

Information about programs and services for seniors



Prince Edward Island Seniors' Guide



Seniors'
Secretariat
— of Prince Edward Island —

Emergency Numbers

Emergency numbers that you can call toll-free:

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

- ambulance
- fire department
- police
- poison control centre

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



In PEI, each property with a building on it has a Civic Address so the 911 system can locate you quickly. It can be your street address or the number on your 911 sign plus the name of your road.

Phone: **911**

Other toll-free emergency numbers:

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

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

Lennox Island Women's Shelter

Phone: 902-831-2332

Crime Stoppers - report information about a crime

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

Air and Marine Emergencies

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

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

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

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

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

Message from the Minister



Honourable Doug Currie
Minister of Social Services and Seniors
Minister of Health

Seniors are the fastest growing population in Prince Edward Island. Right now, 14.9 per cent of our residents are 65 years of age or older. By 2020, it is expected that 21 per cent of Islanders will be at least 65 years-old and by 2031, the number of seniors is expected to double to 28 per cent of our population.

The demographic and social changes that are beginning now in Prince Edward Island will forever alter how our communities look and function. The good news is seniors are living longer and are more active and healthier than ever before. The challenge is how best to plan and respond to the needs and opportunities that will arise because of the aging of our population.

One clearly expressed need of the seniors community has been the wish for more information on government programs and services for seniors. On behalf of my government colleagues and members of the Seniors' Secretariat, I am most pleased to introduce the new *Prince Edward Island Seniors' Guide*. I hope that you find it easy-to use and helpful.

I also invite you to call our new toll-free Seniors' Line, 1-866-770-0588, and talk with staff of the Seniors' Secretariat who can provide information and direction on government programs and services for seniors.

Yours sincerely,

A handwritten signature in black ink that reads "Doug Currie". The signature is written in a cursive, slightly slanted style.

Message from the Seniors' Secretariat



Anna Duffy
Chair
Prince Edward Island
Seniors' Secretariat Steering Committee

The Prince Edward Island Seniors' Secretariat was established by the provincial government in 2005 to develop and support plans, policy and programs that will improve the quality of life of seniors. The Seniors' Secretariat is also responsible for developing and supporting public education efforts for seniors and about seniors' issues.

The steering committee of the Seniors' Secretariat includes members who represent provincial government and seniors' organizations. The committee is co-chaired by the Minister of Social Services and Seniors and a community member. At regular meetings, we share information, discuss issues and make recommendations to the Minister and government on policies, programs, legislation and directions of importance to seniors.

The *Prince Edward Island Seniors' Guide* is one of the ways the Seniors' Secretariat is fulfilling a commitment to seniors, their families, caregivers and health care providers to improve access to information about programs and services. We hope that this guide will prove helpful in connecting you to the many government and community resources available to Prince Edward Island seniors.

Seniors' organizations and service providers played a key role in providing input to the *Prince Edward Island Seniors' Guide*. On behalf of the Seniors' Secretariat, many thanks to members of the advisory committee and other seniors for the hours you spent reviewing and editing the guide.

Regards,

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

About this Guide

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

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

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

Some contact information includes an Email address and website. If you are unfamiliar with voice mail, Email or internet websites please review the tips in the Appendix.

Visit our website
www.gov.pe.ca/sss

Seniors toll-free line
1-866-770-0588

About this Guide

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

Seniors' Secretariat
Department of Social Services and Seniors
11 Kent Street, 2nd Floor Jones Building
PO Box 2000, Charlottetown, PE C1A 7N8
Phone: 902-569-0588
Toll-free: 1-866-770-0588
Fax: 902-894-0242
Email: seniors@gov.pe.ca

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

Disclaimer

Since programs and services change, readers are reminded that this booklet is published solely as a convenience and guide. Specific details should be obtained directly from sources listed. The Seniors' Secretariat accepts no responsibility for events or actions caused by or resulting from the contents of this guide.

Table of Contents

Chapter I – Active Living

55 + Games 2
Congratulatory Messages 2
Fishing and Hunting 3
Newcomers 4
Organized Activities and Clubs for Seniors 5
Seniors’ Organizations 11
Trails, Boardwalks and Parks 14

Chapter 2 – Finances

Credit Counselling 16
Drug Cost Assistance Program 16
Financial Assistance Program 19
Income Tax 19
Pension and Benefits 20
Property Tax Deferral Program 22
Support for Seniors With a Disability 23
Veterans Affairs Canada 23

Chapter 3 – Health Services

Provided by Government

Addiction Services 26
Adult Protection Program 27
Day Programs for Seniors 28
Diabetes Program 28
Family Health Centers 29
Finding a Family Doctor 30
Geriatric Program 30
Health Card for Medicare Coverage 30
Home Care Services 31
Hospital Services 33
Mental Health Services 33

Table of Contents

Chapter 3 – Health Services

Provided by Government (continued)

Palliative Care 34
Respite, Short Term and Convalescent Care 35

Provided by Others

After Hours Doctors’ Clinics 36
Community Organizations 37
Counselling Services 40
Foot Care Clinics 41
Home Equipment Loan 42
Meal Delivery and Nutrition 43
Private Home Care Services 44

Chapter 4 – Housing

Community Care Facilities 48
Landlord and Tenant Information 50
Home Improvement Grants and Loans 50
Nursing Homes 51
Seniors’ Emergency Home Repair Program 52
Subsidized Seniors’ Housing 53

Chapter 5 – Life-long Learning

Community School 56
Community Access Sites 56
Elderhostel 56
Genealogy 57
Library Services 57
Seniors College 58
UPEI and Holland College Courses 58
Websites of Interest 59

Table of Contents

Chapter 6 – Personal Security and Legal Services

Alzheimer Wandering Registry Program	62
Community Legal Information Association	62
Consumer Information and Complaints	62
Health Care Directives (Living Wills)	63
Human Rights Commission	63
Legal Services	64
Personal Emergency Response Services	65
Power of Attorney	66
Public Guardianship Program	66
Public Trustee	67
Seniors’ Safety Program	67

Chapter 7 – Transportation and Travel

Accessible Parking Permits	70
Ambulance Services - Ground and Air	70
Bus Lines and Shuttle Services	72
Driver Refresher Course	72
Health Coverage When Traveling	73
Transportation – Private and Public	74

Appendix - Tips

1. How to Find Government Services	77
2. Using the Telephone, Internet and Email	79
3. When to Call 911	82

Index	83
--------------------	-----------



Chapter I Active Living

55 + Games 2

Congratulatory Messages 2

Fishing and Hunting 3

Newcomers 4

Organized Activities and Clubs for Seniors 5

Seniors’ Organizations 11

Trails, Boardwalks and Parks 14



Chapter I Active Living

55 + GAMES

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

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

Phone: 902-368-4208

Toll-free: 1-800-247-6712

Email: kmcintosh@sportpei.pe.ca

Website: www.pei55plusgamessociety.ca

Congratulatory Messages

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

Queen Elizabeth II and the Governor General

Birthday and anniversary greetings from Queen Elizabeth II can be arranged for birthdays of 100 years or more and anniversaries of 60 years or more. Twelve weeks notice and a photocopy of the birth or wedding certificate is required.

