.gc.ca

Financial Aid Programs

Property Tax Rebate for Seniors Program ★
This program, administered by Service Nova Scotia on behalf of the Department of Community Services, is designed to help eligible seniors remain in their homes by providing them with an annual rebate on their municipal property taxes. The program provides eligible homeowners with a 50% rebate on the municipal property taxes paid the previous year, up to a maximum of $800 per year. The rebate is always based on the property taxes paid in the previous year. The program runs annually, July 1–December 31.

Please note that some municipalities may also offer property tax rebates or assistance to qualifying applicants. Check with your local municipality to inquire.

Eligibility
You are eligible to receive the rebate if:
• you were receiving either the Guaranteed Income Supplement (GIS) or the Allowance in January of the current year (to find out if you qualify for the GIS or the Allowance, call Service Canada at 1-800-277-9914);
• at the time of application, you are an owner of property and regularly reside at the property for which a rebate is being claimed; AND
• your previous year’s property taxes were paid in full.

New Applicants
You can get an application form at an Access Nova Scotia office, online, or by calling. Complete the application form and return it with the required documents to Service Nova Scotia. Applications must be postmarked by December 31. For more information, contact Service Nova Scotia.
Phone ..................... 902-424-5200
Toll-free ..................... 1-800-670-4357
Note: Some exceptions apply.

Nova Scotia Department of Community Services
This department promotes the independence, self-reliance, security, and well-being of the people it serves. For specific information about housing and home repairs, see page 33.

Financial Assistance
Low-income seniors who have special needs and no means of paying to have those needs met can apply to see if they qualify for the Employment Support and Income Assistance Program. All other funding sources must be explored, including the federal Old Age Security (OAS) program and the Guaranteed Income Supplement (GIS). For more information or to discuss your eligibility, contact the Department of Community Services’ field office nearest you.
novascotia.ca/com
Field Offices

Central Region
Cole Harbour .................. 902-435-7472
Dartmouth .................... 902-424-1600
Halifax ........................ 902-424-4150
Sackville ..................... 902-869-3600

Eastern Region
Sydney ........................ 902-563-3300
Glace Bay ..................... 902-842-4000
North Sydney ................... 902-794-5110
Port Hawkesbury * ............. 902-625-0660

Northern Region
Antigonish ..................... 902-863-3213
Colchester ..................... 902-893-5950
Cumberland .................... 902-667-3336
East Hants ...................... 902-597-4515
Guysborough .................... 902-533-4007
New Glasgow ................... 902-755-7363

Western Region
Annapolis ...................... 902-532-2337
Bridgewater .................... 902-543-5527
Digby .......................... 902-245-5811
Hants .......................... 902-798-8319
Kings .......................... 902-678-6176
Middleton ...................... 902-825-3481
Queens ........................ 902-354-2771
Shelburne ...................... 902-637-2335
Yarmouth * ..................... 902-742-0741

Emergency Food Services

Feed Nova Scotia
Feed Nova Scotia is a charitable organization that helps feed hungry people by collecting and distributing food to 147 member agency food banks and meal programs. They are also striving to eliminate chronic hunger and poverty through research, awareness, and support programs.

213 Bedford Highway
Halifax, NS
Phone .................... 902-457-1900 or 211

Royal Canadian Naval Benevolent Fund
Established 1942 to Relieve Financial Distress & Promote Well-Being of Eligible Regular and Reserve Force personnel, veterans and their dependents, who have served in the Royal Canadian Navy, Maritime Command as well as Merchant Navy war veterans.

RCN Benevolent Fund,
Ottawa, ON
Toll-free .............. 1-888-557-8777
E-mail ................... rcnbf@rcnbf.com
rcnbf.ca

Taxes and Tax Credits

Personal Income Tax
If you have taxable income in Canada, you will likely have to file an income tax form to calculate the amount of taxes you owe. This must be returned to the Canada Revenue Agency (CRA) by April 30 of the following year. You may also have to file a tax return if you have sold real estate or if you have to repay any Canada Pension Plan (CPP) or Old Age Security (OAS) benefits.

Even if you do not have to file a return, it may be to your advantage to do so. You may be entitled to a tax refund, GST/HST credits, the Guaranteed Income Supplement (GIS), or the Working Income Tax Benefit (WITB). You may also be eligible for Province of Nova Scotia benefits such as Nova Scotia Affordable Living Tax Credit. You can apply for all of these benefits by filing your tax return.

General income tax returns and guides are available from your local post office, or you can order them from the CRA online or by telephone, starting around mid-February. You can also file your income tax return online using NETFILE; information on free certified programs is
available on the CRA website. Filing your income tax return via the Internet ensures that your return will be processed quickly, usually within two weeks.

When calling about your income tax and benefits, have your questions ready, and be sure to have your social insurance number (SIN) and a copy of your last tax return handy. (You may be asked for information from the return to verify your identity and protect your security.)

Toll-free numbers:
CRA automated information . . . 1-800-267-6999
CRA individual income tax
and trust inquiries ............. 1-800-959-8281
cra.gc.ca

**GST/HST Credit**

The Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit is designed to offset the cost of the Nova Scotia HST for individuals and families with a moderate or lower income.

Starting with the filing of your 2014 income tax and benefit return, you no longer have to apply for the goods and services tax/harmonized sales tax (GST/HST) credit. The Canada Revenue Agency (CRA) will determine your eligibility based on your tax return information and will issue the GST/HST credit to all entitled individuals.

Toll-free ..................... 1-800-387-1193
cra.gc.ca/benefits

**Medical expenses**

You can claim the total eligible medical expenses you or your spouse or common-law partner paid for:

- yourself
- your spouse or common-law partner
- your or your spouse's or common-law partner's child(ren) born in 1998 or later

Toll-free ..................... 1-800-959-8281
cra.gc.ca/medical

**Disability Tax Credit**

The Disability Tax Credit (DTC) is a non-refundable tax credit that helps persons with disabilities, or their supporting persons, reduce the amount of income tax they may have to pay. You may be eligible for the Disability Tax Credit if:

- you are blind
- you are receiving life-sustaining therapy, or
- you have an impairment that affects one or more of the following basic activities of daily living—walking, speaking, dressing, hearing, feeding, eliminating (bowel or bladder functions) or mental functions necessary for everyday life.

Applying for the DTC is as easy as 1-2-3.

1. Complete Part A of Form T2201, Disability Tax Credit Certificate, with your basic personal information.
2. Have Part B of Form T2201 completed and certified by your qualified practitioner.
3. Send the completed and signed original form to the Canada Revenue Agency.

The CRA does not charge any fees to process your form; however, your qualified practitioner may charge a fee to complete it.

Toll-free ..................... 1-800-959-8281
cra.gc.ca/dtc

**Family Caregiver Amount**

For 2015 and subsequent years, if you have a dependant with an impairment in physical or mental functions, you may be eligible to claim an additional amount of $2,093 for one or more of the following non-refundable tax credits (Schedule 1, Federal Tax):

- spouse or common-law partner amount (line 303)
- amount for an eligible dependant (line 305)
- caregiver amount (line 315)
For more information, refer to your tax guide or contact the Canada Revenue Agency.
Toll-free ....................... 1-800-959-8281
cra.gc.ca/familycaregiver

Caregiver Amount
If, at any time in 2015, you (either alone or with another person) maintained a dwelling where you and one or more of your dependants lived, you may be able to claim a maximum amount of $4,608 ($6,701 if he or she is eligible for the family caregiver amount) for each dependant.

For more information, refer to your tax guide or contact the Canada Revenue Agency.
Toll-free ....................... 1-800-959-8281
cra.gc.ca/seniors

Community Volunteer
Income Tax Program
The Community Volunteer Income Tax Program helps individuals and families with modest incomes and a simple tax situation who need help to prepare their income tax and benefit returns. The clinics are offered free of charge year-round throughout Nova Scotia. If you would like to offer your services as a volunteer, training is provided. For a list of volunteer tax clinics in your area, visit the CRA website or call the toll-free number.
Toll-free ....................... 1-800-959-8281
cra.gc.ca/volunteer

Impôt sur le revenu des particuliers
Si vous avez un revenu imposable au Canada, vous devrez alors probablement remplir une déclaration d’impôt sur le revenu pour calculer le montant que vous devez. Vous devez envoyer cette déclaration à l’Agence du revenu du Canada (ARC) avant le 30 avril de l’année suivante. Il se peut également que vous deviez remplir une déclaration d’impôt sur le revenu si vous avez vendu des biens immobiliers ou si vous devez rembourser des prestations du Régime de pensions du Canada (RPC) ou de la Sécurité de la vieillesse (SV).
Même si vous ne devez pas produire de déclaration, vous auriez peut-être avantage à le faire. Vous pourriez en effet avoir droit à un remboursement d’impôt, au Supplément de revenu garanti (SRG), à la Prestation fiscale pour le revenu de travail (PFRT), ou à des crédits pour la TPS ou la TVH. Vous pourriez également avoir droit à des prestations de la province de la Nouvelle-Écosse, comme le Crédit de taxe de la Nouvelle-Écosse pour la vie abordable.
Vous pouvez présenter une demande liée à ces prestations en produisant une déclaration d’impôt sur le revenu.

Vous pouvez vous procurer les formulaires de déclaration de revenus et les guides correspondants à votre bureau de poste ou les commander de l’ARC par internet ou au téléphone à partir de la mi-février. Lorsque vous produisez votre déclaration par Internet, celle-ci est alors rapidement traitée, généralement dans un délai de deux semaines.

Si vous souhaitez obtenir des renseignements sur votre déclaration et vos prestations, préparez vos questions à l’avance et ayez à portée de main votre numéro d’assurance sociale (NAS) ainsi qu’une copie de votre dernière déclaration de revenus. (Il se peut qu’on vous demande certains renseignements sur votre déclaration afin de vous identifier et de protéger votre sécurité.)

Agence du revenu du Canada—Renseignements Numéros sans frais :
Renseignements électroniques . 1-800-267-6999
Renseignements sur l’impôt . . 1-800-959-7383
arc.gc.ca

Crédit pour la TPS/TVH
Le crédit pour la taxe sur les produits et services et la taxe de vente harmonisée (TPS / TVH) vise à compenser le coût de la TVH en Nouvelle-
Écosse pour les personnes et les familles ayant un revenu moyen ou faible.
Débutant avec la production de déclaration de revenus de 2014, vous n’avez plus à demander le crédit pour la TPS/TVH. L’Agence du revenu du Canada (ARC) déterminera votre admissibilité et enverra un avis aux personnes qui sont en droit de recevoir le crédit.

Crédit pour la TPS/TVH
Numéro sans frais ........... 1-800-387-1194 arc.gc.ca/prestations

**Frais médicaux**
Vous pouvez demander le montant total des frais médicaux admissibles que vous ou votre époux ou conjoint de fait avez payés pour les personnes suivantes :
- vous-même
- votre époux ou conjoint de fait
- vos enfants ou ceux de votre époux ou conjoint de fait nés en 1998 ou après

Numéro sans frais ........... 1-800-959-7383

**Crédit d’impôt pour personnes handicapées**
Le crédit d’impôt pour personnes handicapées (CIPH) est un crédit non-remboursable qui permet aux personnes handicapées, ou aux personnes qui subviennent à leurs besoins, de réduire le montant d’impôt qu’elles pourraient avoir à payer.

Vous pourriez être admissible au crédit d’impôt pour personnes handicapées si vous répondez à l’une des conditions suivantes :
- vous êtes aveugle
- vous avez besoin de soins thérapeutiques essentiels à votre survie
- vous avez une déficience qui touche une ou plusieurs des activités courantes de la vie quotidienne—marcher, parler, s’habiller, entendre, se nourrir, évacuer (fonctions intestinales ou urinaires) ou les fonctions mentales nécessaires aux activités de la vie quotidienne.

C’est tout simple. Il suffit de suivre les trois étapes suivantes :
1. Remplissez la partie A du formulaire T2201, Certificat pour le crédit d’impôt pour personnes handicapées en inscrivant vos renseignements personnels de base.
2. Demandez à votre praticien qualifié de remplir et d’attester la partie B du formulaire.

L’ARC n’exige aucun frais pour traiter votre formulaire; toutefois, votre praticien qualifié pourrait exiger des frais pour le remplir.

Numéro sans frais ........... 1-800-959-7383 arc.gc.ca/ciph

**Montant pour aidants familiaux**
Pour 2015 et les années suivantes, si vous avez une personne à charge ayant une déficience des fonctions physiques ou mentales, vous pourriez avoir le droit de demander un montant additionnel de 2,093 $ pour un ou plusieurs des crédits d’impôt non remboursables (annexe 1, impôt fédéral) suivants :
- le montant pour époux ou conjoint de fait (ligne 303);
- le montant pour une personne à charge admissible (ligne 305);
- le montant pour aidants naturels (ligne 315).

Pour en savoir plus, reportez-vous au guide d’impôt, communiquez avec l’Agence du revenu du Canada.

Numéro sans frais ........... 1-800-959-7383 arc.gc.ca/aidantsfamiliaux

**Aidants naturels**
Vous pourriez avoir le droit de demander un montant maximal de 4 608 $ (ou 6 701 $, si la personne à charge est admissible au montant pour aidants familiaux) pour chaque personne à charge si, à un moment de l’année 2015, vous
avez tenu, seul ou avec quelqu'un d'autre, un logement qui constituait votre lieu de résidence et celui d'une ou plusieurs personnes à votre charge.

Pour en savoir plus, reportez-vous au guide d'impôt, ou communiquez avec l'Agence du revenu du Canada.
Numéro sans frais ................ 1-800-959-7383  
arc.gc.ca/aines

Programme communautaire des bénévoles en matière d'impôt
Le Programme communautaire des bénévoles en matière d'impôt aide les individus et familles avec un revenu modeste et une situation fiscale simple qui ont besoin d'aide à remplir leurs déclarations de revenus et de prestations. Les comptoirs sont offerts gratuitement pendant toute l'année à travers la Nouvelle-Écosse. Si vous désirez offrir vos services comme bénévole, vous aurez accès à la formation. Pour une liste de comptoirs de préparation des déclarations dans votre région :
Numéro sans frais ................ 1-800-959-7383  
ar.gc.ca/benevole

My Account
If you have a computer and an Internet connection, you can set up My Account. My Account connects you to your personal tax and benefit information 21 hours a day, 7 days a week, and allows you to check the status of your tax refund, confirm your Registered Retirement Savings Plan (RRSP) contribution limit, track your GST/HST credit payments, change your tax return or your mailing address, and much more, using your own computer. To use My Account, you can log in one of two ways. You can use a sign-in partner, such as your own online banking account. You can also use your personal CRA user ID and password. To register or to find out more, visit the CRA's website.

Mon dossier
Si vous avez un ordinateur et une connexion Internet, vous pouvez alors configurer Mon dossier. Mon dossier vous permet d'accéder à vos renseignements personnels, 21 heures par jour, 7 jours par semaine, afin de vérifier l'état de votre remboursement d'impôt, confirmer le plafond de cotisation à votre régime enregistré d'épargne-retraite (REER), vérifier vos crédits de la TPS ou de la TVH, modifier votre déclaration de revenus ou votre adresse postale, et bien plus encore, en utilisant votre propre ordinateur. Pour utiliser Mon dossier, vous pouvez vous connecter de deux manières. Vous pouvez ouvrir une session avec un partenaire de connexion, comme votre compte bancaire en ligne, ou vous pouvez ouvrir une session à l'aide d'un ID d'utilisateur et d'un mot de passe de l'ARC. Pour vous inscrire ou en savoir plus, visitez le site Web de l'ARC.

When You Retire
A CRA pamphlet, When You Retire, highlights tax topics of importance to retirees. To obtain a copy, visit the website or call.
Toll-free ......................... 1-800-959-8281  
cra.gc.ca/forms

Vous prenez votre retraite
Cette brochure fournit des renseignements fiscaux qui pourraient vous concerner quand vous serez à la retraite. Pour en obtenir un exemplaire, visitez le site Web de l’ARC ou appelez.
Numéro sans frais ................ 1-800-959-7383  
cra-arc.gc.ca/formulaires

Amarack Financial Consulting
Phone. ............................ 902-876-0375  
amarackfinancial.com
Insurance

Hints for Consumers
Before purchasing insurance, it would be wise to consult a qualified insurance agent or broker who is able to assess your needs and give you advice on how to meet those needs. Regardless of the type of insurance (Life Insurance, Home Insurance, Health Insurance, Travel Health Insurance, Automobile Insurance) you are purchasing, it can pay to shop around. Obtain quotes from a number of insurance providers, and compare both the coverage and the price.

Office of the Superintendent of Insurance
Phone. ......................... 902-424-6331
E-mail. ...............FinanceWeb@novascotia.ca
novascotia.ca/finance
Phone. ......................... 902-424-6331
E-mail. ...............FinanceWeb@novascotia.ca
novascotia.ca/finance

Insurance Bureau of Canada (IBC)★
IBC is the national industry association representing Canada’s private home, car, and business insurers.
Phone. .................... 902-429-2730, ext. 228
Toll-free . . . . . 1-844-2ASK-IBC (1-844-227-5422)
ibc.ca/on/home

Johnson Insurance
Phone. ....................... 1-800-563-0677
johnson.ca

Planning for your Grandchildren’s Education ★
Registered Education Savings Plan (RESP)
Registered Disability Savings Plan (RDSP)
If you want to learn more about these, including all eligibility requirements, please contact us.
Toll-free . . . . 1-800-O-CANADA (1-800-622-6232)
Healthy Active Living

Many opportunities to pursue leisure activities and hobbies exist in Nova Scotia. Contact your local recreation department or seniors centre, club, or council for more information on activities in your area.

Active Living, Recreation, and Sport

Funding Opportunities

Various grant programs are available to help seniors’ groups and other regional, community, local, or municipal organizations increase the physical activity, sport, and recreation opportunities available to older adults.

One of these grant programs, the Regional Development Grant program, provides funding to support a wide variety of community-based active living projects such as leadership training, sport and recreation club development, presentation of workshops/clinics/conferences, volunteer development, and other initiatives that support the program goals. Groups can apply for up to 50% of program costs. Applications are accepted throughout the year and projects can be up to three years in duration.

For more information about funding programs and other physical activity, sport and recreation opportunities, contact your local regional representative (listed below) or visit the website: cch.novascotia.ca/regional-development-grant

Active Living Regional Representatives

Cape Breton Region
Larry Maxwell
Phone ......................... 902-563-2380
E-mail ............. Larry.Maxwell@novascotia.ca

Central Region
Carol Davis-Jamieson
Phone ......................... 902-424-7622
E-mail . . . Carol.Davis-Jamieson@novascotia.ca

Fundy Region
Peter McCracken
Phone ......................... 902-893-6209
E-mail .......... Peter.Mccracken@novascotia.ca

Highland Region
Rae Gunn
Phone ......................... 902-863-7381
E-mail ......... Rae.Gunn@novascotia.ca

South Shore Region
Debby Smith
Phone ......................... 902-634-7503
E-mail ........ Debby.Smith@novascotia.ca

Valley Region
Mike Trinacty
Phone ......................... 902-679-4391
E-mail ......... Mike.Trinacty@novascotia.ca

Community Health Teams ★

Your local Community Health Team offers free programs to support a healthier and more fulfilling life. Participate in sessions such as finding motivation to exercise, eating healthier on a budget, and learning techniques to deal with stress. Take a look through the schedule to see the many programs that are available. They can also help link you with resources and programs in your community.

Bedford/Sackville Community Health Team
Phone ......................... 902-460-6750

Chebucto Community Health Team
Phone ......................... 902-487-0690

Dartmouth Community Health Team
Phone ......................... 902-460-4555
Halifax Peninsula Community Health Team
Phone .......................... 902-487-0272
E-mail .......................... cht@nshealth.ca
cdha.nshealth.ca/community-health-teams

Community Planning and Program Funding
The Department of Seniors offers community development grants that support community organizations and municipalities in enhancing the social and economic participation of older adults. Please check our website for details regarding current funding opportunities or call the Department of Seniors for more information.