Greetings from the Governor General for birthdays of 90 years or more and anniversaries of 30 years or more can be arranged. Nine weeks notice is required.

Chapter I Active Living

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

Website: www.gg.ca/gg/02/index_e.asp

Prime Minister of Canada

Greetings from the Prime Minister of Canada can be arranged for birthdays of 75 years or more and anniversaries of 25 years or more. Contact your local Member of Parliament or the Prime Minister's office directly.

Mail: Office of the Prime Minister
80 Wellington Street
Ottawa, ON
K1A 0A2

Email: pm@pm.gc.ca

Website: www.pm.gc.ca/eng/contact.asp

Premier of Prince Edward Island

A special greeting from the Premier can be arranged for a birthday, anniversary or special event.

Phone: 902-368-4400

Toll-free: 1-800-236-5196

Fishing and Hunting

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

Fishing - Fishing is permitted in PEI parks, ponds and streams. The trout fishing season opens April 15 and closes September 15. Islanders who are over the age of 60 can obtain a Trout Fishing License free of charge.

Chapter I Active Living

Trapping - You must take the Trapper Education Course. When you register for the course you will be given a PEI Trappers Manual. You must acquire a Trappers License in order to trap certain wildlife on PEI. There is a fee for a Trapping License.

Hunting - You need a Firearms Safety Course and a PEI Wildlife Card to hunt on the Island. Hunters must register with the PEI Wildlife Federation to take this course. There is a cost for this course. To get the PEI Wildlife Card, send your application to the Department of Environment, Energy and Forestry.

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

Registration, applications and licenses are available at Access PEI Centers or check the Blue Pages of your phone book.

Newcomers

The PEI Association for Newcomers to Canada helps immigrants and refugees settle in PEI. This association can:

- provide information, training and resources,
- assist newcomers to become independent and help find employment,
- match adult volunteers with newcomers for support and friendship,
- educate agencies, schools, community groups and governments about the needs of refugees and immigrants.

Phone: 902-628-6009

Email: info@peianc.com

Website: www.peianc.com

Chapter I Active Living

‘A Guide for Newcomers’ - This guide contains information to help people who are new to PEI learn about the customs, laws and way of life on PEI. Free copies of this guide are available.

Phone: 902-368-6300

Email: populationsecretariat@gov.pe.ca

Organized Clubs and Activities for Seniors

Seniors Friendly Visitors Program - In partnership with the Department of Social Services and Seniors, the Senior Citizens’ Federation offers a Seniors Friendly Visitors Program. Friendly visiting includes regular visiting between two people, one who is a volunteer and the other a person in need of a friend. Friendly visitors visit seniors experiencing loneliness or isolation due to illness, decreased mobility or personal circumstances.

For more information contact:

PEI Senior Citizens’ Federation Inc.

Phone: 902-368-9008

Toll-free: 1-877-368-9008

Email: peiscf@pei.aibn.com

Website: www.peiscf.com

Senior Citizens’ Clubs - Many communities across PEI have clubs that offer opportunities to keep active. Social activities include regular meetings, potluck meals, quilting, cards, day trips and ceilidhs. Physical activities include: line dancing, exercise classes and walking groups.

The clubs are part of the PEI Senior Citizens’ Federation. The numbers listed are mainly private numbers of the volunteer Club President and are subject to change.

Eldon – Selkirk Millenium Club Phone: 902-659-2274

Bedeque – Rainbow Club Phone: 902-887-2061

Chapter I Active Living

Charlottetown – Charlotte Court	Phone: 902-566-2942
Club 64	Phone: 902-894-4090
Golden Years Club	Phone: 902-894-8636
Rose Garden Club	Phone: 902-569-2504
Cardigan – Victory Chimes Seniors	Phone: 902-583-2450
Cornwall – Cornwall Seniors Alive	Phone: 902-368-7542
Dunstaffnage – Dunstaffnage Seniors	Phone: 902-629-1608
East Royalty – East Royalty Seniors	Phone: 902-894-8559
Ellerslie – Friendly Seniors Club	Phone: 902-831-3031
Ft. Augustus – Shamrock Club	Phone: 902-676-2921
Kensington – Seniors’ Happy Group	Phone: 902-836-3722
Kinkora – Maple Leaf Club	Phone: 902-887-2775
Miscouche – Silver Maples Seniors Club	Phone: 902-436-5646
Montague – Fifty Plus Club	Phone: 902-838-3114
Morell – Fifty and Over Club	Phone: 902-961-2029
Mt. Stewart – Lady Slipper 200 Year	Phone: 902-676-3322
Munns Road – Senior Neighbours	Phone: 902-357-2272
New London – New London Seniors	Phone: 902-886-2715
North Rustico – Star of the Sea	Phone: 902-963-2328
O’Leary – Sunshine Club	Phone: 902-859-2185
Souris – Silver Threads	Phone: 902-687-2505
South Rustico – Rustico Bay Club	Phone: 902-621-0023
Stratford – Mayflower Seniors Club	Phone: 902-569-2804
Summerside – Parkview Seniors Club	Phone: 902-888-2243
Tyne Valley – Happy Valley Club	Phone: 902-831-2597
Wellington – Club D’age d’or	Phone: 902-854-2403
West Royalty – West Royalty Seniors	Phone: 902-892-6279
Winsloe – Club Forty-Six	Phone: 902-964-2336

Chapter I Active Living

For more information on a club near you, contact:

PEI Senior Citizens' Federation Inc.

Phone: 902-368-9008

Toll-free: 1-877-368-9008

Email: peiscf@pei.aibn.com

Website: www.peiscf.com

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

Charlottetown – Club des 50 plus Phone: 902-368-8635

Les Jeunes de coeur Phone: 902-566-5963

Mont Carmel – Le Club d'âge d'or de Mont-Carmel Phone: 902-854-2403

Tignish – Le Bel Âge de Prince-Ouest Phone: 902-853-3485

Wellington – Le Bel Âge de la région Évangéline Phone: 902-854-2307

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

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

Phone: 902-436-9592

Email: melina@islandtelecom.com

Website: www.faoipe.ca

Activities

There are many organized activities across PEI in local communities. You can search for activities in your area of interest (i.e. cards, nature walks, sewing, creative writing and jewelry making). Call your town office or community center to see what is happening in your area.