Canada Senior Games Association (CSGA)
The CSGA involves seniors in the planning, leadership, and evaluation of the Canada 55+ Games. The 55+ Games provides older adults with an opportunity to enhance their well-being through participation in sporting and recreational events. The host community also has the opportunity to put on cultural events or demonstration activities based on the cultures and interests within their region. These national games attract over 1500 participants and supporters from across the country, including the Northwest Territories and the Yukon. The 2018 Canada 55+ Games have been awarded to Saint John, NB and are planned for the last week in August, 2018.
Phone .......................... 902-638-8009
E-mail .......................... nordland@eastlink.ca
canada55plusgames.com

Dance Nova Scotia
Dance Nova Scotia is the provincial umbrella organization that advocates for all forms of dance within the province. The Dance Nova Scotia website is a valuable information hub as well as a directory and calendar for dance activity in the province.

Halifax
Phone .......................... 902-422-1749
E-mail .......................... office@dancens.ca or director@dancens.ca

Elderfit
Elderfit is a water exercise program designed for seniors and the physically compromised. Its mission is to raise awareness among seniors of the health and lifestyle benefits of remaining physically and mentally active. The aqua classes are taught by trained volunteer facilitators in a stress-free indoor pool environment.
Phone .......................... 902-766-0272
E-mail .......................... elderfit@eastlink.ca
elderfitlunenburg.ca

Hike Nova Scotia
Hike Nova Scotia encourages and promotes hiking, walking, and snowshoeing throughout Nova Scotia. Support Hike Nova Scotia by becoming a member ($10 for individuals, $18 for families, $25 for organizations, and $100 for a lifetime member; become an associate member for free).
E-mail .......................... info@hikenovascotia.ca
hikenovascotia.ca

Municipal Recreation
Most municipal units in Nova Scotia have recreation departments with trained professionals and volunteers available to support the needs in their communities. For information on recreation activities for seniors, contact Recreation NS via their website.
recreationns.ns.ca/connect

Recreation Nova Scotia
Recreation Nova Scotia is a province wide, not for profit organization established in 1998 to promote the values and benefits of recreation and leisure. In partnership with the volunteers and professional recreation community, Recreation Nova Scotia advocates on behalf of
all Nova Scotians for high quality recreation and leisure opportunities.

*Lakeside Community Centre*
1492 St Margaret’s Bay Rd.
Lakeside, NS B3T 1A9
Phone .......................... 902-425-1128

**About Nova Scotia Connect**
NSConnect.ca is an online Recreation Guide for communities in Nova Scotia. NSConnect.ca is made up of several regional Connect.ca initiatives that make use of online databases. These databases are a gateway for information about active living and recreation in regions within Nova Scotia. They are the go-to sites for individuals, groups and families to better navigate sport, recreation and physical activity opportunities in their specific regions.

Go to NSConnect.ca now to search for opportunities in your region.

**Nova Scotia 55+ Games Society ★**
novascotia55plusgames.com
Jerome Tanner, President
Phone ......................... 902-543-1380
E-mail .................... jtanner@ns.sympatico.ca

**St. Mary’s Lawn Bowling Club, Halifax**
Phone .......................... 902-421-7684

**YMCA**
YMCA offers a number of healthy-lifestyle programs for older adults, such as aquafit, seniors swim, 50+ fitness classes, strength-training, and yoga. Supervised strength-training programs are also available in some locations.

**YMCA of Cape Breton (Sydney)**
Phone .......................... 902-562-YMCA (9622)
capebreton.ymca.ca

**YMCA of Cape Breton (Port Hawkesbury)**
Phone .......................... 902-625-4600
capebreton.ymca.ca

**YMCA of Cumberland (Amherst)**
Phone ......................... 902-667-9112
ymcaofcumberland.com

**Community YMCA**
Phone .......................... 902-469-9622
ymcahrm.ns.ca

**Community YMCA (Halifax)**
Phone .......................... 902-422-9622

**Lunenburg County YMCA (Bridgewater)**
Phone .......................... 902-543-9622
ymcalunenburgcounty.org

**YMCA of Pictou County**
(New Glasgow or Pictou)
Phone .......................... 902-752-0202
pcymca.ca

**YMCA Yarmouth**
Phone .......................... 902-742-7181
ymcayarmouth.net

**Computers and the Internet**
Community Access Program (CAP) sites offer affordable access to the Internet with computers available for public use. You can read your e-mail, look at websites, check your stocks, or search the Internet. This community-based program, supported by a variety of partnerships, can be found in communities across Canada.

A number of CAP sites across the province offer programs to teach seniors how to use a computer and navigate the Internet. Classes are taught at an easy pace, in a friendly seniors-centre environment. You can join a computer club to share skills and learn more about computers from your peers.

NSCAP provides communities with affordable access to technology in over 200 sites across the province.

If you would like to find a CAP site in your
community, visit the website at www.nscap.ca and click on the link “Find a Site by County” or call 211.

Northwood Broadcasting Club (NWBC)
Besides offering a wide variety of music, NWBC is an important source of information for older adults interested in events and leisure opportunities available in the community. NWBC is operated by volunteers and reaches listeners throughout Nova Scotia and Prince Edward Island via the Eastlink community channel in your area each day from 10:00 am – 12:00 pm.
Phone........................ 902-454-6922
Toll-free .................... 1-866-229-6922
E-mail  ................... info@nwood.ns.ca

Northwood Pauline Potter Fitness Centre
A gym like no other in the province. The space has been designed to be wheelchair accessible, accessible to people with vision problems and those living with dementia. We welcome people of all abilities. There is a month to month membership option so no long term commitment required. The fitness centre is a full service gym with certified staff. Each member receives a personal fitness plan at no additional cost.
2630 Gottingen Street on the Main Floor of Northwood Manor.
Phone ....................... 902-493-5641
E-mail  .................. fcenter@nwood.ns.ca

Soles in Motion
Phone. ........................ 902-468-7911
SolesinMotion.ca

North Street Singers
The North Street Singers focuses on singers 50+. It has been created under the musical direction of Paul Simons (founder and director of the Novelty Salesman). The repertoire includes a variety of styles and eras and is arranged specifically to suit the talents of our singers. They rehearse Friday afternoons at the Edward L. Roach Building, 2615 Northwood Terrace, Halifax (corner of North & Northwood Terrace). The ability to read music and a knack for singing harmony are helpful but not required. For registration information please call:
Natasha Handspiker, Manager, Reboom
Phone. .......................... 902-454-3351
E-mail. ........................ info@reBooM.ca

Nordic Walking Nova Scotia
Nordic Walking Nova Scotia offers free “How to Nordic Pole Walk” beginner clinics across the province by our nationally certified instructors in cooperation with local seniors groups and other organizations. Since Nordic Pole Walking is low-impact and incorporates 90% of the body's muscles, simply adding some Nordic style poles to a walking regime can make a significant impact on a senior’s health, wellness, disease control, weight management, and stabilization. We supply free loaner poles for the clinics. Contact us to arrange a free clinic in your community.
Phone .......................... 902-454 2267
NordicWalkingNovaScotia.ca

Lifelong Learning Opportunities

Nova Scotia’s Public Libraries–Your Community Connection!
With a network of 80 branch libraries and 4 mobile libraries throughout the province, Nova Scotia’s public library system offers a wide variety of materials, programs and services for all citizens. Some of our special offerings that may be of interest to older adults include:
• information programs and seniors’ cafes on a
wide variety of topics
• music performances, book clubs and other cultural activities
• computer classes covering basic and advanced skills, and also instruction in other applications
• online collections of free e-books
• books in large print
• free audio books, such as CDs, Playaways, and Daisy
• books in languages other than English
• a variety of electronic resources
• home delivery service for those unable to visit a library branch
• borrow by Mail
• special Seniors’ Week activities each October during Canadian Library Month
Visit your local library today, to meet our friendly and helpful staff and sign up for your free library card! To find your nearest library, visit our website or see the listing below for contact information by region. publiclibraries.ns.ca

**Annapolis Valley Regional Library**
Toll-free .................... 1-866-922-0229
Phone. ....................... 902-665-2995
E-mail ........... administration@valleylibrary.ca valleylibrary.ca

**Cape Breton Regional Library**
Phone. ....................... 902-562-3279
E-mail ........ inssc@nssc.library.ns.ca cbrl.ca

**Colchester-East Hants Public Library**
Toll-free .................... 1-888-632-9088
Phone. ....................... 902-895-4183
E-mail ........ adltnstc@cehpubliclibrary.ca lovemylibrary.ca

**Cumberland Public Libraries**
Phone. ....................... 902-667-2135
E-mail. . . . information@cumberlandpubliclibraries.ca cumberlandpubliclibraries.ca

**Eastern Counties Regional Library**
Toll-free .................... 1-855-787-READ (7323)
Phone. ....................... 902-747-2597
E-mail. ................... info@nsme.library.ns.ca ecrl.library.ns.ca

**Halifax Public Libraries**
Phone. ....................... 902-490-5753
E-mail. ..................... asklib@halifax.ca halifaxpubliclibraries.ca

**Pictou-Antigonish Regional Library**
Toll-free .................... 1-866-779-7761
Phone. ....................... 902-755-6031
E-mail ...................... info@parl.ns.ca parl.ns.ca

**South Shore Public Libraries**
Toll-free .................... 1-877-455-2548
Phone. ....................... 902-543-2548
E-mail ...... info@southshorepubliclibraries.ca southshorepubliclibraries.ca

**Western Counties Regional Library**
Phone. ....................... 902-742-2486
E-mail ................ ansy@nsy.library.ns.ca westerncounties.ca

**University and Community College Courses for Seniors**
Most of the following universities and community colleges in Nova Scotia offer credit courses to seniors on a free-tuition or reduced-fee basis.
Acadia Lifelong Learning Centre (ALL), Wolfville
Open Acadia, Acadia University
Phone. .......................... 902-585-1434
Toll-free ...................... 1-800-565-6568
E-mail. ...................... allinfo@acadiau.ca
all.openacadia.ca

Atlantic School of Theology, Halifax
Tuition for seniors (65 years of age or older as of the first day of classes at the beginning of the applicable term) is one-half of the regular course fee for courses offered on campus and three-quarters of the regular course fee for courses offered via the Internet. (Some exemptions apply).
Phone. .......................... 902-423-6939
astheology.ns.ca

Seniors’ College Association of Nova Scotia (SCANS)
SCANS is a non-profit society providing affordable non-credit academic courses in HRM, Truro, Mahone Bay, Liverpool and Chester. Courses are offered in winter, spring and fall. College membership fee is $135 + HST annually; members may take courses in any community. SCANS expands to communities in Nova Scotia according to community interest and support.
Phone. .......................... 902-444-7588
E-mail. ...................... info@theSCANS.ca
theSCANS.ca

Dalhousie University, Halifax
Phone. .......................... 902-494-3998
moneymatters.dal.ca

Université Sainte-Anne, Church Point ★
Phone. .......................... 902-769-2114

Travel
Senior’s Travel ★
For year-round advice about Nova Scotia tourism opportunities for seniors, please call:
Toll-free (in North America). . . . 1-800-565-0000
Local and outside North America . 902-425-5781
E-mail. ...................... explore@novascotia.ca
novascotia.com

Canadian Snowbird Association ★
This association represents travellers of all ages from across the country. It works in partnership with government and business to educate and advocate on behalf of all travelling Canadians, helping to ensure their access to safe, healthy travel with no restrictions on their freedom of movement.
Toll-free ...................... 1-800-265-3200
E-mail. ...................... csastaff@snowbirds.org
snowbirds.org

Volunteer Activities
goodNS
Each year hundreds of retirees and seniors volunteer countless hours in their communities.
Want to volunteer but don't know where to start? goodNS is a volunteer matching website that's links people who want to help with organizations who need help.
Visit goodNS.ca or call 211.
Health

Provincial Health Services
The Nova Scotia Government is committed to ensuring that everyone in Nova Scotia has access to a quality health-care system that is both innovative and sustainable.

Nova Scotia Department of Health and Wellness
The Department of Health and Wellness supports programs and services that protect and promote health and treat illness for Nova Scotians and their families.

Nova Scotia Department of Health and Wellness
Barrington Tower
1894 Barrington Street, PO Box 488
Halifax, NS B3J 2A8
Phone: 902-424-5818
Toll-free 1-800-387-6665

Find a Family Physician or other Primary Health Care Provider
If you are looking for a family doctor, a nurse practitioner or other primary health care service, please call 811 or visit needafamilypractice.ca.

Nova Scotia Health Authority, IWK Health Centre and Community Health Boards

Nova Scotia Health Authority and IWK Health Centre
Within the province, the Nova Scotia Health Authority and the IWK Health Centre manage the delivery of hospital and community-based care and health services.
Toll-free 1-844-491-5890
nshealth.ca

Community Health Boards (CHBs)
Within Nova Scotia, Community Health Boards (CHBs) participate in and support community-based health promotion, prevention, and education initiatives as part of the provincial health authority’s health services business plan. Using a community engagement and consultation approach, CHBs work to assess local population health trends, issues, and priorities. Through this work they also develop community health plans to help guide improvement of the overall health of the community. As well, CHBs advise the provincial health authority on local perspectives and share information and feedback from the community level. CHBs are made up of volunteers who work with people in their communities and the provincial health authority to build healthier communities.

Nova Scotia Health Authority
90 Lovett Lake Court
Halifax, NS B3S 0H6

IWK Health Centre
5850/5980 University Avenue
PO Box 9700
Halifax, NS B3K 6R8
Phone: 902-470-6921
iwk.nshealth.ca
Nova Scotia Health Insurance (MSI)

Nova Scotia’s health insurance plans, generally referred to as Medical Services Insurance (MSI), provide eligible residents with coverage for medically required hospital, medical, dental, and optometry services, with some restrictions.

Eligibility

To be eligible for insured health services under the health insurance plans, you must be:

- a Canadian citizen or “Permanent Resident” (Landed Immigrant); a resident who makes his/her permanent home in Nova Scotia; present in Nova Scotia for at least 183 days in any calendar year; registered with Medical Insured Services (MSI).

People moving to Nova Scotia from elsewhere in Canada may become eligible for insured health services programs on the first day of the third month following the month in which they become a resident of Nova Scotia. During this waiting period, they would continue to receive coverage from their former province of residence. It is their responsibility to contact that province to ensure that their coverage is continued for that period.

People from outside Canada who are establishing permanent residence in Nova Scotia may apply for coverage. Contact the MSI office for details. You can register through the MSI office by phone or in person.

Lost or Stolen Cards

There is a $10 charge to replace a lost or stolen health card. Visit or contact the MSI office at the address and phone number listed below.

Change of Address

It is in your best interest to ensure that MSI has your most up-to-date contact information and mailing address. If your address changes, you should contact MSI.

Medical Services Insurance (MSI)

230 Brownlow Ave, Dartmouth
PO Box 500
Halifax, NS B3J 2S1
Phone: 902-496-7008
Toll-free: 1-800-563-8880
E-mail: msi@medavie.ca
novascotia/dhw/msi
# Ambulance Services

## Ambulance Fees

<table>
<thead>
<tr>
<th>The following fees are subject to change without notice:</th>
<th>Medically Essential Transportation</th>
<th>Inter-facility Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most Nova Scotians with a valid health card</td>
<td>$146.55</td>
<td>$0.00</td>
</tr>
<tr>
<td>Non-Nova Scotians</td>
<td>$732.95</td>
<td>$0.00</td>
</tr>
<tr>
<td>Non-Canadians &amp; new Canadians</td>
<td>$1,099.35</td>
<td>$1,099.35</td>
</tr>
<tr>
<td>People who are third-party insured (This includes people in a motor vehicle accident, covered by Worker’s Compensation, or the federal government.)</td>
<td>$732.95</td>
<td>$732.95</td>
</tr>
<tr>
<td>Nova Scotians who are mobility-challenged</td>
<td>$108.95</td>
<td>N/A</td>
</tr>
<tr>
<td>Fee to transport nursing home and residential care facility residents to hospital</td>
<td>$54.50</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- You are highly advised to call 911 for an ambulance for medical emergencies. Payment plans and financial hardship-based appeals are available, so don’t let the cost of an ambulance prevent you from calling 911. It can make the difference between life and death.

- If your ambulance bill is related to a motor vehicle accident or work-related injury, you will be billed as Third Party Insured, and you must submit your bill to your insurer for payment.

- Ambulance fees are not a provincially-insured service; anyone who travels outside Nova Scotia is strongly advised to purchase travel insurance to cover ambulance fees incurred in other provinces/countries.

- EHS recognizes that not everyone can afford ambulance fees; that’s why they have the Ambulance Fee Assistance Program. If an ambulance fee will create financial hardship, EHS can offer you a repayment schedule. If you aren’t able to pay your bill because you don’t have enough income, you can apply to have the fee waived. You must do this within 90 days of the date on the bill. Please note that we base that decision on Statistics Canada’s Low-Income Measure.

## Appeals

If you feel you have been billed incorrectly or have an issue with the service you received, you should discuss the matter with the EHS billing office. If the issue cannot be resolved by the billing administrator, you can make a formal appeal. You must do this within 30 days of the date of the bill. Appeal packages can be obtained through the EHS billing office.

For more information, please call the EHS billing office.

- Phone: 902-832-8337
- Toll-free: 1-888-280-8884
- novascotia.ca/dhw/ehs
811—Health Information and Advice ★

811 gives you 24-hour access to non-emergency health information and advice. Registered nurses can provide advice on a broad range of everyday health questions and concerns and provide you with information about services available in your community.

Some examples of when to call 811:

- You have a question about a health issue.
- You want to know if a rash needs medical attention.
- You need to know if a hot or cold compress is better on a sprain.
- You want to know what resources are available in your community to provide help with special diets, nutrition planning, or how to quit smoking.
- You want to know if your change in sleep pattern needs medical attention.
- You need to know if a cat scratch requires an updated Tetanus shot.

If you or a family member does not speak English, 811 provides services in over 125 languages, including French, Arabic, Farsi, and Cantonese, to name a few. Reliable information about health topics that interest you is also available online in both English and French.

Phone (in Nova Scotia) ............. dial 8-1-1
Hearing-impaired (TTY) ............. dial 7-1-1
811.novascotia.ca

Press 1 for Health information and advice from a RN or to quit smoking; press 2 to register for a family practice.

Seniors’ Pharmacare Program

The Nova Scotia Seniors’ Pharmacare program is a provincial drug insurance plan that helps members with the cost of their prescription drugs.

If you qualify for membership and choose to join, you pay an annual premium, which is based on your household income, and an annual copayment either at the pharmacy or paid directly to the program. Both of those amounts have an annual maximum. The government covers the rest of the costs for your benefits under the program.

Once you are enrolled, your Nova Scotia Health Card becomes your Pharmacare Card.

What is covered?
The program covers a list of drugs and supplies that you get at Nova Scotia pharmacies. The drugs and supplies covered are listed in the Nova Scotia Formulary, which is updated regularly based on advice from an expert committee of pharmacists and physicians.

Certain drugs may need special approval before they are covered. Ask your health care provider, your pharmacist, or one of our customer service representatives for more information about whether your prescription is covered.

How do I become a member?
To be eligible, you must:

- live in Nova Scotia
- have a valid Nova Scotia Health Card
- be 65 years old

You will automatically receive a Seniors’ Pharmacare program information package two to three months before your 65th birthday.

To join the program, complete and return the application within 90 days of the first day of the
month in which you turned 65. For example:
• if your birthday is January 19th, you must complete and return your forms by April 1st.
• if you enrol after age 65, your eligibility date is determined by the date when you register.
Learn more in the section "What if I didn’t apply when I was eligible”.