Chapter I Active Living

Examples of activities in several Island communities:

Charlottetown - Activities are offered at various locations throughout the city:

City of Charlottetown Events for Seniors - The Mayor and City Council hold free socials for seniors in March, June and December. A bus takes seniors on a free Christmas Light Tour in December free of charge.

Phone: 902-566-5548

Website: www.city.charlottetown.pe.ca

Community Luncheon - The Four Neighborhoods Community Health Center holds a luncheon on the last Thursday of each month from 12:00-1:00 p.m. There is a cost and space is limited so registration is required.

Phone: 902-569-7772

Murphy's Community Center - This center, formerly known as the Basilica Recreation Center, offers recreational and social opportunities.

Phone: 902-892-1719

Parks and Recreation Activities - Year-round seniors' activities which include cards, tours and events, are offered. Three seniors' fitness classes are offered during the fall and winter months which are ten weeks long.

Phone: 902-368-1025

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

Chapter I Active Living

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

Phone: 902-628-8388

Email: salc@pei.aibn.com

Cornwall - The Cornwall Parks and Recreation Department offers the following activities at the Ferry Road Center, 24 Ferry Road:

Phone: 902-628-6260 (ext. 227)

Senior Friendly Day Trips - Day trips for sightseeing and shopping are available. The Ferry Road Center is the pick up and drop off place. Hit the road with the Town staff as we travel to many fun and fascinating destinations. For more information or to sign up please call 902-628-6260.

Weekly Seniors' Luncheon and Tea - The Town of Cornwall invites you to join the seniors' lunch and tea at the Ferry Road Center. Enjoy a variety of delicious meals served by Town staff and socialize while drinking a hot cup of tea! For more information, phone 902-628-6260.

Cornwall & Area 50+ Club - The club meets every Tuesday at the Cornwall Civic Centre for auction 45's, cribbage, bridge and other board games. Refreshments are available. New members are always welcome. For more information phone 902-566-2467.

Stratford - The Stratford Recreation Department, offers the following activities:

55+ Co-ed Fitness Classes - Co-ed fitness classes are weekly at the Stratford Town Hall, 234 Shakespeare Drive.

Phone: 902-569-1306

Chapter I Active Living

Mayflower Club - A range of activities are offered at this club at the Cotton Center, 57 Bunbury Road. Regular activities include auction 45, bridge, carpet bowling, exercise classes, quilt making and crafts. There is also occasional evening entertainment. A small fee is charged per event. Phone: 902-569-2804

Fitness Center - The Stratford Town Hall Fitness Center and Walking Track, 234 Shakespeare Drive is available free of charge.

Phone: 902-569-2535

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

Annual Atlantic Senior Open Golf Tournament - The tournament takes place in mid August for both men and women at the Summerside Golf Club, Linkletter Road.

Phone: 902-436-2505

Arthritic Exercise Classes - The Women's Institute offer free exercise classes weekly at the Wilmot Community Center, Gillespie Avenue.

Phone: 902-436-2020

Parkview Senior Citizens Club - This club, located at 335 Central Street, offers regular activities such as line dancing, cards, bingo, ceilidhs and pot luck dinners. There is a small charge.

Phone: 902-436-6960

Carpet Bowling - Carpet bowling is offered weekly free of charge at the Wilmot Community Center, Gillespie Avenue.

Phone: 902-436-2020

Chapter I Active Living

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

Phone: 902-432-1327

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

Phone: 902-888-8373

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

Phone: 902-432-1234

Seniors Organizations

Provincial Seniors' Organizations:

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

Phone: 902-436-9592

Email: melina@islandtelecom.com

Website: www.faoipe.ca

PEI Senior Citizens' Federation Inc.

Phone: 902-368-9008

Toll-free: 1-877-368-9008

Email: peiscf@pei.aibn.com

Website: www.peiscf.com

Chapter I Active Living

Georgetown - Seniors' Glee Club - This club meets weekly in the common room in Seniors' Unit B.

Phone: 902-652-2061

Provincial Command, Royal Canadian Legion

Phone: 902-892-2161

Website: www.peilegion.com

Seniors United Network

Phone: 902-894-3143 or 902-393-9090

Email: seniorsunitednet@eastlink.ca

Retiree Associations:

Association of Holland College Retirees

Phone: 902-675-2043

Association of Retired UPEI Employees

Phone: 902-566-2736

Website: www.upei.ca/retirees

Federal Superannuates National Association (FSNA) PEI Branch

Charlottetown: 902-894-8375

Summerside: 902-436-0816

Website: www.fsna.com

Union of Public Sector Employees (Retirees)

Phone: 902-566-2608

Retired Teachers' Association

Phone: 902-838-2098

Chapter I Active Living

Telephone Pioneer

Phone: 902-566-0172

Atlantic and National Seniors' Organizations: Active Living Coalition for Older Adults

Toll-free: 1-800-549-9799

Website: www.alcoa.ca

Atlantic Seniors Health Promotion Network

Phone: 902-454-8141

Canadian Association on Gerontology

Phone: 416-978-7977

Website: www.cagacg.ca

Canadian Pensioners Concerned

Phone: 902-569-8900

Website: www.canpension.ca/index.html

Canadian Association of Retired Persons

Phone: 416-363-7063

Website: www.50plus.com

Canadian Snowbird Association

Toll-free: 1-800-265-3200

Website: www.snowbirds.org

Email: csastaff@snowbirds.org

New Horizons for Seniors Program

Toll-free: 1-800-277-9914

Website: www.hrsdc.gc.ca

Chapter I Active Living

National Seniors' Council

Website: www.seniorscouncil.gc.ca

Trails, Boardwalks and Parks

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

Toll-free: 1-800-236-5196

Website: www.gov.pe.ca (Search for trails)

Confederation Trail - Three hundred kilometers of groomed trails lead through farmlands, villages, wetland and hardwood groves. The Confederation Trail is part of the cross Canada trail system. The trail is wheelchair accessible and accommodates walking, hiking, cycling and jogging.

Toll-free: 1-800-236-5196

Website: www.gov.pe.ca (Search for Confederation Trail)

Provincial Parks - The province has 11 camping parks and 14 day-use parks which offer free access to beaches, nature trails, outdoor recreation and interpretive programs.

Toll-free: 1-800-236-5196

Website: www.gov.pe.ca

National Parks - The national parks offer supervised beaches, summer interpretation programs as well as cross-country skiing and skating during the winter. Daily and seasonal fees are charged. There are discounts for people over age 65.

Phone: 902-672-6350

TTY: 902-566-7061

Email: pnipe.peinp@pc.gc.ca

Chapter 2 Finances

Credit Counselling	16
Drug Cost Assistance Program	16
Employment Assistance	17
Financial Assistance Program	19
Income Tax	19
Pension and Benefits (Canada Pension Plan and Old Age Security Pension) ...	20
Property Tax Deferral Program	22
Support for Seniors With a Disability	23
Veterans Affairs Canada	23



Chapter 2 Finances

Credit Counselling

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

Call the office nearest you:

Charlottetown area:	158 Belvedere Avenue - Suite 5 Phone (902) 892-2441
Summerside area:	109 Water Street Phone (902) 436-9171
Toll-free:	1-866-892-2441

Drug Cost Assistance Program

The Seniors' Drug Cost Assistance Program is for people who are 65 or older and are eligible for PEI Medicare. All Island seniors who are eligible for Medicare are automatically registered in this program when they turn 65. (See Medicare eligibility on page 30.)

The program covers approved medications that are prescribed by a doctor. You must pay the first \$11 of the medication cost plus the pharmacy professional fee for each prescription. All doctors and pharmacies have a list of the approved benefits.

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

Chapter 2 Finances

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

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

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

Phone: 902-368-4947

Toll-free: 1-877-577-3737

Employment Assistance

Passport to Employment

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

Phone: 902-620-3436

Email: mlmacdonald@gov.pe.ca

Phone: 902-620-3857

Email: ymdoyle@gov.pe.ca

PEI Career Development Services

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

- Make a career change
- Explore employment opportunities

Chapter 2 Finances

- Assess your skills and interests
- Plan your educational goals to advance employment opportunities

The service provides:

- Career counseling services in a confidential setting
- Assistance with the development of job search tools
- Resource centre computers with internet access for job searches
- Employment and career resource library
- Job search workshops and information sessions

To be eligible for this program you must be: unemployed, working less than 20 hours per week, expecting a lay-off notice or leaving your job for medical reasons. Funding for this project is provided by the Canada/Prince Edward Island Labour Market Development Agreement.

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

Charlottetown 902-626-2014
chtown@careerservicespe.com

Summerside 902-436-0706
sside@careerservicespe.com

Montague 902-838-5453
montague@careerservicespe.com

Bloomfield 902-859-2776
oleary@careerservicespe.com

Souris 902-687-1526
nicky@careerservicespe.com

Wellington 902-854-4156
Melissa.hotte@careerservicespe.com

Chapter 2 Finances

Financial Assistance Program

The provincial government offers basic income support for families and individuals who do not have adequate income to provide for their basic needs. The Financial Assistance Program also provides services and supports to enhance client self-reliance, such as training and employment.

Call the office nearest you:

Charlottetown	Phone: 368-6440
Montague	Phone: 838-0728
O'Leary	Phone: 859-8811
Souris	Phone: 687-7170
Summerside	Phone: 888-8122

Income Tax

Even if you have little or no income, you must file an income tax return every year to ensure that you get any benefits you are entitled to.

Caregiver Tax Credit - If you are the caregiver for an ill or aging spouse, parent, grandparent or other disabled dependent who is over 18 years old, you may be able to claim the Caregiver's Tax Credit.

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

Goods and Services Tax Credit - The Goods and Services Tax (GST) credit is a refundable credit designed to offset the cost of GST for individuals and families with moderate or lower incomes.

Toll-free: 1-800-959-1953 (English)

Toll-free: 1-800-959-1954 (French)

Website: www.cra.gc.ca

Chapter 2 Finances

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

Toll-free: 1-800-959-8281 (English)
1-800-959-7383 (French)

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

Phone: 902-628-4017
Toll-free: 1-800-959-8281

File by Phone - You may be able to file your return by phone using a telefile service. If you are eligible for this service you will receive a letter in the mail inviting you to file your income tax return for free using a phone.

Toll-free: 1-800-959-1110

Pension and Benefits

Canada's public pension system provides seniors with a secure modest base of retirement income. The two main programs are the Canada Pension Plan and Old Age Security. To receive benefits, you **must apply** to these programs.

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

Chapter 2 Finances

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

- Retirement benefits
- Death benefits
- Disability benefits
- Child rearing provision
- Out of country benefits
- Pension sharing

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Website: www.servicecanada.gc.ca

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

Phone: 902-892-9149

Toll-free: 1-888-473-4263

Email: peicod@peicod.pe.ca

Old Age Security Program (OAS) - If you are 65 or older and meet the Canadian residency requirements, you are entitled to the OAS pension. **You should apply at least six months before you turn 65.** If you lived in Canada, but now live in another country, you may still be eligible.

You may also qualify for one of the following:

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

Toll-free: 1-800-277-9914 (English)

1-800-277-9915 (French)

TTY: 1-800-255-4786

Chapter 2 Finances

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

Toll-free: 1-800-206-7218

TTY: 1-800-529-3742

Services for Seniors Guide

A guide to Government of Canada services for seniors and their families.

This guide has information regarding pensions and benefits. A free copy of this guide is available from Service Canada.

Toll-free: 1-800-622-6232

TTY: 1-800-926-9105

Property Tax Deferral Program

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

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

Phone: 902-368-4169

Website: www.taxandland.pe.ca

Chapter 2 Finances

Supports for Seniors with a Disability

Disability Support Program - If you come into the Disability Support Program before the age of 65, support will continue into your senior years. The level of support will remain the same and will not increase even if the severity or prevalence of your disability increases. The Disability Support Program does not provide for new applicants aged 65 or more.

Seniors who need disability related supports and do not have the financial means, may apply for financial assistance. A review of income and assets will determine eligibility.

Seniors with a disability may inquire about other government programs listed in this guide:

- Home Adaptation (see page 50)
- Home Care (see page 31)
- Home Oxygen (see page 17)
- Seniors Drug Program (see page 16)
- Veterans Affairs Benefit Programs (see page 23)

Seniors may also contact community organizations that provide financial assistance and equipment loan.

For more information contact the Seniors' Secretariat:

Phone: 902-569-0588

Toll-free: 1-866-770-0588

Email: seniors@gov.pe.ca

Veterans Affairs Canada

Veterans Affairs Canada offers services and benefits to:

- War veterans
- Certain civilians

Chapter 2 Finances

- Former and still serving members of the Canadian Armed Forces and the RCMP.