New to Nova Scotia? You can enrol in the program once you have applied for and received your Nova Scotia Health Card. You must enrol within 90 days of the first day of the month in which you received your health card.

What does it cost and how do I pay?

Annual Premium
When you enrol, your premium is calculated based on your income and the number of months remaining in that program year (April 1st–March 31st). Each year after, in February or March, you will receive an information package to renew your coverage.

The maximum annual premium any senior will pay is $424. Depending on your income, you may pay a reduced premium or no premium at all.

If you receive the Guaranteed Income Supplement (GIS), you do not have to pay a premium unless you have an outstanding balance from the previous year. Pharmacare will confirm with Service Canada that you receive the GIS, or we may ask you to provide that confirmation. You will be advised if you have to contact Service Canada to provide that confirmation.

Income Levels
Single Seniors earning less than $22,986 will not pay a premium. If your annual income is between $22,986 and $35,000, you will pay up to $424 per year.

Couples with a combined income below $26,817 will not pay a premium. If your combined annual income is between $26,817 and $40,000 you will each pay a reduced premium of less than $424 per year.

To help you calculate your premium go to:

novascotia.ca/seniorspharmacare

There are two ways to pay your premium:
• You can pay the full amount all at once by cheque, online banking, Visa, or MasterCard.
• You can make monthly payments by electronic funds withdrawal from your bank account, cheque, online banking, Visa, or MasterCard.

Annual Copayment
All members in the program must pay a copayment, even if you don’t pay a premium, or if you have a reduced premium.

The copayment is 30 per cent of the total cost of each prescription. For example, if the total cost of your prescription is $50, you will pay 30 per cent, which would be $15. The balance is charged directly to the program.

The maximum annual copayment is $382. Once you have paid that much in a year, you will not have to pay any more until the next program year. The program year is from April 1–March 31. You can contact the Pharmacare office to get your copayment balance at any time.

There are two ways to pay your copayments:
• When you have your prescription filled, you can pay the 30 per cent copayment on each prescription to the annual maximum of $382.
• You can pay the full annual maximum ($382) directly to the Seniors’ Pharmacare Program by completing the Copayment Options Form. Copayments paid directly to the program must be paid by the same method and schedule as any premiums paid to the program. For example, if you pay your premium monthly, you would also pay your direct copayment monthly.

Please note: Be sure to review your annual prescription costs before you decide to pay the full copayment amount to the program. If you choose to pay the annual maximum copayment directly to Pharmcare, and your actual copayments would have been less for that year, you will not be reimbursed any unused portion.
**Income Tax**

You can claim the amount you pay in copayments and annual premiums on your income tax as medical expenses. Tax receipts are sent out every February. You can ask for more information at your pharmacy about your prescription expenses and details of your out-of-pocket expense. For further information regarding how to claim these expenses, please contact Canada Revenue Agency at 1-800-959-8281.

**How does Pharmacare determine my income?**

If you provide consent for Pharmacare to access your income information from Canada Revenue Agency (CRA), each year CRA will send your amount on Line 150 (Total Income) from your CRA Notice of Assessment.

If you do not wish to provide consent for Pharmacare to receive your income information directly from Canada Revenue Agency, you may provide your Notice of Assessment or other proof of income. Please contact Pharmacare for more information.

**How can I appeal my premium?**

We understand that your income may vary from year to year. If at any time you feel the premium you are being charged does not reflect your actual income, please contact us and we will work with you to determine what is fair and accurate.

**What if I didn’t apply when I was eligible? Or left and now want to come back?**

If you did not enrol when you were eligible, or if you left the program and want to join again, you may have to pay a penalty.

The penalty means you have to:

- wait 90 days for your coverage to start once you are accepted into the program; and
- pay one-and-a-half times your assessed premium for the first five program years.

The penalty is in place to encourage you and all seniors to join the program as soon as you are eligible.

**Who is not eligible?**

You are not eligible if you have:

- coverage through Veterans Affairs Canada
- coverage through non-insured health benefits
- coverage through Nova Scotia Family Pharmacare
- a public or private plan that covers most of your medications and supplies after age 65—check with your private plan to see if your coverage is continued after you turn 65, and whether or not your coverage is reduced in any way

**What if I have other coverage after age 65?**

If you have another drug coverage plan after age 65, and the amount you paid in copayments to the private plan adds up to more than what you would have paid in premiums and copayments as a member of the Seniors’ Pharmacare program, you can apply to have the difference reimbursed.

Here’s how:

- If you submit your claims manually, send us a duplicate official prescription receipt and an explanation of benefits from your insurer.
- If your pharmacy submits them electronically, submit either your official prescription receipt or medical expense report from your pharmacy.
- Clearly indicate the total cost of the prescription; the amount paid by your insurer; and the amount you paid out of pocket.
- Claims must be submitted by June 30th for the preceding year (April 1st–March 31st). You can submit your claims monthly. In fact, monthly submissions are processed more quickly than annual ones.

Please note: To be considered for this reimbursement, the claims being submitted must be for drugs or supplies that are benefits under the Seniors’ Pharmacare Program.
What if I had other private drug coverage, and it ended?
If your other coverage ends for any reason after you are 65, you can join the Seniors’ Pharmacare program with no penalty. To do this, you must provide a letter from your other coverage provider within 90 days of the first day of the month your plan ended indicating that you had coverage and the date it ended. To learn more about what you need in this situation, contact Pharmacare.

Will I ever have to pay more than my copayment?
Under certain circumstances, yes. Those are:

- if you want a brand-name drug that is more expensive than the generic;
- if the prescribed drug or supply costs more than the maximum amount the Pharmacare program will pay;
- if the prescribed drug is not covered by the program.

Any extra you have to pay does not count toward your annual maximum copayment. Talk to the health-care provider who writes your prescription to ensure your drugs are covered.

What about refunds and reimbursements?
If you chose to pay the annual maximum copayment directly to Pharmacare, you will not be reimbursed for any unused portion. Be sure to review your annual prescription costs before you decide to pay the full copayment amount directly to the program.

If you leave the province, or if a member has died, you can get a refund on any months that were fully paid in advance. The Seniors’ Pharmacare Program must be advised in writing within one year of your relocation or death for a refund to be issued.

If you had to pay the full price of a prescription that is covered by the Seniors’ Pharmacare program at a Nova Scotia pharmacy and you are an eligible Seniors’ Pharmacare member, you can be reimbursed for the portion the program would have paid (minus any copayment). Just send the original prescription receipts to Pharmacare within six months of the date of purchase. Any receipts received after six months will not be reimbursed.

For more information on how to apply for reimbursements, please call:
In HRM. .......................... 902-496-7001
Toll-free ......................... 1-800-305-5026

What if I am travelling or moving outside Nova Scotia?
If you are travelling, make sure you have enough medication and supplies for your trip. The program will not pay for prescriptions filled in a pharmacy outside of Nova Scotia. Exceptions may be considered on a case-by-case basis. However, there is no reimbursement for prescriptions filled outside of Canada.

If you are moving outside Nova Scotia, your program benefits end the day you leave.

Who administers the program?
Medavie Blue Cross administers the daily operations of the Seniors’ Pharmacare program under contract with the Nova Scotia Department of Health and Wellness.

For more information, please contact:

By mail:
(please include your Nova Scotia Health Card Number on all correspondence)
Nova Scotia Seniors’ Pharmacare Program
PO Box 9322, Halifax, NS B3K 6A1

In person:
Nova Scotia Seniors’ Pharmacare Program
230 Brownlow Avenue, Dartmouth, NS

Phone. ......................... 902-429-6565
Fax. ............................. 902-468-9402
Toll-free ....................... 1-800-544-6191
E-mail .... SeniorsPharmacare@medavie.bluecross.ca
nspharmacare.ca
Private Health Insurance
Private health-insurance carriers offer coverage for health services not covered by the provincial health-insurance programs. These include such items as preferred hospital accommodation, prescription drugs, extended health services, and long-term care insurance.

The Yellow Pages of your local telephone directory lists local health-insurance providers under the heading Insurance—Life, Health & Travel.

Addiction Services
This service provides prevention, treatment, and rehabilitation services for individuals (and their families) with alcohol, drug, gambling, and tobacco problems. These can range from individual counselling to group therapy to inpatient treatment programs, and other types of programs such as the Alcohol Ignition Interlock Program. Addiction Services is operated by Nova Scotia Health Authority. To find the closest office visit the website: novascotia.ca/dhw/addictions

Tobacco Free Nova Scotia
Toll-free 811 – Call to Quit
Tobaccofree.novascotia.ca

Gambling Support Network
Toll-free 1-888-347-8888
gamblingsupportnetwork.ca

Mental Health
Mental health is much more than the absence of a mental illness—it is also about coping, having a healthy outlook, and making the most of life. Everyone has the right to make the contributions they wish to the community, and good mental health is essential to fulfilling our potentials at any stage of life.

Adult Mental Health Programs/Services
General adult mental health services are available to all Nova Scotians, including seniors, in each of the community mental health clinics around the province. Members of NS Seniors Mental Health Network, who have a special interest in caring for seniors, often work at these clinics. Some clinics have clinicians who provide outreach visits to seniors at home or in nursing homes so seniors do not always need to come in to the clinic; this is especially helpful for seniors who are frail or have transportation issues. For more information on the services available visit: nshealth.ca/programs-and-services

Adult Mental Health Clinics, by Community
Amherst 902-667-3879
Annapolis 1-855-273-7110
Antigonish 902-867-4500, ext. 4345/4356
Antigonish 902-625-7200
Bridgewater 902-543-5400
Canso 902-867-4500, ext. 4345/4356
Chester 902-275-2373
Cole Harbour 902-434-3263
Dartmouth 902-466-1830
Digby 902-245-4709
Elmsdale 902-883-0295
Glace Bay 902-849-4413
Guysborough 902-366-2794
Halifax (QEII) (Bayers Road) 902-454-1400
Kentville 1-855-273-7110
Liverpool 902-354-2721
Lunenburg 902-634-8801
Middleton 1-855-273-7110
New Glasgow 902-755-1288
New Waterford 902-862-7195
North Sydney 902-794-8551
Shelburne 902-875-4200
Strait Richmond 902-533-3300
Sydney 902-567-7730
Health Screening Programs

Cervical Cancer Prevention Program (CCPP) ★
The CCPP is dedicated to decreasing the incidence of cervical cancer in the province of Nova Scotia. Its efforts are aimed at prevention, early detection, and appropriate management of cervical cancer. Information about where to get a Pap test in your area is available upon request. Individuals can also request their cervical screening history.
Phone. ................. 902-473-7438
Toll-free .......... 1-888-480-8588

Accommodations for Health-Care Patients and Visitors
Fidelis House (Kentville)
Fidelis House is a "Home Away From Home" located on the grounds of the Valley Regional Hospital. It serves guests whose loved ones are in the hospital, and also provides accommodation for patients receiving treatment on an outpatient basis.
140 Exhibition Street, Kentville
Phone. ................. 902-679-6567
E-mail. ............... info@fidelishouse.ca
fidelishouse.ca

Services for Frail, Disabled, or Homebound Seniors

Endorsement Disclaimer
The Department of Seniors does not endorse or recommend any commercial products or private-sector services in this directory. Consumers are encouraged to be cautious and to ensure that the individuals and companies they deal with are reputable. When hiring a care provider, be sure to ask for their credentials and for personal references from previous clients. See page 21 in this directory for information about the Better Business Bureau. Contact Service Nova Scotia to determine if a business is registered.
Toll-free .......... 1-800-670-4357
See also Home Care, page 51.

Essential Services

Adult Day Programs
Day programs provide seniors a socially stimulating environment where they can participate in activities and meet new people. Some day programs have special services available such as health monitoring, foot care, hairstyling, exercise, information sessions, group outings, and social events. Often, a snack and/or lunch are provided. Fees vary depending on the programs and services provided. For more information or to enroll in an adult day program, contact the programs available in your area.

VON Annapolis Valley
Phone. ........ 902-678-3415 or 1-800-411-9646

VON Lunenburg County
Phone. ................. 902-624-1897

VON Colchester East Hants
Phone. ................. 902-893-3803

VON Tri County
Phone. ................. 902-742-4512

VON Greater Halifax
Phone. ................. 902-453-5800

VON Cumberland
Phone. ................. 902-667-8796
VON Pictou County
Phone. .......................... 902-752-3184

VON Cape Breton Metro
Phone. .......................... 902-564-6479

VON Antigonish
Phone. .......................... 902-863-5700

Glace Bay Hospital Adult Day Program
Phone. .......................... 902-842-2807

Queens County Adult Day Program
Phone. ........ 902-354-3451, ext. 7 (Liverpool)
Phone. ........ 902-682-2553, ext. 5 (Caledonia)
E-mail.. adultdayprogram@queensmanor.ca

Northwood’s Out & About—
Adult Day Programs for Memory Loss
Halifax, Bedford and Bayers Road Centre
(a Capital Health and Northwood partnership)
Phone. .......................... 902-454-9706
nwood.ns.ca

Ocean View Adult Day Program
Eastern Passage and Cole Harbour
Phone. ............... 902-465-6020, ext. 2175
E-mail. .............. adultday@oceanv.ca
Oceanv.ca

Bayers Road Centre Day Program
Halifax (a Capital Health and Northwood partnership)
Phone. .......................... 902-454-7373
nwood.ns.ca

Northside Harbourview Hospital Adult Day Program
Sydney Mines
Phone. ............... 902-736-2831, ext. 140

ElderDog Canada
ElderDog Canada is dedicated to supporting
the special relationship between seniors and their
dogs. ElderDog provides dog care support for
seniors living at home with a canine companion;
finds homes for older dogs who have lost their
human companion; and helps seniors plan for
the long-term care of their dog. No fees for any
services.
Toll-free ............ 1-855-336-4226
E-mail. .............. info@elderdog.ca
elderdog.ca

In-Home and Community
Meal Programs

Grocery Delivery Services
Grocery delivery costs vary depending on the
store. A few stores have a service in which
customers can phone in their orders (usually
at a specified time) and have them filled and
delivered. Contact specific stores for details.

Community Meal Programs
A number of organizations across the province
sponsor hot-meal programs for seniors. Such
programs are often referred to as Lunch Bunch.
For a modest fee these programs provide you
with a place to socialize and a chance to enjoy
a nutritious meal in the company of others.
For specific information on meal programs
within your area, contact the continuing care
toll-free line or the Nova Scotia Meals Network
representative nearest you.
Toll-free ............. 1-800-225-7225

In-home Meal Programs
The meals network publishes a provincial
directory of meal programs for seniors,
including Meals on Wheels and Wheels to Meals
(community meal programs). The directory is
available from the continuing care toll-free line
at 1-800-225-7225.
Dartmouth Seniors Service Centre
Hot meals delivered Monday, Wednesday, and Friday between 11:15 a.m. and 12:30 p.m. Meals are $7.50 each, with a one-time set-up fee of $5.
Phone. .......................... 902-465-5578

Meals on Wheels
The purpose of Meals on Wheels is to assist individuals experiencing difficulty preparing well balanced meals and who wish to remain independent in their own homes. Nutritious frozen meals, or in some areas locally prepared hot meals, are delivered by volunteers to your home for a modest fee.

Sackville/Bedford Meals on Wheels
We deliver Tuesday, Wednesday, Thursday, and Friday at a cost of $7 per meal.
Phone. .......................... 902-869-6103
E-mail .. mealsonwheels.sackvillebedford@gmail.com

Halifax Meals on Wheels
Delivery to Metro Halifax 5 days a week, Monday to Friday, to the Rockingham area Monday, Tuesday, Wednesday, and Friday and to the Spryfield area Monday, Wednesday, and Friday. These deliveries include all holidays that fall during those days.
Phone. .......................... 902-429-4299
halifaxmealsonwheels.ca

New Dawn Meals on Wheels ★
The New Dawn Meals on Wheels program serves the Sydney and surrounding area which includes Sydney, Sydney River, Westmount, Coxheath, Ashby, and Whitney Pier. The program is administered by the Volunteer Resource Centre of New Dawn Enterprises. To sign up, please call:
Phone. .......................... 902-562-1245
Fax. .......................... 902-270-8084
E-mail .. mealsonwheels@newdawn.ca
newdawn.ca/mealsonwheels

VON Greater Halifax
Phone. .......................... 902-453-5800

VON Annapolis Valley
Phone. .......................... 902-678-3415

VON Cumberland
Phone. .......................... 902-667-8796, ext. 2007

VON Antigonish
Phone. .......................... 902-863-2547

VON Cape Breton Metro
Phone. .......................... 902-562-2330

VON Pictou Site
Phone. .......................... 902-752-3184, ext. 211

VON Queens
Phone. .......................... 902-354-3297

Meals Network Representatives
Meals on Wheels
Victoria County Memorial Hospital, Baddeck
Debbie MacLean, Dietitian
Phone. .......................... 902-295-2112
E-mail . debbiem.maclean@nshealth.ca

Alderwood Long Term Care Facility, Baddeck
Debbie MacLean, Dietitian
Phone. .......................... 902-295-2644 ext. 225
E-mail . debbiem.maclean@nshealth.ca

Frozen Favourites
Meals and More ★
Choose from a wide variety of frozen meals, soups, and desserts that come ready to heat in an oven or microwave. Call Meals and More’s dietitian to discuss your dietary needs.
Delivery is free. If you live outside of Amherst, arrangements can be made to meet in Amherst or Sackville, NB. Residents living in Cumberland County, Nova Scotia, who may need financial support to remain in their own home and are willing to engage possible help, including Meals and More, can call Continuing Care Nova Scotia 1-800-225-7225. For Veterans, financial support for Meals and More service may be available after an assessment process.

Phone. ........................ 506-536-8102
(This number is toll-free from Amherst, NS; do not dial 1.)
E-mail. ........................ meals@nbnet.nb.ca
mealsandmore.ca

Health Equipment and Services

Frozen Meal Program

**VON Annapolis Valley**
Phone. ........................ 902-678-3415 ext. 2113

**VON Greater Halifax**
Phone. ........................ 902-455-6646

**VON Lunenburg**
Phone. ........................ 902-624-0318
Phone. ........................ 902-354-3297

**VON Queens**
Phone. ........................ 902-354-3297

**VON Cape Breton Metro**
Phone. ........................ 902-562-2330

**Bridgevalley Home Health Care Ltd. ★**
Sales, installation, and service for straight and curved stair lifts; powerchair and scooter lifts for vans, trucks, and SUVs; vertical platform lifts; patient lifts; powerchairs; portable modular wheelchair ramps; wheelchair repair and customization. Covering most of mainland Nova Scotia.
Toll-free ........... 1-844-543-8968 (844 LIFT YOU)
E-mail. ............... craig.spencer@bridgevalley.ca
bridgevalley.ca

**Canadian Red Cross Health Equipment Loan Program (HELP)**
Free short-term loans (usually three months) of mobility aids such as crutches, canes, walkers, wheelchairs, commodes, raised toilet seats, and bathtub aids. Although there is no charge for this service, donations are appreciated.

**Canadian Red Cross, Halifax-Dartmouth**
133 Troop Avenue (Burnside)
Phone. ........................ 902-423-3680

**Canadian Red Cross, Truro**
139 Truro Heights Road
Phone. ........................ 902-895-3894

**Canadian Red Cross, Amherst**
16 Church Street, Suite B
Phone. ........................ 902-667-8794

**Canadian Red Cross, Antigonish**
36 Market Street, Unit 2
Phone. ........................ 902-863-8222

**Canadian Red Cross, Kentville**
10 Pelton Drive (Industrial Park)
Phone. ........................ 902-678-0415

**Canadian Red Cross, Bridgewater**
42 Glen Allen Drive, Suite 102
Phone. ........................ 902-543-8565

**Canadian Red Cross, Yarmouth**
Dayton Mall, 341 Highway 1
Phone. ........................ 902-742-3681
**Canadian Red Cross, Sydney**
1140 Upper Prince Street
Phone. .......................... 902-564-4114

**Chairs Limited**
Supplier of the Millar, a solid and reliable chair designed for use by the aged in our nursing homes and hospitals. Constructed of sturdy oak; accessories include a meal tray and foot rest.
Phone. .......................... 902-468-2854
chairslimited.com

**Federal Government: Aging and Seniors**

**New Horizons for Seniors**
The New Horizons for Seniors Program (NHSP) helps to ensure that seniors can benefit from, and contribute to, the quality of life in their communities, through active living and participation in social activities.
Toll-free (English) .......... 1-800-277-9914
TTY. .......................... 1-800-255-4786
esdc.gc.ca/seniors

**Veterans Affairs Canada (VAC)**
VAC offers a wide range of services and benefits to qualified veterans, Canadian Forces members, serving and discharged members of the RCMP, and certain civilians and their families. For more information on services and benefits, to find out if you qualify, or to apply, call:
Toll-free (English) .......... 1-866-522-2122
E-mail. ........................ information@vac-acc.gc.ca

**Veterans’ Independence Program**
A national homecare program that helps VAC clients to remain healthy and independent in their own home and community.
Toll-free (English) .......... 1-866-522-2122

**The War Amps**
Phone. .......................... 1-800-363-4067
waramps.ca
Working and Self-Employment

Nova Scotia Works
Nova Scotia Works employment services centres help Nova Scotians understand, prepare for, and fill the needs of the province's job market. Nova Scotia Works also helps businesses recruit, manage and develop the talent they need to be more productive here at home and around the world.

There are employment programs and services available to help grow our workforce. Meeting with a Case Manager at a Nova Scotia Works centre is the first step. Case Managers understand our employment services and programs, and have in-depth knowledge of the Nova Scotia labour market. (http://novascotia.ca/works)

There is a network of Nova Scotia Works centres across the province.

HRM

TEAM Work
7071 Bayers Road, Suite M278
Halifax, NS B3L 2C2
Phone.................. 902-422-8900

Job Junction
6950 Mumford Road
Halifax Shopping Centre Annex
Halifax, NS B3L 4W1
Phone.................. 902-455-9675
E-mail.............  contact@jobjunction.ca

Opportunity Place
Career Resource Centre
108 Cobequid Road, Suite 100
Lower Sackville, NS B4C 2N2
Phone.................. 902-864-7520
E-mail............. staff@opportunityplace.ca

Opportunity Place
YMCA Employment Centre
2269 Gottingen Street
Halifax, NS B3K 3B7
Phone.................. 902-425-3464

YMCA Employment Centre
14-118 Wyse Road
Dartmouth, NS B3A 1N7
Phone.................. 902-461-2513

YMCA Employment Centre
22756 Highway 7
Sheet Harbour, NS B0J 3B0
Phone.................. 902-885-3593

YMCA Employment Centre
5 Cumberland Drive (Cumberland Plaza)
Cole Harbour, NS B2V 2T6
Phone.................. 902-461-2513

YMCA Employment Centre
1515 Main Road
Eastern Passage, NS B3G 1M7
Phone.................. 902-461-2513

YMCA Employment Centre
12943 Highway 224
Musquodoboit, NS B0N 2H0
Phone.................. 902-384-2390

YMCA Employment Centre
5228 Highway 7
Porters Lake, NS B3E 1J8
Phone.................. 902-827-4117

YMCA Employment Centre
35 Wilfred Jackson Way
Dartmouth, NS B2Z 1A8
Phone.................. 902-461-2513
Cape Breton

Northside Economic Development Assistance Corp. (NEDAC)
105 King Street
North Sydney, NS B2A 3S1
Phone.......................... 902-794-7213
E-mail......................... jobshop@nedac.ca

Northside Economic Development Assistance Corp. (NEDAC)
503 Chebucto Street
Baddeck, NS B0E 1B0
Phone......................... 902-295-1649
E-mail....................... mel@nedac.ca

Northside Economic Development Assistance Corp. (NEDAC)
36243 Cabot Trail, PO Box 233
Ingonish, NS B0C 1K0
Phone......................... 902-285-2696
E-mail........... derrick.hawley@ns.aliantzinc.ca

EmployAbility Association of Cape Breton
500 George Street, Suite 250
Sydney, NS B1P 1K6
Phone......................... 902-539-5673
E-mail........... dbonnar.employability@gmail.com

EmployAbility Association of Cape Breton
235 Charlotte Street
Sydney, NS B1P 1C4
Phone......................... 902-539-0404
E-mail.... jmacdonald.employability@gmail.com

EmployAbility Association of Cape Breton
811 Reeves Street, Unit 6
Port Hawkesbury, NS B9A 2S4
Phone......................... 902-625-0001
E-mail...... pproctor.employability@gmail.com

EmployAbility Association of Cape Breton
15122 Cabot Trail
Cheticamp, NS B0E 1H0
Phone......................... 902-224-2117
E-mail...... maucoin.employability@gmail.com

EmployAbility Association of Cape Breton
15792 Central Avenue
Inverness, NS B0E 1NO
Phone......................... 902-258-3513
E-mail.... lmacdonald.employability@gmail.com

EmployAbility Association of Cape Breton
10036 Grenville Street
St. Peters, NS B0E 3B0
Phone......................... 902-625-0001
E-mail...... pproctor.employability@gmail.com

EmployAbility Association of Cape Breton
3433 Route 206
Petit de Grat, NS B0E 2L0
Phone......................... 902-625-0001
E-mail...... pproctor.employability@gmail.com

YMCA Employment Centre (CB)
399 Charlotte Street
Sydney, NS B1P 1E3
Phone......................... 902-564-9151
E-mail........... resourcecentre@cbymca.com
YMCA Employment Centre (CB)
106 Reserve Street
Glace Bay, NS B1A 4W5
Phone ....................... 902-849-5500
E-mail ................ resourcegb@cbymca.com

YMCA Employment Centre (CB)
479 Heelan Street
New Waterford, NS B1H 3C6
Phone ....................... 902-862-8856
E-mail ........... resourcecentre@cbymca.com

Northern Region

Cumberland African Nova Scotian Association (C ANSA)
63 Victoria Street
Amherst, NS B4H 1C5
Phone ..................... 902-661-1509 Ext. 221
E-mail ........... Elizabeth.cooke.sumbu@cansa.ca

Cumberland African Nova Scotian Association (C ANSA)
166 Junction Road, Highway 2
Springhill, NS B0M 1X0
Phone ..................... 902-661-1509 Ext. 221
E-mail ........... Elizabeth.cooke.sumbu@cansa.ca

Futureworx
15 Commerce Court, Suite 110
Elmsdale, NS B2S 3K5
Phone ...................... 902-883-7010
E-mail .................... info@futureworx.ca

Futureworx
42 Inglis Street
Truro, NS B2N 4B4
Phone ...................... 902-893-6859
E-mail .................... info@futureworx.ca

Futureworx
229 Main Street
Tatamagouche, NS B0K 1V0
Phone ...................... 902-657-0180
E-mail .................... info@futureworx.ca

Career Connections
138 Campbell Street
New Glasgow, NS B2H 5X9
Phone ...................... 902-752-6826
E-mail ............ information@careerconnections.ca

Career Connections
50 James Street
Antigonish, NS B2G 1R7
Phone ...................... 902-863-8244
E-mail ............ information@careerconnections.ca

Career Connections
996 Highway 16, Unit C
Chedabucto Centre
Guysborough, NS B0H 1N0
E-mail ............ information@careerconnections.ca

Career Connections
990 Union Street
Canso, NS B0H 1H0
E-mail ............ information@careerconnections.ca

Career Connections
Municipality of the District of St. Mary’s
8296 Hwy 7, P.O. Box 296
Sherbrooke, NS B0J 3C0
E-mail ............ information@careerconnections.ca
South Shore / Valley

Southwest Employment Services
Pier One Complex, 103 Water Street
Yarmouth, NS B5A 4P4
Phone: 902-742-5859
Toll-free: 1-866-868-9673
E-mail: info@swemployment.ca

Southwest Employment Services
3588 Highway 3
Barrington Passage, NS B0W 1W0
Phone: 902-637-3015
Toll-free: 1-866-868-9673
E-mail: info@swemployment.ca

Southwest Employment Services
25D King Street
Shelburne, NS B0T 1W0
Phone: 902-875-2200
Toll-free: 1-866-868-9673
E-mail: info@swemployment.ca

Conseil de développement économique de la Nouvelle-Écosse (CDENE)
1649 Highway 1, Box 3
Church Point, NS B0W 1M0
Phone: 902-769-3284
E-mail: fthimot@cdene.ns.ca

Conseil de développement économique de la Nouvelle-Écosse (CDENE)
1 Slocumb Crescent
Tusket, Municipality of Argyle, NS
Phone: 902-648-0573
E-mail: fthimot@cdene.ns.ca

PeopleWorx
11 Opportunity Lane
Coldbrook, NS B4R 0A5
Phone: 902-679-7460
Toll-free: 1-866-609-9675
E-mail: contact@peopleworx.ca

PeopleWorx
298 Marshall Street
Middleton, NS B0S 1P0
Phone: 902-825-3118
Toll-free: 1-866-609-9675
E-mail: contact@peopleworx.ca

PeopleWorx
253 Street George Street
Annapolis Royal, NS B0S 1A0
Phone: 902-532-0605
Toll-free: 1-866-609-9675
E-mail: contact@peopleworx.ca

PeopleWorx Job Resource Centre
80 Water Street, Windsor Mall
Windsor, NS B0N 2T0
Phone: 902-798-5627
E-mail: info@jobresourcecentre.ca

Employment Solutions
215 Dominion Street
Bridgewater, NS B4V 2K7
Phone: 902-543-2479
Toll-free: 1-866-711-0411
E-mail: info@empsolutions.ca

Employment Solutions
7A Henry Hensey Drive
Liverpool, NS B0T 1K0
Phone: 902-356-2039
Toll-free: 1-866-711-0411
E-mail: bwhynot@empsolutions.ca

Employment Solutions
10 Pte. Richard Green Lane
Hubbards, NS B0J 1T0
Phone: 902-858-5627
Toll-free ....................... 1-877-457-5627
E-mail ....................... jlecky@empsolutions.ca

**Valley African Nova Scotia Development Association**
55 Webster Street
Kentville, NS B4N 1H6
Phone ....................... 902-678-7448
Toll-free ....................... 1-866-313-8267

**Canadian Mental Health Association Outreach Employment Services (CMHA)**
8736 Commercial Street
New Minas, NS B4N 3C5
Phone ....................... 902-679-7575

**Community Inclusion Society**
Access Nova Scotia Building
28 Aberdeen Street, Suite 5
Kentville, NS B4N 2N1
Phone ....................... 902-679-7469

**Employment Opportunities Partnership**
87 Warwick Street
Digby, NS B0V 1A0
Phone ....................... 902-245-1830
E-mail ....................... eop@bellaliant.com

**The Job Bank**
Canada’s one-stop online jobsite where employers can post job openings and connect with job seekers free of any service charges.
jobbank.gc.ca/home-eng.do?lang=eng

**Online Training**
SkillsonlineNS: Access, at NO COST, to hundreds of online courses ranging from software applications to customer service to HR fundamentals to accounting essentials. Private learning plans can be set up and courses assigned.
coursepark.com/ns

For other opportunities and information regarding our programs and services please visit our website:
novascotia.ca/lae

**Nova Scotia Association of CBDCS (Community Business Development Corporations)**
139 Park Road, Unit 1B
Elmsdale, NS B2S 2L3
Phone ....................... 902-883-4798
cbdc.ca/en/nova-scotia-association-of-cbdcs

**Business Counselling, Training, And Financial Assistance In Nova Scotia**
Local CBDC offices in Nova Scotia offering business development programs, financial assistance, counselling and training, as well as advisory services and support to entrepreneurs who are either starting a business or wanting to expand or modernize their business.

**CBDC South Shore Opportunities Inc.**
7 Henry Hensey Drive
PO Box 1204
Liverpool, NS B0T 1K0
Phone ....................... 902-354-2616

**CBDC Guysborough County**
PO Box 199
46 Main Street
Guysborough, NS B0H 1N0
Phone ....................... 902-533-2770

Starting a Business
Visit our resources section for links to resources that can help you start and run your business.
careers.novascotia.ca/starting-a-business
CBDC Digby-Clare
68 Water Street
PO Box 160
Digby, NS B0V 1A0
Phone. 902-245-6166

CBDC Cumberland
PO Box 487
5 Ratchford Street
Amherst, NS B4H 1X2
Phone. 902-667-5700

CBDC Hants-Kings
80 Water Street
PO Box 2788
Windsor, NS B0N 2T0
Phone. 902-798-5717

CBDC InRich
15381 Highway 19
Inverness, NS B0E 1N0
Phone. 902-258-3698

CBDC Shelburne
157 Water Street
PO Box 189
Shelburne, NS B0T 1W0
Phone. 902-875-1133

CBDC Northside Victoria
PO Box 99
1 Fraser Avenue, Suite 7
Sydney Mines, NS B1V 2Y4
Phone. 902-736-6211

CBDC NOBL Antigonish County
Farmers Mutual Building
Suite 2-4, 188 Main Street
Antigonish, NS B2G 1Z9
Phone. 902-867-NOBL

CBDC Colchester County
Suite 208, Bank of Montreal Building
35 Commercial Street
Truro, NS B2N 3H9
Phone. 902-895-NOBL

CBDC Pictou County
4852 East River East Side
Plymouth, NS B0K 0A2
Phone. 902-382-NOBL

CBDC Yarmouth
103 Water Street
Pier One Complex
PO Box 607
Yarmouth, NS B5A 4B6
Phone. 902-742-5364

CBDC Coastal Business
292 Charlotte Street, 100
Sydney, NS B1P 1C7
Phone. 902-539-4332

CBDC Blue Water
5228 Highway 7, Unit 6
Porter Lake, NS B3E 1J8
Phone. 902-827-5564

CBDC Annapolis Ventures Ltd.
PO Box 478, 26 Bay Road
Bridgetown, NS B0S 1C0
Phone. 902-665-2635

CEED Centre for Entrepreneurship Education and Development

Our purpose is to build entrepreneurship awareness and capacity in people, resulting in a sustainable economy and strong communities.
Bayers Road Centre, Suite 225
7071 Bayers Road, Halifax, NS B3L 2C2
Phone. 902-421-2333
Continuing Care and Long-Term Care

Continuing Care
Continuing Care services and supports are provided to eligible people who need care in their homes and communities. Care can be provided on a long-term or short-term basis. Services include:

- Aboriginal Continuing Care
- Caregiver Benefit Program
- Facility-Based Respite Care
- HELP—Health Equipment Loan Program
- Home Care Services
- Home Oxygen Services
- Long-Term Care Placement
- Palliative Home Care
- Personal Alert Assistance Program
- Protection for Persons in Care
- Self-Managed Care Program
- Supportive Care Program

For more information regarding these programs please visit the Department of Health and Wellness website.

novascotia.ca/dhw/ccs

A Single-Entry Access Toll-free Line for Continuing Care Services
Continuing Care services are accessed in Nova Scotia by calling 1-800-225-7225. Intake hours of operation are from 8:30 a.m. to 4:30 p.m., seven days a week. If you reach a voice mailbox, please leave a message.

If you are calling from outside Nova Scotia about someone who lives in Nova Scotia, please call the appropriate number below. These telephone numbers operate daily, including weekends, from 8:30 a.m. to 4:30 p.m.

Halifax Regional Municipality and Hants County
Phone: 902-487-0607

Richmond, Cape Breton, Victoria, Inverness, Guysborough, and Antigonish Counties
Phone: 902-563-3695

Kings, Annapolis, Digby, Yarmouth, Shelburne, Queens and Lunenburg Counties
Phone: 902-742-0629

Colchester County, Cumberland, and Pictou Counties and Municipality of East Hants
Phone: 902-893-6277

What happens when you call the toll-free number?
You will speak with an intake worker who works for the Nova Scotia Health Authority. The intake worker documents basic information about you and forwards this information to a Care Coordinator, who will call you back and arrange to meet with you. Urgent assessments take priority and are addressed first, usually within one week of your initial call, to determine what care services you are eligible to receive, based on your needs.

What happens when a Care Coordinator visits?
The assessment will involve looking at your needs, strengths, and preferences. Once you are approved for services, the Care Coordinator will check in with you and your caregivers/service providers on an ongoing basis. If your needs change, your services will change to reflect your new needs. Care Coordinators can also connect you with programs in your community that offer additional supports. Some examples are meal...
programs, adult day programs, and foot care clinics. If you require long-term care, the Care Coordinator will assist you with the process for placement in a long-term care facility that will best meet your needs. You will be encouraged to maximize all home and community-based options before considering long-term care.

**Licensing, Standards, and Quality of Care**

Questions or concerns about the licensing, standards, and quality of Continuing Care services (home care and long-term care) should be directed to:

*Monitoring and Evaluation, Continuing Care*
Department of Health and Wellness
PO Box 488
Halifax, NS B3J 2R8
Phone ......................... 902-424-0104

**Home Care and Home Oxygen**

**Client Fees for Home Care and Home Oxygen**

There may be a minimal charge to home care clients for home support services and/or home oxygen services. If you use both home support services and home oxygen services, your maximum monthly charge will be equivalent to your home care maximum amount. There are no charges for nursing services provided through home care or for the supplies used during a nursing visit. The fees charged to the client are not intended to recover the full cost of providing the service. The Care Coordinator will determine applicable client fees during the assessment.

The amount you pay, if any, is determined by your income and family size. A sliding fee scale is used, and fees for each income category are outlined in a table that is available upon request. There is a monthly maximum amount that any client can be charged, depending on the client income category he or she falls into. Your Care Coordinator can help you determine your maximum monthly charge.

**Home Care**

Home care services are available to all Nova Scotians who need help with care in their homes and communities. This service is funded by the Department of Health and Wellness and managed by the Continuing Care offices within the Nova Scotia Health Authority. Home care services will supplement the help people already receive from their family, friends, or community. Home care helps people remain as independent as possible by staying in their home and community. It is always the first option for care to be provided in the home and the community. Home care also helps link clients to professional services and other community-based resources, such as Meals on Wheels or foot care clinics.
**Home Support**
A range of personal care and home support services are available. Personal care services help the client with daily living tasks such as dressing/undressing, bathing, toileting, feeding, and helping with mobilization. Home support services also help the client with tasks such as light housekeeping, laundry, and meal preparation. In-home respite services for caregivers are also available.

**In-Home Support**
Many private organizations offer in-home support services to seniors who want to remain independent in their own homes. They provide professional nursing care and offer a variety of home support services. The types of services offered may include foot care; companionship; in-home nursing care; physiotherapy treatments; homemaker services such as light housekeeping, meal preparation, and organization; transportation; and many others. The services can be tailored to suit an individual client's needs. Fees vary depending on the type of care required. For more information, contact a home-care provider in your area.

**Nursing**
Home care nurses provide a variety of nursing services in the client's home. Services include nursing assessment, health teaching, health monitoring, and treatment. Direct nursing care in the home can include activities such as intravenous therapy, dressing change, catheter care, and medication management.

**Home Oxygen**
The home oxygen service provides Nova Scotians who have medical needs with access to oxygen for use in and outside of the home. This program funds oxygen equipment such as oxygen concentrators, portable oxygen tanks and other related supplies to individuals who require long-term oxygen therapy and who meet the program and medical eligibility requirements.