Veterans Affairs Canada services that are offered include:

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

Long-Term Care - This program offers intermediate or chronic care to eligible war service veterans and certain civilians in Veterans Affairs contract facilities or in one of the 1900 community facilities across the country.

Operational Stress Injury Support - Support is offered to those who are suffering operational stress injury as a result of their service. The program provides services to still-serving Canadian Forces members and veterans, war service veterans and families.

Veterans Independence Program - This is a national home care program that helps qualified veterans stay in their homes and communities longer. It offers help with things such as housekeeping, home adaptations and grounds maintenance.

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

Toll-free: 1-866-522-2122 (English)

1-866-522-2022 (French)

Website: www.vac-acc.gc.ca

Last Post Fund - Funeral and burial benefits are available for eligible veterans and peacetime disabled pensioners who qualify.

Toll-free: 1-800-465-7113

Chapter 3 Health Services

Health Services Provided by Government

- Addiction Services 26
- Adult Protection Program 27
- Day Programs for Seniors 28
- Diabetes Program 28
- Family Health Centers 29
- Finding a Family Doctor 30
- Geriatric Program 30
- Health Card for Medicare Coverage 30
- Home Care Services 31
- Hospital Services 33
- Mental Health Services 33
- Palliative Care 34
- Respite, Short Term and Convalescent Care 35

Provided by Others

- After Hours Doctors' Clinics 36
- Community Organizations 37
- Counselling Services 40
- Foot Care Clinics 41
- Home Equipment Loan 42
- Meal Delivery and Nutrition 43
- Private Home Care Services 44

Chapter 3 Health Services

Health Services Provided by Government

Addiction Services

Provincial Addiction Services provides addiction services to help Islanders live healthy, successful lives without relying on alcohol, drugs or addictive behaviors. Services are provided at the Mt. Herbert Addiction Treatment Facility, in extended care facilities and regional programs.

Referrals are accepted from individuals and professionals. Services include:

- Inpatient and outpatient detoxification
- Rehabilitation
- Programs for men, women and families
- Gambling programs
- Smoking cessation programs
- Methadone maintenance

Call the office nearest you:

Toll-free: 1-888-299-8399
Charlottetown 902-368-4120
Montague 902-838-0960
Alberton 902-853-8670
Souris 902-687-7110
Summerside 902-888-8380



Chapter 3 Health Services

Adult Protection Program

The Adult Protection Program provides help to adults who are unable to protect themselves from abuse or neglect. Home care workers receive and investigate referrals of neglect or abuse under the Adult Protection Act.

Abuse and neglect are actions that cause harm to people. They can happen once, or over a longer period of time. They may happen in trusting relationships.

- **Psychological or Emotional Abuse** includes behavior that causes distress, feelings of humiliation, insults, threats or manipulation of information or situations.
- **Financial or Material Abuse** is misuse of another person's money, property or assets. This would include theft, forcing a person to change their will, misuse of Power of Attorney or fraud.
- **Physical Abuse** is the causing of physical pain, discomfort or injury by pushing, hitting or rough handling.
- **Sexual Abuse** is sexual contact of any kind that is unwelcome.
- **Neglect** is the failure to provide a safe, clean living environment, appropriate food, clothes, glasses and medications.
- **Self Neglect** is when the behavior of an adult threatens their own health or safety. Self neglect does not include a situation in which a mentally competent adult, who understands the consequences of their decisions, makes a conscious decision to do things that threaten their health and safety.

Chapter 3 Health Services

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

Charlottetown 902-368-4790

Montague 902-838-0786

O’Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440

PEI Family Violence Website: www.stopfamilyviolence.pe.ca

Day Programs for Seniors

Day programs are designed to allow people to stay in their own homes as long as possible. Day programs provide support for seniors, respite for caregivers and social interaction. Home Care Services will assess your need for this program.

Alberton

Welcome Program, Maplewood Manor Phone: 902-853-8610

Charlottetown

Alzheimer Day Respite Program Phone: 902-628-2257

Brecken House Phone: 902-368-4611

Montague

Stay-a-while, Riverview Manor Phone: 902-838-0973

Summerside

Chapman Center, Summerset Manor Phone: 902-888-8328

Diabetes Program

The diabetes program is available for:

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

Chapter 3 Health Services

Individual assessment, counselling, educational classes and follow up are available.

Call the office nearest you:

Charlottetown 902-368-4959

Montague 902-838-0787

O'Leary 902-888-8368

Souris 902-687-7049

Summerside 902-888-8368

Family Health Centers

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

Health Centers:

Charlottetown – Four Neighbourhoods Community

Health Center Phone: 902-569-7772

Hunter River – Central Queens Family Health Center Phone: 902-621-3050

North Rustico – Gulf Shore Family Health Center Phone: 902-963-7835

O'Leary – Beechwood Community Health Center Phone: 902-859-3929

Souris – Eastern Kings Family Health Center Phone: 902-687-7033

Summerside – Harbourside Family Health Center Phone: 902-432-2600

Wellington – Evangeline Community Health Center Phone: 902-854-7259

Chapter 3 Health Services

Finding a Family Doctor

If you do not have a family doctor, you can put your name on the Patient Registry Program waiting list. The staff there try to find a doctor for Island residents without a family doctor.

Toll-free: 1-800-321-5492

Note: Sometimes private doctors will accept new patients. You may wish to contact a private doctor directly.

Geriatric Programs

The Provincial Geriatric Program provides assessment for vulnerable older adults with complex health problems. It offers assessment for people in clinics, hospitals, homes, long term care facilities and other community settings. They also give education and information to caregivers, staff and community groups.

Geriatricians respond to referrals from doctors requesting specialized assessment of their patients. The cost for this service is covered under provincial health services.

Phone: 902-432-2860

Health Card for Provincial Medicare Coverage

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

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

Chapter 3 Health Services

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

Phone: 902-838-0900

Toll-free: 1-800-321-5492

Home Care Services

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

Services are offered based on assessed need and available resources. Home Care responds to requests within 1-2 days. Services are provided at no charge. Clients are responsible for providing any materials, supplies and equipment required for their care.

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

- **Nursing** - services include health supervision, medication monitoring, dressing changes, ostomy care and health education.
- **Home Support** - Home Support Workers offer help with bathing and dressing and also provide support for a 24 hour caregiver to have a short, planned break.
- **Occupational Therapy** - An Occupational Therapist provides help and training to people who are having difficulty with their daily living. They may recommend special devices, equipment, or changes in your home to allow you to live safely and independently.
-

Chapter 3 Health Services

- **Physiotherapy** - A Physiotherapist can work with you and your family to develop a plan to maximize your independence, function and mobility. They provide information on exercise programs and prevention of falls.
- **Nutrition Services** - A Dietitian will complete a nutritional assessment and work with you and your family to provide information on a healthy diet that meets your needs.
- **Social Work** - A Social Worker provides individual or family counseling to help cope with illness, loss, or end of life. This service can help identify your resources and those of your family.
- **Community Support** - A Community Support Worker provides help to people who are having difficulty in finding the services and supports they may need. They may also work with community groups in developing services to meet community needs.
- **Dialysis** - Peritoneal Dialysis is a treatment for kidney disease that is done by people in their homes with the help of family members or other caregivers. Support for dressing and tubing changes and education is provided to patients and their families by Home Care nurses.
- **Tele-Home Care** - Through the use of video visits, health care professionals can collect information about you and observe your health status.

Call the Home Care office nearest you:

Charlottetown 902-368-4790

Montague 902-838-0786

O'Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440

Chapter 3 Health Services

Hospital Services

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

Alberton – Western Hospital Phone: 902-853-8650

Charlottetown – Hillsborough Hospital Phone: 902-368-5400
Queen Elizabeth Hospital Phone: 902-894-2111

Montague – Kings County Memorial Hospital Phone: 902-838-0777

O'Leary – Community Hospital O'Leary Phone: 902-859-8700

Souris – Souris Hospital Phone: 902-687-7150

Summerside – Prince County Hospital Phone: 902-438-4200

Tyne Valley – Stewart Memorial Hospital Phone: 902-831-7900

Mental Health Services

The community mental health system includes five centers that offer:

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

Chapter 3 Health Services

Call the office nearest you:

Alberton 902-853-8670

Charlottetown Richmond Center 902-368-4430

Charlottetown McGill Center 902-368-4911

Montague 902-838-0960

Souris 902-687-7110

Summerside 902-888-8180

Seniors Mental Health Resource Team

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

Phone: 902-368-4911

Palliative Care

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

Bereavement Services - The provision of bereavement services is shared between the staff of the province-wide program and the volunteers of the Hospice Palliative Care Association of PEI. For more information on volunteer services in palliative care and bereavement services call 902-368-4498 or www.hospicepei.ca

Integrated Palliative Care Program - This program is designed to comfort and support individuals with a caregiving team of family, friends, health care professionals and volunteers. The program addresses the physical, psychological, social and spiritual needs of individuals and families.

Chapter 3 Health Services

Call the Home Care office nearest you:

Charlottetown 902-368-4790

Montague 902-838-0786

O’Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440

Respite, Short Term and Convalescent Care

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

Call the Home Care office nearest you:

Charlottetown 902-368-4790

Montague 902-838-0786

O’Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440

Convalescent Care - A person may need to recuperate after an illness, accident or surgery. The care provided during a period of healing and rehabilitation to those who will be returning to their community is called convalescent care. This is offered at the Prince Edward Home in Charlottetown and at the Stewart Memorial Hospital in Tyne Valley. Community Care facilities also offer short-term convalescent support, depending on the availability of beds. Cost is calculated per day. Check with your family doctor to find out about this service.



Chapter 3 Health Services

Health Services Provided by Others

After Hours Doctor's Walk-in Clinics

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

Alberton	Western Hospital Physician Clinic	Phone: 902-853-0403
Charlottetown	Boardwalk Professional Center	Phone: 902-368-2004
	Parkdale Medical Center, 20 St Peters Road	Phone: 902-894-4449
	Polyclinic Professional Center 199 Grafton Street	Phone: 902-629-8810
	Sherwood Medical Center, 15 Brackley Point Road	*
Cornwall	Medical Clinic Meadowbank Road	Phone: 902-566-2117
Crapaud	Wholeness Family Clinic Trans-Canada Hwy	Phone: 902-658-2000
Hunter River	Central Queens Family Health Center	Phone: 902-621-3050
Montague	Kings County Memorial Hospital Physician Walk-in	Phone: 902-838-0777

Chapter 3 Health Services

O’Leary	Community Hospital Walk-in Clinic	Phone: 902-859-8700
Souris	Eastern Kings Health Center	Phone: 902-687-7033
Summerside	Medical Center, County Fair Mall	Phone: 902-432-8181

* Some Medical Clinics do not publicize their phone numbers.

Note: Please remember to take a list of your medications when you visit a clinic. After hour clinics may close early when the maximum number of patients have been seen. Because clinic hours are subject to change without notice, we recommend that you call ahead.

Community Organizations

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

ALS Society of PEI Phone: 902-439-1600 (message line)
Email: als_society-pei@hotmail.com
Website: www.als.ca

Alzheimer Society of PEI Phone: 902-628-2257
Toll-free: 1-866-628-2257
Email: society@alzpei.ca

Arthritis Society Phone: 902-628-2288
Toll-free: 1-800-321-1433
Email: svance@pe.arthritis.ca

Chapter 3 Health Services

Canadian Cancer Society, PEI Division

Phone: 902-566-4007
Toll-free: 1-866-566-4007
Email: info@pei.cancer.ca
Website: www.cancer.ca

Canadian Hard of Hearing Association of PEI

Phone: 902-855-2382
Email: annmerdon@pei.sympatico.ca
Website: www.chha.ca

Canadian Mental Health Association (CMHA) Consumer and Family Support Program

Phone: 902-566-3034
Email: division@cmha.pe.ca
Website: www.cmha.pe.ca

Note: You can purchase a copy of the 'Directory of Self-Help and Community Resources' from CMHA.

Toll-free: 1-800-682-1648
Email: selfhelp@cmha.pe.ca
Website: www.cmha.pe.ca

Center for the Study of Health and Aging

Phone: 902-566-0737
Website: www.upei.ca/~csha

Canadian National Institute for the Blind (CNIB)

Phone: 902-566-2580
Toll-free: 1-800-563-2642
Email: nspei@cnib.ca

Chapter 3 Health Services

Canadian Red Cross

Phone: 902-628-6262

Website: www.redcross.ca

Friends Supporting Friends (Addiction Support)

Phone: 902-368-4289

Heart and Stroke Foundation of PEI

Phone: 902-892-7441

Toll-free: 1-888-473-4636

Email: info@hsfpei.ca

Kidney Foundation of Canada - PEI Branch

Phone: 902-892-9009

Email: kidney@pei.sympatico.ca

Website: www.kidney.ca

Hospice Palliative Care Association of PEI

Note: You can obtain a copy of the latest ‘Directory of Bereavement Resources’ at www.hospicepei.ca

Charlottetown 902-368-4498

O’Leary 902-859-2870

Souris 902-687-7150 (ask for the Hospice Coordinator)

Summerside 902-438-4231

Email: hpca@hospice.ca

Murphy’s Health Education Center

Murphy’s also sponsors ‘Health Matters,’ a television show seen on Eastlink TV.