**Self-Managed Care Program**
The Self-Managed Care program allows people with physical disabilities to hire their own care providers and develop their own care plans, which gives them control over the services they need and the providers they choose. In addition, clients may appoint a third party "Care Manager" to act on their behalf in carrying out these tasks. Self-Managed Care funding goes toward the hiring, training, managing, supervising, and payment of a care provider; essentially, you are your care provider's employer. Funding is available for support services such as personal care and homemaking. Registered professional health services, like nursing, are provided directly by Continuing Care in accordance with assessed need and program policies.

**Supportive Care Program**
The Supportive Care program supports clients with cognitive impairments with funding of $500 per month to purchase home support services (personal care, respite, meal preparation, and homemaking) that would otherwise be delivered through the Home Care program. Under the Supportive Care program, a person may also be eligible to receive reimbursement for snow removal services up to a maximum of $495 per year.

**Palliative Home Care**
The Palliative Home Care program provides services, including nursing and home support, for terminally ill individuals when it has been decided that treatment to extend life is no longer the primary goal. The fees for home support services are based on your income, therefore you may or may not be required to pay a fee for service. Nursing services are free.

**Aboriginal Continuing Care**
Registered First Nations individuals living on-reserve in Nova Scotia have access to home care and residential care through provincially
and federally funded programs. Eligibility for provincial continuing care services varies, depending on whether a person lives on-reserve and whether they are a Registered Status individual under the Federal Indian Act and therefore have access to similar federally funded services. Non-Status individuals living off-reserve can access all provincial continuing care services. Status individuals living off-reserve can access many continuing care services, but there are some exceptions. Non-Status individuals living on-reserve can access provincial continuing care services through the Nova Scotia Health Authority.

**Assistance for Caregivers**

**Caregiver Benefit Program**

The Caregiver Benefit program recognizes the important role of caregivers in their efforts to assist loved ones and friends. The program is intended for caregivers of low-income adults who have a high level of disability or impairment, as determined by a home care assessment. A caregiver must provide over 20 hours a week of unpaid care in order to qualify for this program. If the caregiver and the care recipient both qualify for the program, the caregiver will receive $400 per month. The Caregiver Benefit is a reportable income, so caregivers should contact Canada Revenue Agency at 1-800-959-8281 for information about tax implications.

**Facility-Based Respite Care**

Family caregivers provide personal care and support to help their loved ones stay in their homes and communities longer. However, this can put a lot of physical, mental and emotional stress on the caregivers themselves. To support them and their families, the Department of Health and Wellness provides access to respite beds in licensed long-term care facilities (nursing homes) across the province. There is also an option available for children.

A person may stay in a licensed respite bed for up to a total of 60 days within a calendar year. However, to ensure fair access to the beds during the high-demand periods (July 1 to October 1), no more than 30 days can be scheduled.

**Caregiver Support**

**Caregivers Nova Scotia**

Caregivers Nova Scotia provides free programs and services to Nova Scotians who give unpaid care to family or friends, regardless of their age or the health condition of their loved one. Services include - information (including healthcare system navigation), confidential telephone and e-mail support, monthly peer support groups, educational workshops, and referrals.

Phone (HRM) ................. 902-421-7390
Toll-free (within Nova Scotia) . 1-877-488-7390
E-mail ................ Info@CaregiversNS.org
CaregiversNS.org

**Personal Alert Assistance**

The Personal Alert Assistance program provides up to $480 per year to reimburse eligible seniors for the purchase of a personal alert assistance service. The program is targeted at low-income seniors who have a history of recent falls, use a cane, wheelchair or walker, and are receiving publicly-funded home care services. See page 76 for information about Personal Emergency Response Systems. You should not have to report this funding as income on your income tax return because it is less than $500/year. Since everyone’s situation is different, please contact Canada Revenue Agency at 1-800-959-8281 to confirm.
Private Home Care and Home-Support Services

If you require home-care services, your first point of contact is Continuing Care.

Toll-free .................... 1-800-225-7225

In-Home Support

Many private organizations offer in-home support services to seniors who want to remain independent in their own homes. They provide professional nursing care and offer a variety of home support services. The types of services offered may include foot care; companionship; in-home nursing care; physiotherapy treatments; homemaker services such as light housekeeping, meal preparation, and organization; transportation; and many others. The services can be tailored to suit an individual client's needs. Fees vary depending on the type of care required. For more information, contact a home-care provider in your area.

Cape Breton Area

VON Cape Breton Metro
Phone. ....................... 902-564-6479

Northside Community Guest Home
Phone. ....................... 902-794-4733

New Dawn Homecare ★
Serving Sydney
Phone. ....................... 902-562-2444
E-mail. ...................... sabrina@newdawn.ca
newdawn.ca

Halifax and Surrounding Areas

Always Home Homecare
Personal care, housekeeping, and respite services. Serving Halifax, Dartmouth and surrounding areas.

Phone. ....................... 902-405-4400
E-mail. ...................... info@alwayshomecare.ca
alwayshomecare.ca

Anson Care Givers Inc.
Phone. ....................... 902-435-2525
ansoncaregivers.ca

At Home Home Care
Phone. ....................... 902-404-2000
athomehomecare.ca

Bayshore Home Health
Phone. ........ 902-425-3351 or 1-800-565-3351
bayshore.ca

Carter Senior Care
Phone. ....................... 902-209-1314
carterseniorcare.ca

ElderCare Atlantic Inc.
Phone. ....................... 902-446-3636
eldercareatlantic.com

GEM Health Care Group
Melville Heights
Phone. ....................... 902-477-3313

greywave.ca

Greywave Senior Care Consulting
Geriatric Navigation/Senior Care Navigation/ Care Management. Consultants assist seniors and their family to navigate the complex public and private care options. Greywave provides an in-home or hospital assessment of care needs and arranges for services at home or for transition to another care environment. Greywave provides ongoing coordination and monitoring of services and community resources.

E-mail. ...................... mcc@greywave.ca
Phone. ....................... 902-448-843
greywave.ca

Home Instead Senior Care
Phone. ....................... 902-429-2273
HomelInstead.com/Halifax

Jane’s Home Care
Phone. ....................... 902-580-9131
LLM Healthcare Services Inc.
Phone. 902-499-1685

Merry Maids
Phone. 902-435-9500
halifaxcleaningmaids.ca

Nightingale Nursing Services
Phone. 902-465-9777

Ora’s Guest Home & In Home Support
Phone. 902-462-4409

PhysioCare at Home (in-home physiotherapy)
Phone. 902-404-4200
E-mail. office@physiocareathome.com
physiocareathome.com

Saint Elizabeth
Toll-free. 1-877-625-5567
saintelizabeth.com

ScotiaCare Homecare and Caregivers
Phone. 902-405-8331
Toll-free. 1-888-414-0404
E-mail. homecare@scotiacare.com
scotiacare.com

VON Greater Halifax
Phone. 902-453-5800

Victoria Hall
Phone. 902-422-3969
victoriahall.ca

We Care Home Health Care ★
Serving locations across Nova Scotia
Phone. 902-454-2571
Toll-free. 1-877-853-1195
wecare.ca

Westwood Group Inc.
Phone. 902-425-7500
westwoodgroup.ca

North Shore Area
Earth Angels Homecare & Companions
Covers Northern Nova Scotia and the South Shore.
Phone. 902-893-3553
Toll-free. 1-888-851-4777
E-mail. Info@earthangelshomecare.ca

VON Colchester East Hants
Phone. 902-893-3803

VON Cumberland County
Phone. 902-667-8796

VON Pictou County
Phone. 902-752-3184

South Shore Area
Care Choices Inc.
Phone. 902-527-1622

Region of Queens Home Support
Phone. 902-354-3333

VON Lunenburg County
Phone. 902-624-1897

VON Queens County
Phone. 902-354-3297

Valley Area
Annapolis Valley Home Care Ltd
Phone. 902-765-6777
Toll-free. 1-888-765-7544
E-mail .................. info@avhomecare.ca
avhomecare.ca

Careforce Home Health Care
Phone. ......................... 902-365-3155
toll-free .................. 1-866-966-1466
E-mail .................. careforce@careforce.ca
careforce.ca

VON Annapolis Valley
Phone. ......................... 902-678-3415

Western Area
VON Tri-County
Phone. ......................... 902-742-4512

Health Professionals and Services

Physiotherapists / Occupational Therapists

Nova Scotia College of Physiotherapists
Phone. ......................... 902-454-0158
toll-free .................. 1-866-225-1060
E-mail .................. office@nsphysio.com
nsphysio.com

Janice Webber Physiotherapy Services Ltd.
Phone. ......................... 902-469-3214
E-mail .................. info@physiotherapyworks.ca
physiotherapyworks.ca

PhysioCare At Home (In-home Physiotherapy & Occupational Therapy)
Phone. ......................... 902-404-4200
E-mail .................. office@physiocareathome.com
physiocareathome.com

Dental

Dalhousie University Dental School
A wide range of dental services, including cleanings, fillings, dentures, crowns, partials, and implants, provided for the general public at reduced fees. Dental treatments are provided by supervised students of the Dentistry and Dental Hygiene programs. Seniors are welcome however should be aware that most appointments are lengthy (about 2.5 hours).

Dalhousie Dental Clinic, 9 a.m. – 4 p.m.
Phone. ......................... 902-494-2101

Long-Term Care

Long-term care provides accommodation, supervisory care, personal care, and nursing services to individuals who can no longer live independently in the community with their family and other supports available.

There are two types of long-term care facilities: nursing homes and residential care facilities.

Nursing homes are important options for people who have difficulty performing everyday tasks such as dressing, bathing, and toileting. Nursing home placement is appropriate for people who are medically stable but have nursing needs that cannot be met through home care.

Residential care facilities provide people with personal care, supervision, and accommodation in a safe and supportive environment. People living in residential care facilities must have the ability to self-evacuate in the event of an emergency.

Application/Assessment Process

Contact Continuing Care toll-free at 1-800-225-7225 to apply for long-term care. A Care Coordinator will call you and arrange for a time to meet with you to complete the assessment and application process. Together, you and the Care Coordinator will determine
whether home care or long-term care is best for you. The Care Coordinator will also collect the information that starts the financial application process for help with accommodation costs. After the Care Coordinator assesses your care needs, your application will be sent to the Eligibility Review Unit in the Department of Health and Wellness to determine your eligibility and accommodation rate. If you are approved for long-term care, your name will be placed on the waiting list for the homes of your choice.

Eligibility Appeal Process
If you disagree with the decision made on your eligibility for long-term care, you may request an administrative review.

Fees for Long-Term Care
The Department of Health and Wellness covers the health-care component of long term care; residents pay the accommodation costs at rates set by government every year. Residents also pay for personal expenses, similar to people living in the community.

Individuals who cannot pay the standard accommodation charge can apply to have their charge reduced through a financial assessment based on his or her net income. The remaining costs will be paid by the Department of Health and Wellness. Net income is derived from line 236 (net income) minus line 435 (taxes payable) of the person’s most recently completed Canada Revenue Agency Income Tax and Benefit Return, and is reassessed each year. There is no additional fee for private rooms; they are assigned based on individual care requirements.

Financial Assessment Process
As part of your application to a long-term care home, your Care Coordinator will help you get started on the financial assessment process. If you are applying for a reduction to the standard accommodation charge, you will be asked about your income and required to sign consent forms that will allow the financial assessment review officers with the Department of Health and Wellness to verify your financial information with the Canada Revenue Agency. This information is kept confidential. The financial assessment determines whether you are eligible for a reduced accommodation charge.

Choosing a Long-Term Care Home
If you are currently living in your home, you will be asked to identify the community you wish to live in and the long-term care home in which you would prefer to live. The home you select can be in a community anywhere within Nova Scotia.

Note: You can be placed on the waiting list for more than one home. However, you must accept placement in the first home that becomes available.

Waiting Lists
A person is placed on the waiting list for a long-term care home on the date the care level decision is made by the Care Coordinator. The Nova Scotia Health Authority organizes the waiting list chronologically by that date.

The amount of time you will be required to wait before being admitted into a long-term care home depends on how many people are waiting to get into the home or homes you selected. If your situation worsens after you apply for care and while you are waiting for an opening, your Care Coordinator may be able to arrange for other services, such as additional home care or respite care.

Admission into a Long-Term Care Home
If you are living at home and are offered a placement at a long-term care facility you had chosen, your acceptance is generally expected within 24 hours of the offer. An admission date will then be arranged with the long-term care facility. If you refuse the offered placement, you will be considered not ready for admission to
any home and your name will be removed from all waiting lists.

**Transferring from One Long-Term Care Home to Another**

If you are placed in a facility that was not your first choice, your name will remain on the waiting list until you reach your preferred facility. If you are placed in a long-term care home and later decide you want to move to a different home, you can contact Continuing Care at toll-free 1-800-225-7225 to arrange for your name to be placed on the waiting list for the facility of your choice.

**Health Equipment Loan Program**

Residents of provincially-licensed and funded long-term care facilities, such as nursing homes and residential care facilities, can borrow specialized health equipment from the Canadian Red Cross through its Health Equipment Loan Program, which is funded by the Department of Health and Wellness. Some examples of specialized health equipment are walkers, crutches, specialized mattresses and beds, and custom wheelchairs.

Approved applicants may be required to pay a monthly fee for the use of specialized health equipment. Fees are based on income and the type and quantity of equipment provided.

**Protection for Persons in Care**

Nova Scotia has legislation designed to protect patients or residents 16 years of age and older receiving treatment in hospitals or living in residential care facilities, nursing homes or homes for the aged or disabled persons under the Homes for Special Care Act; group homes or residential centres under the Children and Family Services Act; approved and funded small-option homes under Department of Community Services; and community-based options under the Department of Health and Wellness. The Protection for Persons in Care Act makes it mandatory for service providers or administrators of health facilities under the Act to promptly report all allegations of abuse or instances of abuse.

**Elder Mediation**

*Delphine DuToit*

Phone: 902-789-3953
Email: delphine.mediator@gmail.com

delphinedutoit.ca
Emergency Planning
Are you ready for an emergency? When there's an emergency, like a bad winter storm, a hurricane, or fire, you need to be ready to get by on your own for at least the first 72 hours.

**EMERGENCY NUMBERS**

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>911</td>
<td>Someone's health, safety or property is threatened and help is needed right away</td>
</tr>
<tr>
<td>811</td>
<td>Non-urgent health care; call to talk to a nurse</td>
</tr>
<tr>
<td>711</td>
<td>Message relay service for individuals who are hearing and/or speech impaired</td>
</tr>
<tr>
<td>611</td>
<td>Telephone repair service</td>
</tr>
<tr>
<td>511</td>
<td>Road conditions information service</td>
</tr>
<tr>
<td>411</td>
<td>Local directory assistance</td>
</tr>
<tr>
<td>311</td>
<td>Halifax Regional Municipality municipal services and information</td>
</tr>
<tr>
<td>211</td>
<td>Human, social and community-related information and referral services</td>
</tr>
</tbody>
</table>

**Other important numbers**

- Power outage ............... 1-877-428-6004
- Bell Aliant outage ...... 611 or 1-800-663-2600
- Eastlink outage .......... 1-888-345-1111
- Drinking water safety .... 1-877-936-8476
- Food safety ............. 1-877-252-FOOD (3663)

Thanks to the efforts of local sponsors, the Vial of Life is now available free of charge in many communities.

Emergency Medical Information

**Vial of Life**

The Vial of Life provides emergency medical personnel with vital health information during a home emergency. Information is recorded on a medical form requiring a name, health-card number, doctor's name and number, people to be contacted in case of an emergency, medical conditions, allergies, and a list of medications taken. The form is then placed in a vial on a shelf in your refrigerator door. A Vial of Life sticker is placed on the outside upper-right-hand or left-hand corner of your fridge to indicate to medical personnel that vital health information is available. The Vial of Life can save valuable time in a home emergency.

Thanks to the efforts of local sponsors, the Vial of Life is now available free of charge in many communities.
For more information on the Vial of Life or to find the contact in your area, please call the VON Greater Halifax’s Senior Information Line.

Phone: 902-454-5755
E-mail: kim.henry@von.ca

MedicAlert® Medical ID and MedicAlert Foundation Canada

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

Personal Emergency Response Systems

A personal emergency response system allows seniors immediate 24-hour access to emergency help at the touch of a button.

See page 53 for information about the Personal Alert Assistance Program.

Be Safer at Home ★

Spears & MacLeod Pharmacy, Yarmouth
Phone: 902-742-7825
E-mail: olaf@eastlink.ca
besaferathome.com

Northwood Intouch ★

Personal emergency response and wireless sensor technology to help maintain independence at home: help buttons, automatic fall detectors, pill dispensers, stove sensors, wandering alarms, GPS watches, bed alarms, flood detectors, and more.

Phone: 902-492-3346
Toll-free: 1-800-461-3346
E-mail: intouch@nwood.ns.ca
northwoodintouch.ca

Philips Lifeline ★

Fast, easy access to help 24 hours a day, 365 days a year.

Phone: 902-492-3443
Toll-free: 1-800-387-8120
lifeline.ca

Preventing Falls

Ageing Well Together Coalitions

Ageing Well Together Coalitions around the province work with organizations and communities to support awareness, action and change with a focus on falls prevention, physical activity, and other issues that affect seniors’ well-being.

Regional Coordinators

Western Nova Scotia
E-mail: nswest@ageingwelltogether.ca

Central Nova Scotia
Brenda MacKinnon
Phone: 902-863-5040
E-mail: nscentral@ageingwelltogether.ca

Eastern Nova Scotia
Noreen MacLean
Phone: 902-224-7481
E-mail: nscb@ageingwelltogether.ca

Capital Region
Anne Corbin
Phone: 902-422-0914
Toll-free: 1-855-253-9355
E-mail: nscapital@ageingwelltogether.ca
nscommunitylinks.ca

Centre for Health Care of the Elderly

The centre provides health-care services for older adults. Specific programs include the geriatric assessment unit, geriatric restorative (rehabilitation) unit, geriatric day hospital, and
specialty outpatient clinics such as the memory disability clinic and falls clinic. A referral must be made by a physician. The centre is located in the Camp Hill Veterans’ Memorial Building, QEII, Halifax. Clinics are also held in Middleton, Antigonish and Lunenburg.

Centre for Health Care of the Elderly
Camp Hill Veterans’ Memorial Building
Halifax, NS
Phone........................ 902-473-8603
cdha.nshealth.ca

Falls Clinic, Geriatric Day Hospital
Nova Scotians aged 65 and over who have fallen or have mobility and balance difficulties can be referred to the Falls Clinic by their family doctor or by any professional with written support from the family doctor. Professionals will assess the senior’s overall health status and medications, the risk factors involved in falling, home safety, walking aids, cognition, and home supports. They will then recommend treatment and provide counselling. The goal of the clinic is to prevent future falls for those at risk of falling.

Camp Hill Veterans’ Memorial Building,
1st Floor
Halifax, NS B3H 2E1
Phone......................... 902-473-2493
Fax............................. 902-473-7336

Palliative and Therapeutic Harmonization (PATH) Clinic
In our traditional culture of cure, many older patients with multiple, serious health issues have had their quality of life reduced by treatments that aim to fix one problem, but worsen or create others. The Palliative and Therapeutic Harmonization (PATH) Clinic is for frail older adults with advanced medical conditions, many recent hospitalizations, or unmanaged symptoms, where the impact of interventional and complex treatments on quality of life may be questioned. The clinic helps patients/families and caregivers understand how to match medical care to individual goals and predict response to treatment to help with health decision-making. The PATH is run by the Division of Geriatric Medicine at Dalhousie University and located at the Halifax Infirmary Hospital. Therefore, to be seen in this clinic, contact your family physician for a referral.