Phone: 902-892-1210

Website: www.murphyspharmacies.com

Chapter 3 Health Services

Osteoporosis Canada, PEI Chapter

Phone: 902-367-3933

PEI Association on Gerontology

Phone: 902-367-3868

PEI Council of People with Disabilities

Phone: 902-892-9149 (ext. 222)

Email: peicod@peicod.pe.ca

Website: www.peicod.pe.ca

PEI Lung Association

Phone: 902-892-5957

Toll-free: 1-888-566-5864

Email: info@pei.lung.ca

Website: www.pei.lung.ca

Parkinson Society - Maritime Region

Toll-free: 1-800-663-2468

Email: info@parkinsonmaritimes.ca

Website: www.parkinsonmaritimes.ca

Counselling Services for Seniors

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

Alzheimer Society of PEI

Counseling services free of charge.

Phone: 902-628-2257

Toll-free: 1-866-628-2257

Chapter 3 Health Services

Catholic Family Services Bureau

Phone: 902-894-3515

Website: www.catholicfamilyservice.ca

Family Service PEI

- Individual and family counselling
- Anger management
- Credit counselling
- Sexual abuse treatment
- Employment assistance programs

Phone: 902-892-2441

Toll-free: 1-866-892-2441

Website: www.familyservice.pe.ca

There are also many private counselling services available across PEI. An hourly fee is charged for these services. Check the Yellow Pages in the phone book.

Foot Care Clinics

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

Alberton - Bloomfield Mall

Phone: 902-853-2234

Belfast - Dr John M. Gillis Lodge

Phone: 902-659-2334

O'Leary - Legion

Phone: 902-859-2017

Charlottetown - Hemlock Court

Phone: 902-894-8610

- Brecken House

Phone: 902-368-4611

- Seniors Active Living Center

Phone: 902-628-8388

- Four Neighbourhoods Center

Phone: 902-368-6930

Chapter 3 Health Services

Cornwall - Seniors Unit (We Care)	Phone: 902-368-7542
Crapaud - Southshore Pharmacy	Phone: 902-658-2212
Hunter River - Le Page Court Seniors Unit	Phone: 902-621-3050
Kensington - Legion	Phone: 902-836-5330 / 836-5400
Montague	Phone: 902-838-2294
Morell - Seniors Unit	Phone: 902-961-2244
Mt. Stewart Fire Hall	Phone: 902-357-2189
New Haven - Kingston Legion	Phone: 902-675-3345
North Rustico - Legion	Phone: 902-963-2240
Souris - Silver Threads Club	Phone: 902-687-2238
- Bayview Lodge	Phone: 902-357-2189
St. Peters Fire Hall	Phone: 902-357-2189
Summerside - Health Center	Phone: 902-436-6135 / 436-3565
Tignish - Health Center	Phone: 902-882-2260
Tyne Valley - Stewart Memorial Hospital	Phone: 902-831-2689
Wellington - Le Chez Nous	Phone: 902-854-2723

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

Home Equipment Loan

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

Canadian Red Cross Health Equipment Loan Program (HELP)

.....	Phone: 902-628-6262
East Prince Equipment Pool	Phone: 902-888-8440
Montague Loan Cupboard	Phone: 902-838-0748
Souris Home Equipment Loan	Phone: 902-687-7096

Chapter 3 Health Services

Stewart Memorial Hospital Foundation

Equipment Loan Service Phone: 902-831-7900

West Prince Equipment Loan Phone: 902-859-8650

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

Meal Delivery and Nutrition

Meals-On-Wheels - Seniors who experience illness, surgery, accidents, or do not wish or are unable to cook for themselves may receive meal delivery. People often use this service for a short time until they are feeling better. The meal delivery program is organized by volunteers in local communities. The meals are delivered by volunteers. There is a cost for meals.

The numbers listed are the home numbers of the volunteers.

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

Phone: 902-853-3227

Charlottetown

Phone: 902-569-7700

Hunter River

Phone: 902-964-2436

Kensington

Phone: 902-836-3067

Montague

Phone: 902-838-3228

O'Leary - Requires a referral from your doctor, nurse, or dietitian

Phone: 902-859-2978

Chapter 3 Health Services

Souris - Meals-on-Wheels is coordinated through Home Care. An assessment is completed to determine the need for the service as there is a limit on the number of meals that can be delivered. Phone: 902-687-7096

Summerside Phone: 902-888-8335
or 902-436-9520

Tyne Valley Phone: 902-831-2975

Real Meals - This Island company delivers frozen meals to Prince County residents every two weeks. Minimum order of ten meals at minimal cost per meal, chosen from the monthly menu provided.

Phone: 902-892-0584

Nutrition Education

Sobeys and Superstore - Check with the dietitian at the closest store for times and dates of courses.

General Nutrition Related Resources - A series of booklets and pamphlets about nutrition is available from the Department of Health:

Phone: 902-368-5293

Website: www.healthyeatingisinstore.ca
(Virtual Grocery Store Tour)

Private Home Care Services

In addition to the government Home Care Program, several private businesses and organizations offer services for seniors. Seniors are responsible for paying the cost of this service. Costs vary according to the service required.

Chapter 3 Health Services

Alzheimer Day Program

Phone: 902-628-2257
Toll-free: 1-866-628-2257
Email: society@alzpei.ca

Bayshore Home Health

Phone: 902-892-7355
Website: www.bayshore.ca

Home Instead Senior Care

Phone: 902-367-3868
Toll-free: 1-866-573-8787
Email: casey.mcannon@homeinstead.com
Website: www.homeinstead.com

We Care Home Health Services

Phone: 902-894-3025
Toll-free: 1-800-897-9640
Email: cstevens@wecarecanada.com



Chapter 4 Housing

Community Care Facilities 48

Landlord and Tenant Information 50

Home Improvement Grants and Loans 50

Nursing Homes 51

Seniors' Emergency Home Repair Program 52

Subsidized Seniors' Housing 53



Chapter 4 Housing

Community Care Facilities

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

* Some facilities provide both community care and nursing care.