Adult Protection
Adult Protection Services include investigation, assessment, intervention, and referral. Clients are adults 16 years and older who are living in a situation of significant risk of self-neglect or experiencing serious harm due to a mental or physical condition. Adult Protection Services has the authority to intervene based on the following:

- the person is living at an immediate and significant level of risk and does not understand and appreciate the level of risk he/she is living in, or
- the person does not have the physical capacity to remove him/herself from the situation of risk, or
- the person has a permanent, irreversible condition that affects his/her physical or mental ability to protect him/herself.

Do I have to report a suspected case of an adult in need of protection?
Yes. Under the law you must report a suspected case of adult neglect and/or abuse to the Department of Health and Wellness, whether or not the information is confidential or privileged. No action lies against a person who gives information unless the giving of the information is done maliciously or without reason and probable cause.
How do I report a suspected case of neglect or abuse?

If you know of an adult in need of protection, you must report it immediately by calling toll-free 1-800-225-7225. If you feel the person's life is in danger, call 911.

What happens when I report a suspected case of abuse or neglect?

The case will be assigned to an Adult Protection Worker for further investigation. If the Adult Protection Worker determines there are reasonable and probable grounds to believe the person is in need of protection, he/she will complete an assessment. If required, a care plan to mitigate the risks to the client will be established. This could include referrals for services in the home or placement in a Department of Health and Wellness or Community Services facility.

Senior Abuse Awareness

Abuse can happen to anyone regardless of age, gender, living arrangements, physical or mental health or ability, sexual orientation, financial status, education, or culture. Abuse often happens in a relationship in which there is an expectation of trust.

Senior abuse is harm caused to older adults by someone who limits or controls their rights and freedoms. The older adults are unable to freely make choices because they are afraid of being hurt, humiliated, or left alone, or they are afraid the relationship will end.

Examples of different types of abuse:

- physical abuse: slapping, hitting, inappropriate medication, and physical restraint
- sexual abuse: unwanted sexual touching or being coerced into sexual acts, verbal or suggestive behaviour
- emotional abuse: insulting, frightening, threatening, ignoring, or isolating an older adult
- financial abuse: misusing money or property or putting pressure on an older adult to gain access to their funds or property
- neglect: leaving an older adult without food, adequate shelter, assistance, or personal care
- violation of rights: withholding information, interfering with mail, or confining an older adult to an institution or hospital against his or her will

If you or someone you know may be experiencing abuse, there are people and organizations that can help. Resource material (in both official languages) and information are available on the website or by phone. Services in French may be available upon request.

Phone ......................... 902-424-0770
Toll-free ...................... 1-844-277-0770
novascotia.ca/just/prevention/seniors_safety.asp

If you are concerned about an adult who may not have the capacity—mentally or physically—to care for themselves, please call Adult Protection .............. 1-800-225-7225

Senior Abuse Information Line

211 service now handles Senior Abuse Information and Referral phone calls for all areas across the province.

Call 211 for information on abuse, resources, and services available to help, or to talk about a situation that is concerning you. Your call will be kept confidential except as required by law.

Sometimes abuse is a crime. Call your local police station for information or to report abuse. If the situation is an emergency or if it could be dangerous, call 911.

Seniors Safety Program

The Seniors Safety Program addresses the safety concerns of seniors by promoting education and awareness about senior abuse prevention, crime prevention, and safety and health issues. The program enhances
communication between seniors and the police by providing information, educational sessions, and referral services to seniors through direct contact with the Seniors Safety Coordinator.

The Coordinator works in close partnership with local police agencies and a large network of local, provincial, and federal partnering agencies. Typically, services are offered to seniors throughout a county, in their own homes, or at a convenient location within the community.

The Seniors Safety Program is a community-based program that is operated and managed by a non-profit organization. There are no age requirements or restrictions for participation in the program, and all referrals are welcome.

**Annapolis County**
Sharon Elliott, Coordinator
Phone. ....................... 902-665-4481
Fax. ......................... 902-665-2822
E-mail. .............. sharon.elliott@rcmp-grc.gc.ca

**Antigonish County**
Karen Armstrong, Coordinator
Phone. ....................... 902-863-6500
Cell. ......................... 902-318-0372
E-mail. ........... seniorsafetycoor@gmail.com

**Cape Breton Regional Municipality**
Wilma Menzies, Coordinator
Phone. ....................... 902-563-5351
E-mail. ........ cbrmseniorsafety@hotmail.com

**Cumberland County**
Courtenay Black, Coordinator
Phone. ....................... 902-667-7484
E-mail. ....... Courtenay.black@cha.nshealth.ca

**Digby Town and Municipality**
Dawn Thomas, Coordinator
Phone. ....................... 902-245-2579
E-mail. ........ dawn.thomas@rcmp-grc.gc.ca

**HRM Seniors’ Safety Program - VON**
Erin Crosby, Coordinator
Phone. ....................... 902-455-6646

**Hants County (West)**
Shannon Lowe, Coordinator
Phone. ....................... 902-798-7173
E-mail. ........... hantsseniorsafety@gmail.com

**Hants County (East)**
Kate Kirkpatrick, Coordinator
Phone. ....................... 902-758-5805
E-mail. ........ ehseniorsafety@gmail.com

**Seniors’ Safety Program (Kings County)**
Michelle Parker, Coordinator
Phone. ....................... 902-375-3602
E-mail. ........ Michelle.parker@rcmp-grc.gc.ca

**Lunenburg County**
Chris Acomb, Coordinator
Phone. ....................... 902-543-3567
E-mail. ........ cacomb@bridgewaterpolice.ca
southshore.safecommunities.parachutecanada.org

**Municipality of Clare ★**
Hélène Comeau, Coordinator
Phone. ....................... 902-645-2326
E-mail. ........ helene.comeau@rcmp-grc.gc.ca

**Pictou County Municipalities**
Crime Prevention Association
Barbara Smith, Coordinator
Phone. ....................... 902-755-2886
E-mail. ........ crimeprevention@bellaliant.net

**Queens County**
Kim Masland, Coordinator
Phone  ........ 902-354-5721 or 902-350-0231
E-mail. ........ Kim.masland@rcmp-grc.gc.ca
Shelburne County
Senior Safety and Services Society
Shawna Symonds or Wanda Mood
Toll-free ......................... 1-800-565-0397
E-mail. ............ seniorsservices@eastlink.ca
ourseniorservices.com

Yarmouth County
Municipality of Argyle★
Peggy Boudreau, Coordinator
E-mail. ........... Peggy.boudreau@rcmp-grc.gc.ca
Municipality of the District of Yarmouth
Doris Landry, Coordinator
Phone. ......................... 902-881-7107
E-mail. ............ dorislandry@rcmp-grc.gc.ca

Municipal Police Contacts for Seniors
Several municipal police forces have designated officers who focus on seniors’ issues. The officers provide a range of information to seniors and are often willing to make presentations to community groups, as is the case with the Seniors’ Safety and Security Program offered by the Halifax Regional Police and programs through the Springhill Police Department.

Halifax Regional Police
For seniors living in the Halifax Regional Municipality.

Home Safety Visits
Trained volunteers visit your home to help identify safety concerns and provide information for making your home as safe as possible.

Home Safety Presentations
Free group seminar from trained volunteers who provide safety information with a do-it-yourself checklist for homeowners.

Phone. ......................... 902-490-2554
E-mail. ............ seniorssafety@halifax.ca

Cst. Michelle Everson
Crime Prevention Unit
Phone ......................... 902-490-6977
E-mail ...................... eversom@halifax.ca
halifax.ca/police/shsp.html

Springhill RCMP
Cst. Travis Dow, Community Officer
Phone. ......................... 902-667-3859

Office of the Fire Marshal
Remembering When Program
The Office of the Fire Marshal, part of the Department of Municipal Affairs, promotes, encourages, and cooperates with anyone interested in developing and promoting the principles and practices of fire prevention and the protection of life and property against fire. This includes promoting, encouraging, and delivering fire-safety education programs and training to the public.

The Office of the Fire Marshal, together with the Fire Service of Nova Scotia, Senior Safety, Restorative Justice, and home health-care providers, is now facilitating the Remembering When program. Remembering When is centred around 16 key safety messages about fire and fall prevention. The program is delivered in rural communities through one-hour presentations, home visits, and smoke alarm programs. The intent of the Remembering When program is to give support to older adults who are living independently in their own homes and to support their safety by preventing fires and falls in their homes.

For more information on the Remembering When program in your community, contact Derwin Swinemar, Deputy Fire Marshal.
Human Rights

**Nova Scotia Human Rights Commission**

The Nova Scotia Human Rights Commission is an independent government body that administers the Nova Scotia Human Rights Act, which protects Nova Scotians from discrimination. The Commission's services include:

- Providing free information on a confidential basis to individuals, business owners and government pertaining to human rights and discrimination.
- Investigating and resolving complaints of discrimination.
- Delivering education and information programs on a range of issues related to human rights.
- Consulting with organizations to help them set up their own policies and programs related to human rights.
- Building partnerships with government, universities, and community groups to promote respect and greater awareness of human rights.

**Halifax office**

Phone: 902-424-4111
Toll-free: 1-877-269-7699
TTY: 711
E-mail: hrcinquiries@novascotia.ca
humanrights.novascotia.ca
Twitter@NSHumanRights
Facebook: facebook.com/NSHumanRights

**Sydney office**

Phone: 902-563-2142

**Digby office**

Phone: 902-245-4791
Fax: 902-245-7103

**Fraud Awareness**

To help fight fraud against seniors, resource materials are available in both official languages at novascotia.ca/just/prevention/seniors_safety.asp. Services in French may be available upon request.

**Recognizing Fraud**

Thousands of Canadians of all ages and from all walks of life are defrauded each year. There is no typical fraud victim in Canada. Fraud targets Canadians of all age and from all walks of life. Recognizing fraud is the first step to better protecting yourself. If you think you may be a victim of fraud or scam, you can get more information from the following:

- Canadian Anti-Fraud Centre (formerly PhoneBusters): toll-free 1-888-495-8501 or antifraudcentre-centreantifraude.ca
- Canadian Consumer Handbook, consumerhandbook.ca/en
- Better Business Bureau of the Maritime Provinces: toll-free 1-800-422-6581 or bbb.org/atlantic-provinces

**Telephone Contact Programs**

Telephone contact programs are available in various Nova Scotia communities to ensure that seniors who live alone have regular contact with others. If you would like to participate, contact the program nearest you.

**VON Antigonish**

Phone: 902-863-5700
VON Cumberland
Phone. ...................... 902-667-8796

Northwood's In-Touch
Phone. ...................... 902-492-3346
(Halifax Regional Municipality)
nwood.ns.ca
End-of-life Issues

Managing Your Affairs
Everyone should take the necessary legal steps to ensure that their affairs will be properly managed if they become unable to manage them by themselves. For more information on power of attorney, enduring power of attorney, and guardianship, contact the Legal Information Society of Nova Scotia.
Phone: 902-455-3135

Hospice, Palliative Care, and Bereavement
Supports for individuals and families during times of loss, grief, and bereavement are available in many communities across the province. Information can be found through Nova Scotia Hospice Palliative Care Program Association.
nshpca.ca

Grief/Bereavement
Friends in Bereavement support groups meet in the Annapolis Valley and are listed with Grief NS. They are partnered with the Valley Hospice Foundation, RCMP Seniors’ Safety Programs, Careforce, and Mental Health.
nshpca.ca/resources

Friends in Bereavement Kentville
Meets the 1st & 3rd Tuesdays each month from 2 – 4 p.m.
Kentville Baptist Church
(parking lot entrance to the left)

8-week Grief Recovery Programs
Offered several times each year in various locations in the Annapolis Valley.
For further information contact
Jennifer Longley: 902-681-8239
E-mail: friendsinbereavement@gmail.com

What to Do When Someone Dies ★
Before someone dear to you dies, it is important to find out his or her instructions concerning funeral arrangements and bequeathing the body for medical research or organ donation, if applicable.

When someone dies there are many decisions and arrangements to be made. Sadly, decisions often have to be made at a time of personal distress. To assist with this process, we have gathered some useful links where you can find out more about the organizations that should be contacted and the affairs that should be dealt with following a death.

Phone: 902-424-4381
Toll-free (within Nova Scotia): 1-877-848-2578
novascotia.ca/sns/access/vitalstats/death.asp

The Human Body Donation Program
Located in the Department of Medical Neuroscience in the Faculty of Medicine at Dalhousie University in Halifax, Nova Scotia. Persons interested in making the intention to
donate their remains may do so by completing the forms that are available on line or by contacting the program Coordinator however, the completion of forms does not guarantee acceptance. The program accepts donations from Nova Scotia, New Brunswick, and Prince Edward Island. The forms and information on the program are available online.

Phone: 902-494-6850
E-mail: Brenda.Armstrong@dal.ca
dal.ca/bodydonation

Funeral Arrangements
In situations where there is little or no money for funeral expenses, assistance may be available through the Nova Scotia Department of Community Services. To apply, contact the field office nearest you. (See page 23.)

If the deceased was a war veteran, Veterans Affairs Canada may provide assistance through the Last Post Fund (see below).

Serenity Lindsay Annapolis Valley Funeral Home and Chapels
Phone: 1-888-760-6933
serenitylindsayfuneralhome.ca

Life Journey Funeral Planning
Phone: 902-221-2973
lifejourneyfuneralplanning.com

Roxanne Walsh
Phone: 902-293-2423
RoxanneWalsh.ca

The Last Post Fund Funeral Services ★
A not-for-profit national organization, the Last Post Fund (LPF) delivers the Funeral and Burial Program on behalf of Veterans Affairs Canada. Operating since 1909, its mission is to ensure that no Veteran is deprived of a dignified funeral, burial, and headstone for lack of financial resources. Applications for reimbursement of funeral and burial costs may be submitted up to one year following the death of a Veteran.

Toll-free: 1-800-465-7113
E-mail: info@lastpost.ca
lastpostfund.ca

Services funéraires du Fonds du Souvenir ★
Une organisation nationale sans but lucratif, le Fonds du Souvenir administre le Programme de funérailles et d’inhumation au nom d’Anciens Combattants Canada. Sa mission depuis 1909 est de veiller à ce qu’aucun ancien combattant ne soit privé de la dignité de funérailles et d’une inhumation convenables par manque de ressources financières. La demande de remboursement pour des frais de funérailles et d’inhumation doit être faite moins d’un an après le décès d’un ancien combattant.

Numéro de téléphone sans frais 1-800-465-7113
Courriel: info@lastpost.ca
fondsdusouvenir.ca

Death Certificate
In most situations funeral directors look after the arrangements for the death certificate and have the death registration submitted to the Deputy Registrar General. A short-form copy of the death certificate may be obtained from the Deputy Registrar General at the number listed below. If the cause of death is required (for insurance purposes, for example), you must obtain a certified copy of the death registration. You will need to give the name of the deceased and the date and place of death, and state the reason for your request. The fee for each short-form certificate is $33; a detailed certificate costs $39. Debit, Visa, or MasterCard payments are accepted.

Service Nova Scotia
Vital Statistics/Access Nova Scotia Centre
300 Horseshoe Lake Drive, P.O. Box 157
Death Benefits
Several pension plans include survivor benefits. All sources of income for the deceased should be checked to see what provisions were made for survivors. Because of the way pensions and annuities are treated under the Income Tax Act, it is important for a surviving spouse to examine all options. Items to consider include Old Age Security, the Canada Pension Plan Death Benefit, the Surviving Spouse’s Benefit, the Dependent Children’s Pension (see information in the Financial section), and any private pension plans (e.g., military pensions and company and/or other work-related plans). If you need assistance with this, consult an accountant.

Prestation de décès
Plusieurs régimes de retraite offrent des prestations de survivant. Toutes les sources de revenu de la personne décédée devraient donc être vérifiées pour déterminer les dispositions qui ont été prises pour les survivants. En raison de la façon dont les pensions et les rentes sont considérées par la Loi de l’impôt sur le revenu, il est important pour un conjoint survivant d’examiner toutes les options possibles. Il faut tenir compte de ce qui suit : Sécurité de la vieillesse, prestation de décès du Régime de pensions du Canada, prestations de pension du survivant, prestations pour enfants à charge, ainsi que tout régime de pension privé (p. ex. pensions militaires ou autres régimes de pension liés à un travail). Si vous avez besoin d’aide, veuillez vous adresser à un comptable.
Legal Matters

Nova Scotia Department of Justice
The Department of Justice offers a number of resources to help seniors who have been victimized by crime. Victim Services Officers are there to help you as your case proceeds through the criminal justice system. They can help you prepare a victim impact statement, and provide information to help you understand the criminal justice system. They can also help you apply for counselling to deal with trauma resulting from the crime.

Regional Offices
Dartmouth .................... 902-424-3307
Kentville .................... 1-800-565-1805
New Glasgow ............... 1-800-565-7912
Sydney ..................... 1-800-565-0071

Personal Directives Act
The Personal Directives Act allows citizens to put their wishes regarding personal care decisions in writing, to be followed if they become incapable of making such decisions in the future.

In a Personal Directive, a person can express their wishes on personal care, including those related to health care, nutrition, hydration, shelter, residence, clothing, hygiene, safety, comfort, recreation, social activities and support services.

Information about the Personal Directives Act in both official languages, including instructions on how to create your own, is available on the website.

gov.ns.ca/just/pda

Legal Information Society of Nova Scotia (LISNS)
LISNS is a not-for-profit registered charity that provides Nova Scotians with information (over the phone, online, and in print) about the law, covering a range of legal topics.

Legal Information Line and Lawyer Referral Service
To talk to someone about a legal problem or for a referral to a lawyer, call the Legal Information Line or Lawyer Referral Service.

Hours: Monday to Friday, 10 am–5 pm
Phone . .......................... 902-455-3135
Toll-free anywhere in North America .............. 1-800-665-9779
E-mail . ....................... lisns@legalinfo.org legalinfo.org

LISNS (Publications, Speakers’ Bureau and Administration Only)
Phone . .......................... 902-454-2198

Other Resources
It’s In Your Hands: Legal Information for Seniors and Their Families (9 x 12 book) is available for a postage charge of $5.00. It is also on our website in PDF format.

In addition, single copies of the following pamphlets are available free of charge.

• Patients’ Rights
• The Public Trustee
• Elder Abuse (The Adult Protection Act)
• Fraud
• Making a Will
• Guardianship of Adults
• Power of Attorney
legalinfo.org
Other Legal Resources

Public Trustee of Nova Scotia
The Public Trustee is a lawyer named by the provincial government to help adults and children who are unable to look after their financial affairs.
Phone (Main) .................. 902-424-7760
Phone (Health-care Decisions) ... 902-424-4454

Finding a Lawyer
Lawyers are listed in the Yellow Pages of your telephone book in alphabetical order and under specific areas of practice.

O'Keefe Law
Phone ......................... 902-457-0251
okeefelaw.ca

Taylor MacLellan Cochrane Lawyers
Phone ......................... 1-888-4-TMC-LAW
tmcLAW.com

Legal Aid ★
Nova Scotia Legal Aid provides legal advice and representation in three core areas: criminal, family, and social justice. Some level of help is available to Nova Scotians facing family, criminal, youth, or social justice issues, including Employment Insurance (EI), Canada Pension Plan (CPP) Disability, Income Assistance (IA), and Residential Tenancies (RT). Advice may also be provided in other areas of social justice (e.g. Nova Scotia Power, etc.). Full service in these areas, meaning a lawyer for the case, is available subject to financial eligibility guidelines. If you are above the financial eligibility threshold, contribution agreements may be available to you as an option if you cannot retain a private lawyer. Duty Counsel Services are available in both Family and Provincial Courts and there is no financial eligibility required for these services (ask at your local court). Refer to your telephone book (the white, blue, or yellow pages, under Legal Aid) or the website below for the office nearest you.

Nova Scotia Legal Aid Commission
Toll-free ...................... 1-877-585-3626
nslegalaid.ca/legal-aid-offices

Dalhousie Legal Aid
Dalhousie Legal Aid provides legal services to clients in the Halifax/Dartmouth metropolitan area who satisfy its financial and case-eligibility requirements. Dalhousie Legal Aid is affiliated with the Schulich School of Law at Dalhousie University.
Phone ......................... 902-423-8105
E-mail ......................... legalaid@dal.ca

Residential Tenancies and Condominiums ★
Tenancy disputes between landlords and tenants can be resolved by staff at Service Nova Scotia through mediation or a hearing. Disputes may involve the return of security deposits, unpaid rent, the condition of an apartment, discontinuance of services, or other items outlined in the Residential Tenancies Act. Condominiums are also registered with the department. If you have a concern about the declaration, by-laws, and rules governing your condominium unit, contact your condominium corporation's Board of Directors. If further assistance is required, you can contact Service Nova Scotia.
Phone ......................... 902-424-5200
Toll-free ...................... 1-800-670-4357
smartconsumers.ca

Vital Statistics and Proof of Age

Birth, Marriage, and Death Certificates ★
Service Nova Scotia's Vital Statistics Office issues birth, marriage, and death certificates for people who were born, married, or died in Nova Scotia. There are restrictions on who can apply for these certificates. You may apply for a birth, marriage, or death certificate online:
novascotia.ca/sns/access/online-services
(click on the Birth, Death, or Marriage Certificate Online option)

You may also download a copy of the application form to apply for a birth certificate:
novascotia.ca/sns/access/vitalstats/birth-certificates.asp

Birth Certificate
When you apply for a birth certificate, you must give your full name (first, middle, and last), the date and place of birth, your parents’ full names (including your mother’s maiden name), and your parents’ birthplaces. For marriage certificates, you must provide the names of both parties to the marriage and the date and place of the marriage.

If you were born outside Nova Scotia, the Vital Statistics Office may be able to give you information on where to write for your birth certificate. Counter service is available at the Bayers Lake office from Monday to Friday, 8:30 a.m – 4:30 p.m., excluding holidays.

Death Certificate
In most situations funeral directors look after the arrangements for the death certificate and have the death registration submitted to the Deputy Registrar General. If you require a copy of the death certificate (short form), it may be obtained from the Deputy Registrar General at the number listed below. If the cause of death is required (for insurance purposes, for example), you must obtain a certified copy of the death registration. You will need to give the name of the deceased and the date and place of death, and state the reason for your request. The fee for each short-form certificate is $33; a detailed certificate costs $39. Debit, Visa or MasterCard payments are accepted.

Vital Statistics Office
300 Horseshoe Lake Drive
Bayers Lake Business Park

Mail Address
PO Box 157
Halifax, NS B3J 2M9
Phone. 902-424-4381
Toll-free (within Nova Scotia) 1-877-848-2578
E-mail. vstat@gov.ns.ca

Proof of Age
Many price reductions and other benefits are available to seniors. To receive them, you will be expected to prove your age. Many businesses will accept your Old Age Security (OAS) identification card, passport, driver’s licence, or a general photo ID card, such as the one available from the Registry of Motor Vehicles.

Photo IDs ★
The fee for the photo identification card service is $17.70, and the card is valid for five years.

Phone. 902-424-5851
Toll-free 1-800-898-7668

novascotia.ca/sns/paal/RMV/paal275.asp
Housing Nova Scotia—Grants and Loans

Housing Nova Scotia is mandated to deliver innovative housing strategies that contribute to the overall health and well-being of Nova Scotians.

Housing Nova Scotia delivers home repair/adaptation grant and loan programs to low-income homeowners through its four regional offices. It also provides affordable rental housing to more than 12,000 low-income seniors throughout the province. These provincially-owned rental units are managed by five regional housing authorities.

Home-Improvement Grants and Loans

The following grant and loan programs are offered through Housing Nova Scotia, and are designed to help low-income seniors and families maintain their homes. The first two programs are specifically targeted to those at least 65 years of age.

• Senior Citizens’ Assistance Program
• Home Adaptations for Seniors’ Independence
• Provincial Housing Emergency Repair Program
• Senior Citizens’ Assistance Program
• Access-A-Home Program
• Emergency Repair Program
• Residential Rehabilitation Assistance Program – Homeowner RRAP
• Residential Rehabilitation Assistance Program – RRAP for Persons with Disabilities
• Parent Apartment Program
• Small Loans Assistance Program
• Provincial Housing Emergency
• Repair Program

Provides grants of up to $6,500 to lower-income homeowners who cannot afford to carry out emergency and health-and-safety related repairs to their homes. The household income limit for program eligibility varies, depending on the home’s location and the applicant’s household size.

Senior Citizens’ Assistance Program

Provides grants of up to $6,500 to low-income senior homeowners who are at least 65 years of age to carry out necessary health-and-safety related repairs to their homes. The household income limit for program eligibility varies, depending on the home’s location and the applicant’s household size.

Access-A-Home Program

This program provides grants of up to $7,000 to low-to-moderate income households to adapt their homes for wheelchair mobility. To be eligible for the program, the applicant must have an annual household of less than $39,000. Also, the applicant must submit valid medical documentation indicating that a household member uses or is expected to use a wheelchair for mobility purposes within 6 months of the date of application.

Emergency Repair Program

Helps low-income homeowners in rural areas carry out urgent health and safety related home repairs so they can continue to safely live in their homes. Examples include repairs to unsafe wiring and heating systems and installing new wells and septic systems. The maximum grant available is $7,000. The household income limit for program eligibility varies depending on the home’s location and the applicant’s household size.
Residential Rehabilitation Assistance Program—Homeowner RRAP

Provides a forgivable loan of up to a maximum of $18,000 to help low-income homeowners make repairs so that their homes will meet minimum health and safety standards. The amount of assistance available depends on the cost of the repairs. The household income limit for program eligibility varies depending on the home’s location and the applicant’s household size.

Residential Rehabilitation Assistance Program—RRAP for Individuals with Disabilities

The program provides assistance to modify homes occupied or intended to be occupied by persons with disabilities. Assistance is available to low-income homeowners and landlords who provide affordable housing to low-income households with disabilities. A forgivable loan of up to a maximum of $16,000 is available for homeowners and $24,000 per rental unit for landlords. Upon receiving assistance, landlords must agree to limit future rental increases for a period of time. For homeowners, the household income limit for program eligibility varies depending on the location of the home and the applicant’s household size. Landlords must agree to limit future rental increases after receiving assistance.

Home Adaptations for Seniors’ Independence

Provides financial assistance of up to $3,500 to modify/adapt the homes of low-income adults who are at least 65 years of age to enable them to continue to live independently in their own homes. Assistance is available to low-income senior homeowners or to landlords who provide affordable rental housing to low-income seniors. For homeowners, the household income limit for program eligibility varies, depending on the home’s location and the applicant’s household size. The assistance is a one-time non-repayable contribution. Landlords must also agree not to increase the rent as a result of the adaptations.

Provincial Loan and Mortgage Programs

Parent Apartment Program

(This program involves a repayable loan.)

Provides low-interest loans to homeowners for additions or renovations to an existing single detached dwelling to create affordable housing accommodation for senior family members. The maximum loan available is $25,000 and the maximum repayable term is 10 years. The senior or seniors must be 50 years of age with a combined income of $20,000 or less.

Small Loans Assistance Program

(This program involves a repayable loan.)

Provides low-interest loan assistance to help low to modest income homeowners to undertake home repairs/renovations. To be eligible the applicant’s gross annual household income must not exceed $35,000 and the maximum loan available is $20,000.

For more information on the home improvement programs, visit or contact the regional or district housing office nearest you (listed below).

housingns.ca/programs-and-services

Regional/District Housing Offices

Eastern Regional (Cape Breton) Office

Provincial Building, 360 Prince Street
Sydney, NS B1P 5L1
Toll-free .................... 1-800-567-2135
Phone. ....................... 902-563-2120
Fax .......................... 902-563-2370

Northern Regional Office

7 Campbell’s Lane
New Glasgow, NS B2H 2H9
Toll-free .................... 1-800-933-2101
Phone. ....................... 902-755-5065
Fax .......................... 902-752-7133
Home Maintenance, Renovations, and Environmental Assessments

Energy Use in the Home
HomeWarming offers no-charge energy assessments and home upgrades to income-qualified homeowners. If we discover that upgrades will help reduce your heating and power bills, we will install them at absolutely no cost to you.

Contact us today to see if you qualify for HomeWarming.
Toll-free .......................... 1-877-434-2136
homewarming.ca

La consommation d’énergie à la maison
HomeWarming offre sans frais des évaluations énergétiques et des améliorations pour la maison aux propriétaires au revenu admissible. Si nous découvrons que des améliorations permettront de réduire vos factures de chauffage et d’électricité, nous allons les installer sans aucun frais pour vous.

Contactez-nous aujourd’hui pour voir si vous vous qualifiez pour HomeWarming.
Appelez au .................... 1-877-434-2136
ou visitez homewarming.ca

Environmental Home Assessment Program
The Nova Scotia Department of Environment offers a free program to educate rural residents about proper maintenance of their septic system, water well and heating oil tank. An Environmental Home Assessment helps homeowners protect their families’ health, save money, and protect the environment from the harmful effects of faulty oil tanks, wells and septic systems.

Toll-free .................... 1-866-500-3427

Heating Assistance Rebate Program
The Heating Assistance Rebate Program helps lower-income Nova Scotians with the cost of home heating. This program is for residents who pay a heating bill at their current address and:

• are living alone, with an income of less than $27,000
• live with others, and have a combined income of less than $42,000
• receive Income Assistance from the Department of Community Services, OR
• receive the Guaranteed Income Supplement

For an application please visit the website or call.
Toll-free .......................... 1-800-670-4357
homeheatinghelp.ca
Snow Removal for Seniors & Persons with Disabilities
The snow removal program is available to seniors (65 years of age or older) and persons with disabilities in Halifax Regional Municipality. The program applies to residential properties only—commercial properties are ineligible. This program is NOT available to landlords. You must reside in a single dwelling home that you own or rent.
Phone. ......................... 902-483-3678

Moving/Downsizing Service for Seniors

H2O Happy 2 Organize
Phone. ................. 902-818-4H2O (4426)
E-mail. .............. aj@happy2organize.com
happy2organize.com

Junkery
Junkery specializes in customizable junk removal solutions for many seniors and their families during the downsizing or moving process.
Phone ............... 902-445-JUNK (5865)
E-mail. ........... hi@junkery.com
junkery.com

Space to Thrive
Phone. ................. 902-677-2323
E-mail. .......... shirley@spacetothrive.com
spacetothrive.com

Housing Options

Co-operative Housing ★
Housing co-operatives provide not-for-profit housing for their members (residents). The co-operative members own and manage the housing. Some co-op households pay a reduced monthly rent (housing charge) geared to their income. Other households pay the full monthly charge based on cost.

Co-operative Housing Federation of Canada
Nova Scotia Office
Phone. ......................... 902-423-7119
Toll-free .................... 1-866-213-2667
E-mail. .............. info@chfcanada.coop
chfcanada.coop

Fox Transport Canada
7095 Chebucto Road
Phone. ......................... 902-478-7768
foxtransportcanada.com

Managed for you
Phone. ......................... 902-670-3332
Email ............. cwhitby@accesswave.ca

Seniors’ Housing
Seniors’ Housing provides adequate, affordable rental housing for low-income seniors and individuals in need. This government-owned housing is frequently called seniors’ public housing. The units are located throughout Nova Scotia. The units are self-contained and include a stove, refrigerator, heat, and hot water, and some units are designed for those with physical disabilities. The rent charged is based on the tenant’s total annual household income. To qualify, an individual or their spouse must be at least 58 years of age. For further information about seniors’ housing, contact your local housing authority. See the listing of housing authorities on this page.

Enriched Housing consists of Seniors’ Housing projects that are connected directly to a nursing home. Tenants are able to purchase services (e.g., meals, housekeeping, personal care, and medication administration) from the adjoining nursing home. Tenants are placed in enriched
housing based on their need for affordable housing in association with services, but they must be capable of independent living. To qualify, applicants must meet the eligibility criteria for Seniors’ Housing. For further information about seniors’ housing, contact your local housing authority. See the listing of housing authorities on this page.

Cape Breton Island Housing Authority

Main Office
18 Dolbin Street
PO Box 1372
Sydney, NS B1P 6K3
Toll-free .................... 1-800-565-3135
Phone ..................... 902-539-8520

Inverness Office
15999 Central Avenue, Mabou
PO Box 91
Inverness, NS B0E 1N0
Toll-free .................... 1-800-565-2955
Phone ..................... 902-258-2955

Port Hawkesbury Office
15999 Central Avenue, Mabou
PO Box 91
Inverness, NS B0E 1N0
Toll-free .................... 1-800-565-2955
Phone ..................... 902-258-2955

Glace Bay Office
24 Oceancrest Drive
PO Box 250
Glace Bay, NS B1A 5V4
Phone ..................... 902-842-4250

Cobequid Housing Authority

Main Office
9 Church Street
Truro, NS B2N 3Z5
Toll-free .................... 1-877-846-0440
Phone ..................... 902-893-7235

Amherst Office
144 Victoria East
PO Box 753
Amherst, NS B4H 4B9
Toll-free .................... 1-800-934-2445
Phone ..................... 902-667-8757

Eastern Mainland Housing Authority

Main Office
7 Campbell’s Lane
New Glasgow, NS B2H 2H9
Toll-free .................... 1-800-933-2101
Phone ..................... 902-752-1225

Metropolitan Regional Housing Authority

Main Office
MacDonald Building
3377 Kempt Road, Suite 3
Halifax, NS B3K 4X8
Toll-free .................... 1-800-565-8859
Phone (24-hour switchboard) .... 902-420-6000
Phone (for applications) ........ 902-420-6017

Western Regional Housing Authority

Main Office
25 Kentucky Court
New Minas, NS B4N 4N1
Toll-free .................... 1-800-441-0447
Phone ..................... 902-681-3179
Middleton office
101 Magee Drive, Box 1000
Middleton, NS B0S 1P0
Toll-free .................... 1-800-564-3483
Phone. ......................... 902-825-3481

Yarmouth office
10 Starrs Road, 2nd Floor
Yarmouth, NS B5A 2T1
Toll-free .................... 1-800-306-3331
Phone. ......................... 902-742-4369

Bridgewater office
99 High Street
Bridgewater, NS B4V 1V8
Toll-free .................... 1-888-845-7208
Phone. ......................... 902-543-8200

Assisted-Living Facilities
These privately owned facilities are designed to meet the needs of independent seniors who require accommodation and access to services such as meals, housekeeping, laundry, care assistance, recreation programs, and fitness facilities. The homes are not licensed. Accommodation and service fees vary.

Metro Region
The Berkeley Retirement Residences
Independent retirement living for seniors that also offers a continuum of care in response to life’s changing needs.
Phone. ......................... 902-802-0346
E-mail.  ....  Gloria.Haskett@TheBerkeley.com
theberkeley.com

Parkland at the Lakes
82 Baker Drive, Dartmouth
Phone. ......................... 902-404-4161
parklandretirementliving.com/locations/nova-scotia/parkland-at-the-lakes

Parkland at the Lakes - phase 2
122 Baker Drive, Dartmouth
Phone. ......................... 902-444-8900

Parkland Clayton Park
118 Fairfax Drive, Halifax
Phone. ......................... 902-457-0234

Parkland Truro
356-378 Young Street, Truro
Phone. ......................... 902-843-7275

Parkland Antigonish
Bay Street, Antigonish
Phone. ......................... 902-735-8900

Melville Heights (Halifax)
Phone. ......................... 902-477-3313

Northwood (Halifax)
Options for affordable retirement living.
Phone. ......................... 902-449-2574
nwood.ns.ca

Parkland at the Gardens
Retirement living in the heart of the city with independent, assisted, and enriched service lines all in one building with amenities such as a spa, golf simulator, movie theatre, and wine bar.
5732 College Street, Halifax
Phone. ......................... 902-497-0729
parklandretirementliving.com/locations/nova-scotia/parkland-at-the-gardens

Cape Breton Region
Parkland Cape Breton
118 Kenwood Drive, Sydney
Phone. ......................... 902-270-7275
E-mail.  ....  lcoleman@shannex.com
experienceparkland.com
South Shore Region

_Drumlin Hills Enriched Living Apartments_

Seniors’ independent living facility with enriched living options; formal dining room, craft room, work shop, hair salon, library, guest suite, garden areas, activities and more.
558 Glen Allan Drive, Bridgewater
Phone. ......................... 902-530-3901
E-mail . . . . smacisaac@atlanticbaptisthousing.com
atlanticbaptisthousing.com

_Ridgewood Assisted Living and Care_

Flexible, customized care to meet your needs as you age. Highly trained and qualified staff.
Month-to-month leases.
Partners with Veterans Affairs, most insurance companies, and home care.
372 Aberdeen Road, Bridgewater
Phone. ......................... 902-543-9304
E-mail. ........... info@ridgewoodbridgewater.ca
Ridgewoodbridgewater.ca

_Shoreham Village Home for Special Care_

50 Shoreham Village Crescent, Chester
Phone. ......................... 902-275-5631
E-mail. ............ info@shorehamvillage.com
shorehamvillage.com

Valley Region

_Orchard View Apartments (Berwick)_
c/o Grand View Manor
Phone. ......................... 902-538-3118

Boarding Homes

Some private homes provide accommodation, meals, and support services to seniors. They are not licensed to provide care and are unregulated. Before deciding if one of these facilities is right for you, consider visiting the home to view the accommodations. Find out about the services it offers and its fees.

Instead of living in a boarding home, many seniors choose to live in a care facility licensed by the government of Nova Scotia. Call the continuing care toll-free line for a consultation about placement in a facility that participates in the Department of Health and Wellness’ single-entry access system for continuing care.
Toll-free ..................... 1-800-225-7225

_Residential Tenancies Act ★_

Tenancy disputes between landlords and tenants can be resolved by staff at Service Nova Scotia through mediation or a hearing. Disputes may involve the return of security deposits, unpaid rent, the condition of an apartment, discontinuance of services, or other items outlined in the Residential Tenancies Act. Condominiums are also registered with the department. If you have a concern about the declaration, by-laws, and rules governing your condominium unit, contact your condominium corporation’s Board of Directors. If further assistance is required, you can contact Service Nova Scotia.

Phone. ......................... 902-424-5200
Toll-free ..................... 1-800-670-4357
When you don’t know where to turn. 

Dial ns.211.ca

Positive Aging • Organizations

Societies Act / Registry of Joint Stock Companies
Seniors’ clubs, councils, and other organizations may incorporate under the Societies Act for a fee of $43.60, with an annual renewal fee of $31.15.

Registry of Joint Stock Companies
9 North, Maritime Centre
1505 Barrington Street
PO Box 1529
Halifax, NS B3J 2Y4
Phone........................ 902-424-7770
Toll-free .................... 1-800-225-8227
E-mail ................. rjsc@novascotia.ca
or rjsc.societies@novascotia.ca
novascotia.ca/sns/rjsc

Seniors’ Councils, Clubs, and Centres
About a dozen seniors’ councils and over 150 seniors’ clubs are active in Nova Scotia. The clubs offer a wide variety of programs and social events for seniors in their area. To find out if there is a club in your areas call 211.

Seniors’ Councils
Councils are comprised of representatives from each seniors’ club. They serve as a forum for sharing information and addressing local seniors’ issues.

Antigonish/Guysborough
Senior Citizens’ Council #63
Catherine Hartling, Phone .......... 902-232-2113

Cape Breton Council of Senior Citizens and Pensioners
Emerson Jessome
Phone. ...................... 902-736-2174

Colchester/East Hants Seniors’ Council
Vince DeAdder
Phone. ...................... 902-662-2536

Cumberland County Senior Citizens’ Council
Arnold Smith
Phone. ...................... 902-661-4296
Ethel Gilbert
Phone. ...................... 902-597-3664

Inverness-Victoria Council of Seniors & Pensioners
Joe Praught
Phone. ...................... 902-625-3704

Kings County Senior Citizens’ Council
Rita Tibert
Phone. ...................... 902-678-1658

Pictou County Council of Seniors
Terry Donavan
Phone. ...................... 902-382-2279

Richmond County Senior Citizens’ Council
Claire Marchand
Phone. ...................... 902-345-2499

Sackville Seniors’ Advisory Council
Charlene Nolan
Phone. ...................... 902-864-5591

Yarmouth County Senior Citizens’ Council
Eileen Pothier
Phone. ...................... 902-663-4700
Seniors’ Clubs and Centres

Metro Region

Chebucto Links
2080 Windsor Street
Halifax, NS
Phone......................... 902-422-3525
E-mail........ chebucto.links@ns.sympatico.ca
chebuctolinks.ca

Campbell’s Cole Harbour Senior Citizens Club
16A Circassion Drive
Cole Harbour, NS
Agnes Elms
Phone......................... 902-435-0106
campbellsseniorclub.ca

Dartmouth Seniors’ Service Centre
45 Ochterloney Street
Dartmouth, NS
Phone......................... 902-465-5578
E-mail........ d.rose@dartmouthseniors.ca

Reboom
2615 Northwood Terrace
Halifax, NS
Phone......................... 902-454-3351
nwood.ns.ca
and 123 Gary Martin Drive, Bedford
Phone......................... 902-407-8550

Sackville Seniors Advisory Council
45 Connolly Road
Lower Sackville, NS
Phone......................... 902-864-5591
E-mail........ kenmark20@hotmail.com
sackvilleseniors.com

Spencer House Seniors’ Centre
Spencer House is a drop-in community centre
catering to older adults. We provide programs
and services to support an independent, active
and healthy lifestyle. Hours of operation:
Weekdays, 10:00 am – 3:00 pm.
5596 Morris Street
Halifax, NS B3J 1C2
Phone......................... 902-421-6131
E-mail........ ed@spencerhouse.ca
spencerhouse.ca

Cape Breton Region

Steelworkers and Sydney Pensioners Club
30 Inglis Street
Sydney, NS
Phone......................... 902-539-8000

North Shore Region

Club 60
Antigonish, NS
Phone......................... 902-863-6976

Greenfield Oldsters Club
Aspen
Phone......................... 902-833-2230

Pictou County New Horizons Seniors’ Centre
Pictou
Phone......................... 902-485-2573

Seniors Outreach/Help Line
c/o Valley View Villa, Stellarton
Phone......................... 902-752-8400
E-mail........ marymaclellan100@hotmail.com

South Shore Region

Bridgewater Senior Citizens’ Club
Bridgewater
Phone......................... 902-543-5719

Western Region

Bear River New Horizons Centre
Bear River
Phone........ 902-467-3919 or 902-467-3930
Nouveaux Horizons de la Baronnie
Lower West Pubnico
Phone................... 902-762-2655

Tiverton Super Seniors
Tiverton, Long Island
Phone................... 902-839-2244

Westport Super Seniors
Westport
Phone................... 902-839-2015

Other Nova Scotia Seniors’ Organizations

Association of Dalhousie Retirees and Pensioners
This association facilitates and promotes the sharing of information to Dalhousie University (Dal) retirees, and promotes a sense of continuing membership within the family of Dal retirees.
Phone................ 902-494-7174
E-mail................... adrp@dal.ca
adrp.dal.ca

Indo-Canadian Seniors Group of Nova Scotia
This group addresses healthy lifestyles and organizes recreational, cultural, and fundraising activities. It offers presentations on a variety of topics, including health issues, investments, insurance, estate planning, literacy, social benefits, exercise, and meditation.
Mr. Sunder Sharma, President
Phone................... 902-423-1988

Nova Scotia Centre on Aging (NSCA)
For more than 20 years, the NSCA at Mount Saint Vincent University has advanced knowledge on aging-related issues through research, education, and community engagement. The NSCA’s main areas of expertise are focused on issues related to family and friend caregivers, home-care human resources, age-friendly communities, dementia care, nursing home residents’ quality of life, and abuse of older adults. The NSCA conducts local, provincial, regional, and national projects in collaboration with a wide range of public and private sector partners, including other universities and not-for-profit organizations. The NSCA has developed a sound reputation for producing high-quality relevant materials, which link research to policy.
Phone................... 902-457-6546
E-mail................... nsca@msvu.ca
msvu.ca/nsca

NSCA Endowment—Dr. F. R. MacKinnon Fund
The Dr. F. R. MacKinnon fund supports the mandate of the Nova Scotia Centre on Aging to promote education for seniors, practitioners, and caregivers; to consult with seniors organizations and decision makers; and to support research initiatives that benefit seniors. To donate, please contact:
Dr. F. R. MacKinnon Endowment Fund
University Advancement
Mount Saint Vincent University, Halifax
Phone................... 902-457-6470
E-mail................... nsca@msvu.ca
msvu.ca/nsca

Seniors Advisory Council of Nova Scotia
The Seniors Advisory Council of Nova Scotia, formerly called the Group of IX, serves as an advisory body to Government through the Department of Seniors to facilitate the
development of government age-related policies, programs and services. The Council is dedicated to improving the inclusion, well-being and independence of older adults living in Nova Scotia.

The Seniors Advisory Council is an independent body of elected volunteers representing nine seniors organizations. With over 100,000 older adults affiliated by those organizations, this representation strengthens the voice and presence of seniors in influencing government decision making.

All seniors and seniors’ groups are encouraged to make their views known to us as our representation and advocacy is not limited to the nine organizations. For further information please contact the Chair, Bill Berryman, at bberryman@nstu.ca or 902-633-2211.

CARP—A New Vision of Aging in Canada
CARP is a national organization that promotes the rights and quality of life for Zoomers—Canadians aged 50 and over. A non-profit association that does not receive government funding, CARP advocates for social change, offers member benefits and information, and hosts community events through its chapters.

CARP Nova Scotia Chapter
Ian MacDonald, Chair
Phone..................... 902-495-8284
E-mail............ chair@CARPNovaScotia.ca
CARPnovascotia.ca

Community Links
Community Links is a provincial non-profit organization with a membership composed of seniors’ clubs, senior-serving organizations, and individual members aged 55+. Community Links works to promote healthy, age-friendly communities and quality of life for older adults in Nova Scotia through knowledge transfer, capacity building, and advocacy. Regionally based Ageing Well Together Coalitions work with community partners in many aspects of aging well, including physical activity and falls prevention, age-friendly communities, access to transportation, and gambling awareness.

Community Links is affiliated with the National Pensioners Federation.

Mary MacLellan, President
Phone...................... 902-755-1123
E-mail....... marymaclellan100@hotmail.com
nscommunitylinks.ca

National Association of Federal Retirees
The National Association of Federal Retirees protects the benefits and promotes the interests of people (and their spouses and survivors) who have retired from the ranks of the Public Service of Canada, the Canadian Forces, the Royal Canadian Mounted Police, and federally appointed judges.

Phone...................... 1-855-304-4700
E-mail............. service@federalretirees.ca
federalretirees.ca

Federation of Senior Citizens and Pensioners of Nova Scotia (FSCPNS)
The Federation was formed in 1973 and today the membership represents the active affiliation of 12 Councils and 130 clubs from all areas of the Province. The organization is affiliated with the National Federation of Senior Citizens and Pensioners. The Federation monitors seniors’ programs and services and advocates for improvements as necessary. A provincial Annual Meeting held annually in Truro provides the affiliated councils and clubs, through resolutions and debate, an opportunity to have their issues forwarded to the appropriate government department for action and response.
Alma Johnston-Tynes, President
Terry Donovan, Secretary
Phone. ........................ 902-382-2279
E-mail. ............... terrydonovan@eastlink.ca

Nova Scotia Government Retired Employees Association (NSGREA)
NSGREA is the “Voice to Government” on behalf of both government and general employees of the government of Nova Scotia. NSGREA is dedicated to the well-being of all retirees who are receiving a pension from the N.S. Public Service Superannuation Pension Plan, and its main purpose is to monitor the members’ Pension and Health Plan.
Phone. ........................ 902-865-5050
E-mail ...................... office@nsgrea.ca
nsgrea.ca

Regroupement des aînées et aînés de la Nouvelle-Écosse (RANE)
Le RANE est l’organisme porte-parole des aînés de l’Acadie de la Nouvelle-Écosse. En plus de faire valoir les points de vues, désirs et besoins des aînés de cette communauté auprès des diverses instances gouvernementales et communautaires, le RANE favorise et valorise la contribution des aînés à la collectivité.

Le RANE vise, en implantant des programmes et en organisant des activités, à atteindre deux résultats importants:

• Vitalité : Les aînés constituent un facteur important de la vitalité de l’Acadie de la Nouvelle-Écosse.

• Mieux-être des aînés : Les aînés de l’Acadie de la Nouvelle-Écosse atteignent un plus grand niveau de mieux-être.

Le Regroupement compte des membres répartis dans plus de dix régions acadiennes et francophones de la Nouvelle-Écosse. Pour de plus amples renseignements au sujet des activités du Regroupement ou pour devenir membre, n’hésitez pas à visiter leur site Web au rane.ns.ca ou à communiquer avec le bureau du RANE au 433-0860 ou par courriel dg@rane.ns.ca.

George Cottreau, Président
Phone. ........................ 902-434-2995
Courriel ............. cottreau.george@gmail.com

Retired Teachers Organization of the Nova Scotia Teachers Union
The Retired Teachers Organization (RTO) of the NSTU is the official body representing the retired teachers of Nova Scotia. The mission statement of the organization states that the RTO will advance, promote and protect the welfare of its 7,200 members.

The RTO is well informed of the issues and opportunities for seniors in Nova Scotia through contact with members and is positioned to initiate responses, alone or in partnership with regional, provincial and national organizations, that engender a healthy, active and engaged life in retirement.

For further information please contact President Bill Berryman at bberryman@nstu.ca or 902-633-2211.

Royal Canadian Legion, Nova Scotia/Nunavut Command
The RCL is a not-for-profit, dues-supported organization that advocates and secures benefits and support services for veterans and their families. The members of the Royal Canadian Legion are the keepers of Remembrance in Canada. The RCL also delivers and supports programs for youth and seniors through community branches and provincial/territorial/dominion Commands.

Phone. ........................ 902-429-4090, ext. 3
Toll-free ..................... 1-877-809-1145
E-mail ...................... info@ns.legion.ca
Section of Senior and Retired Doctors of Doctors Nova Scotia
The mission of the Section of Senior and Retired Doctors (SSRD) is to:
• promote the health and welfare of senior physicians;
• advocate for evidence-based actions and policies that improve the health status of all Nova Scotians, with particular attention to issues affecting seniors
The SSRD is a leader in the movement to establish a national section for senior and retired physicians. About 22% (585 members) of the members of Doctors Nova Scotia (DNS) are aged 65 years or older, the seniors category. The SSRD connects with the Canadian Medical Association via our provincial organization, DNS.
Recognizing that the Social Determinants of Health are responsible for three-quarters of the health status of individuals and population groups of all ages and the traditional health-care system is responsible for one-quarter, the SSRD acknowledges the importance of the Department of Seniors’ foundation document “Strategy for Positive Aging in Nova Scotia,” released in 2005.
Dr. Margaret Casey, Chair
Phone. ......................... 902-429-2238
E-mail. ...................... margaret.casey@dal.ca

Serving Seniors Alliance Co-operative
Serving Seniors Alliance Co-operative is known by families far and wide as a trusted resource for services and education to seniors in the greater Halifax area. All Serving Seniors members – our businesses and our community partners – are committed to providing our clients with a superior, professional level of service. Our status is a non-profit co-operative association.

Health-Related Organizations

ALS Society of New Brunswick and Nova Scotia
The ALS Society of Nova Scotia is committed to supporting individuals living with amyotrophic lateral sclerosis (ALS) by providing equipment, caregiver support, information, and referrals, and by funding research to find a cure.

Alzheimer Society of Nova Scotia
Alzheimer Society of Nova Scotia is committed to alleviating the personal and social consequences of Alzheimer’s disease and other dementias and to promoting the search for the causes, treatments, and cures.

The Arthritis Society
The Arthritis Society provides education programs, information and support to the one in four people living with arthritis in Nova Scotia. The Society is dedicated to providing leadership and funding for research, advocacy and solutions to improve the quality of life for Canadians affected by arthritis.

Cancer Information Service
The society offers a toll-free information service staffed by caring, knowledgeable personnel who provide information on all aspects of cancer.
Toll-free 1-888-939-3333

Cancer Connection
This toll-free, telephone-based one-on-one peer support program connects people living with cancer to people who provide support based on similar cancer experiences.
Toll-free 1-888-939-3333

Canadian Diabetes Association
Phone 902-453-4232
Toll-free 1-800-326-7712
E-mail NSinfo@diabetes.ca diabetes.ca

Continuing Care Association of Nova Scotia (CCANS)
CCANS represents continuing care facilities and service providers in the province through networking, education, lobbying, and strategic partnerships.
38A Withrod Drive
Halifax, NS B3N1B1
E-mail ccans@eastlink.ca ccans.info

Easter Seals Nova Scotia
Our charity advocates for a barrier-free Nova Scotia and delivers top-quality programs promoting mobility, inclusion, and independence for Nova Scotians with disabilities.
3670 Kempt Road
Halifax
Phone 902-453-6000
E-mail easterseals@easterseals.ns.ca easterseals.ns.ca

Epilepsy Association of Nova Scotia
EANS provides education and resources to support persons living with epilepsy and their communities, and supports ongoing research. Services include programming, support, newsletters, membership, information library, seizure first aid and education to schools and employers, and scholarships and bursaries for students who live with epilepsy.
Phone 902-429-2633
Toll-free 1-866-EPILEPSY
E-mail ed@epilepsyns.org epilepsy.org
Facebook and Twitter

Kidney Foundation of Canada ★
The foundation funds research and clinical education, provides services for the special needs of individuals living with kidney disease, advocates for access to high-quality care, and actively promotes an awareness of and commitment to organ donation.
Toll-free 1-877-453-0533
E-mail kidneyatlantic@kidney.ca kidney.ca/atlantic

March of Dimes Canada—Conductive Education
Phone 902-444-1090
Fax 902-444-3692
E-mail ce@marchofdimes.ca marchofdimes.ca
Multiple Sclerosis Society of Canada ★
The society works to find a cure for multiple sclerosis (MS) and is dedicated to improving the quality of life for people living with MS.
Atlantic Division, Dartmouth
Phone......................... 902-468-8230
Toll-free ..................... 1-800-268-7582
E-mail...................... info.atlantic@mssociety.ca
mssociety.ca

The Nova Scotia Aphasia Association
The NSAA promotes and supports the participation of people with aphasia in their own communities. Expressive Cafe is a monthly meeting for people with aphasia, their partners, families, and friends. The Nova Scotia Aphasia Camp is an annual recreation camp for people with aphasia.
Phone......................... 902-445-4960
E-mail...................... nsaa@bellaliant.net
nsaphasia.ca

Ostomy Canada Society Inc.
Community Ostomy Support Groups
Halifax: 902-473-0414, info@ostomyhalifax.ca
Kentville: 902-538-7900
Cape Breton: 902-562-1367; 902-862-6849, stasiaadigou@hotmail.com
New Glasgow: 902-759-3468; 902-301-4932, carlbea@bellaliant.net
Bridgewater: 902-521-6117
Yarmouth: 902-762-0352, anndurkee@ns.sympatico.ca
Truro: 902-899-2747, tritzee@eastlink.ca
ostomyhalifax.ca and ostomycanada.ca

Psoriasis Society of Canada
The society provides information to those who have psoriasis, provides assistance to find a doctor to treat psoriasis, offers support, and forms support groups.
Phone.......................... 902-443-8680
Toll-free ...................... 1-800-656-4494
E-mail...................... judymisner@eastlink.ca
psoriasissociety.org

Victorian Order of Nurses
Victorian Order of Nurses (VON) Canada is a national non-profit and charitable home and community care organization serving Canadians coast to coast. VON provides health-care and/or home support and/or community support services to people and their families at home or in the community. Programs and services help seniors live independently in their homes. Care and support services vary by site, and may include visiting nursing, rehabilitation, palliative care, caregiver support, bereavement follow-up, homemaking, personal care, and respite care. Care is provided in consultation with a physician and is available seven days a week.
Charitable services include adult day programs, meals programs, transportation programs, seniors’ exercise, volunteer visiting, and more. Many interesting volunteer opportunities are available through your local VON site.

VON Canada
Eastern Region Corporate Centre
Phone......................... 902-981-2429
Toll-free...................... 1-888-508-0563
von.ca

Annapolis Valley
Phone......................... 902-678-3415
Toll-free ...................... 1-866-540-2363

Antigonish
Phone......................... 902-863-5700
Toll-free...................... 1-866-540-2357
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<td>Cape Breton Metro</td>
<td>902-564-6479</td>
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<td>902-893-3803</td>
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<td>902-667-8796</td>
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<td>902-453-5800</td>
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<td>902-624-1897</td>
<td>1-866-540-2360</td>
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<td>902-752-3184</td>
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<td>902-354-3297</td>
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<td>Tri-County</td>
<td>902-742-4512</td>
<td>1-866-540-2360</td>
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★ This symbol indicates that the government department, organization, or agency is able to respond in French to questions and concerns.

★ Ce symbole indique que le ministère, l'organisme ou l'agence du gouvernement qui offre ce service est en mesure de répondre en français aux questions et aux préoccupations du public.

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Senior abuse is an uncomfortable topic. Every year senior abuse touches the lives of many Nova Scotians. Many don’t realize they’re victims, and many more don’t know that they’re victimizing others.

Dawn Thomas is a Senior Safety Coordinator for the Digby and Area Senior Society. In 2013, her group received a WEAAD grant for the intergenerational project, I Can Make A Difference. "We hoped this would be a great way to get families talking at home about senior abuse and bring awareness to communities through a poster project," said Ms. Thomas.

The project is aimed at children in grades 5 and 6 who were asked to draw comparisons between bullying and senior abuse. Dawn says that the poster contest and exhibit of their work was to keep the conversation going. The project helped to teach kids that bullying can happen at any stage in life and that they can be part of the solution.

Engaging communities to recognize the signs of senior abuse is just a small step forward in reducing and preventing incidents against some of the most vulnerable in our province. Nationally steps have been taken to shed light on this issue and to encourage constructive discussion.

i2i Intergenerational Society founder, Sharon MacKenzie, believes that through purposeful intergenerational relationships we can teach future generations about the importance of understanding the issues of aging. A school teacher for more than 30 years, Sharon began her first intergenerational project in 2000. The Meadows School Project is a unique intergenerational immersion model that breaks down ageist attitudes and improves the social health of seniors and youth.

“This project is about building understandings for a sustainable societal shift," said MacKenzie. “Abuse starts in the small, disrespectful ways we interact with each other; whether that means the teenager in the line at a store who grows frustrated with the senior fumbling with her purse, or adults judging the kid with the purple hair.” The results of her ten-year study on the project spoke for themselves. Mackenzie adds that residents who would often stay in their room were now shaving or going for hair-dos, getting dressed up, and coming to eat, work and play.

Ageism at times can be overt and at other times more subtle, but it's an attitude that seniors encounter regularly in their daily lives. Intergenerational programs are designed to foster mutual understanding and acceptance between children and seniors who might otherwise be reluctant to reach out to each other. Ultimately, they seek to break down barriers and replace tired stereotypes with healthier and more open points of view.