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

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

Charlottetown – Andrews Lodge Phone: 902-368-2790

Charlotte Residence Phone: 902-894-8134

Corrigan Home Phone: 902-894-9686

Elm Crest Lodge Phone: 902-566-5996

Geneva Villa Phone: 902-628-6642

Grafton House Inc. Phone: 902-367-2875

Langille House Phone: 902-628-8228

McQuaid Lodge Phone: 902-892-0791

Old Rose Lodge Phone: 902-368-8313

Park West Lodge* Phone: 902-566-2260

Smith Lodge Phone: 902-892-4220

Stamper Residence Phone: 902-894-3815

Tenderwood Lodge Phone: 902-566-5174

Valley House Phone: 902-628-8268

Whisperwood Villa* Phone: 902-566-5556

Clinton – Clinton View Lodge* Phone: 902-886-2276

Chapter 4 Housing

Crapaud – South Shore Villa*	Phone: 902-658-2228
Georgetown – Carroll’s Lodge	Phone: 902-652-2369
Hunter River – Rosewood Residence	Phone: 902-964-2436
Kensington – Kensington Community Care Home	Phone: 902-836-3019
MacEwen Mews	Phone: 902-836-4678
Miscouche – Miscouche Villa	Phone: 902-436-1946
Montague – MacKinnon Pines Lodge	Phone: 902-838-2656
Perrins Marina	Phone: 902-838-4075
Shady Rest	Phone: 902-838-4298
O’Leary – Lady Slipper Villa	Phone: 902-859-3544
Sherwood – Corrigan Lodge	Phone: 902-894-5858
Souris – Bayview Lodge	Phone: 902-687-3122
Stratford – Andrews of Stratford	Phone: 902-367-4100
Summerside – Andrews Lodge	Phone: 902-436-0859
MacDonald Care Home	Phone: 902-436-7359
Park Hill Place	Phone: 902-888-2273
Tignish – Seniors Home Care Cooperative	Phone: 902-882-4663
Tyne Valley – Tyne Valley Community Care Centre	Phone: 902-831-2878
Wellington – Le Chez Nous Ltee	Phone: 902-854-3426

Chapter 4 Housing

Landlord and Tenant Information

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

Phone: 902-892-3501

Toll-free: 1-800-501-6268

Website: www.illac.pe.ca

Home Improvement Grants and Loans

Canadian Mortgage and Housing (CMHC) is a division of the federal government. They have a number of programs to help seniors living on a low income maintain their home in a safe, comfortable and energy-efficient manner. Eligibility is determined by an assessment of income. There may be a considerable wait for these programs.

- Home Adaptations for Seniors' Independence Program
- Residential Rehabilitation Assistance Program
- Emergency Repair Program

Phone: 902-566-7336

Website: www.cmhc.ca

Chapter 4 Housing

Nursing Homes

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

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

Alberton – Maplewood Manor Phone: 902-853-8610

Charlottetown – Beach Grove Home Phone: 902-368-6750
Prince Edward Home Phone: 902-368-4607

Montague – Riverview Manor Phone: 902-838-0772

O’Leary – Margaret Stewart Ellis Wing Phone: 902-859-8750

Souris – Colville Manor Phone: 902-687-7090

Summerside – Wedgewood Manor Phone: 902-888-8340
Summerset Manor Phone: 902-888-8310

Tyne Valley – Stewart Memorial Hospital Phone: 902-831-7900

Private Nursing Homes - Licensed nursing homes are privately owned and operated establishments that provide nursing care services for eligible people whose care needs are greater than the family or community care facility can

Chapter 4 Housing

provide. A care assessment will determine if the individual's needs can be met in a community care facility or in a nursing home. The assessment can be arranged by contacting any nursing home or by calling Home Care.

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

Clinton – Clinton View Lodge Phone: 902-886-2276

Crapaud – South Shore Villa Phone: 902-658-2228

Charlottetown – Garden Home Phone: 902-892-4131

MacMillan Lodge Phone: 902-894-7173

Park West Lodge Phone: 902-566-2260

Atlantic Baptist Home Phone: 902-566-5975

Whisperwood Villa Phone: 902-566-5556

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

Charlottetown 902-368-4790

Montague 902-838-0786

O'Leary 902-859-8730

Souris 902-687-7096

Summerside 902-888-8440

Seniors' Emergency Home Repair Program

This program provides assistance for emergency repairs to a senior's principal residence. The program is available to seniors, 60 years of age or older, whose combined net income (including income of spouse) is less than \$30,000 per year. (Line 236 on the Canada Revenue Agency Notice of Assessment)

Chapter 4 Housing

The program provides 50 per cent of the cost of eligible repairs up to a maximum grant of \$1,500. Fifty per cent of the bill would be paid by the program and the balance paid by the applicant.

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

Phone: 902-620-3755

Toll-free: 1-888-831-8880

E-mail: seniors@gov.pe.ca

Subsidized Seniors' Housing Units

PEI Senior Citizens' Housing - The federal and provincial governments provide funding for seniors' public housing projects. There are senior citizens' public housing units in 37 communities across PEI.

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

People over the age of sixty are eligible for subsidized seniors' housing and garden suites. Tenants pay 25% of their income in rent. Tenants are selected based on need. A rating system is used to find out which applicants have the greatest need. When assessing need, staff considers a person's income, assets, health, age, present housing and the length of time the application has been on file.

Regional Housing Officers:

Alberton 902-853-8688

Charlottetown 902-368-5770

Montague 902-838-0796

Souris 902-687-7098

Summerside 902-888-8433

Chapter 4 Housing

Canada Mortgage and Housing Corporation Projects (CMHC) - CMHC offers housing assistance to private non-profit housing sponsor groups who provide housing for seniors. There are two types of housing programs: one where the rents are based on a lower end of market rent and one where rents are based on 25% of the senior's total household income.

Phone: 902-566-7336

Website: www.cmhc.ca

Note: The PEI Council of People with Disabilities has a list of housing available for seniors with a disability.

Phone: 902-892-9149

Email: peicod@peicod.pe.ca

Chapter 5 Lifelong Learning

Community School	56
Community Access Sites	56
Elderhostel	56
Genealogy	57
Library Services	57
Seniors' College	58
University of Prince Edward Island and Holland College Courses	58
Websites of Interest	59



Chapter 5 Lifelong Learning

Community School

More than 3,000 Islanders attend community schools each year across the province, taking courses such as guitar, arts, crafts and introductory computer. Some communities hold community school at local schools, seniors' housing units, or manors. Most programs are held weekly for ten weeks in the winter but a few are held in the fall. Programs can be in the morning, afternoon or evening. There is a registration fee.

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

Phone: 902-892-3445

Website: www.peiacs.9cy.com

Community Access Sites

There are 42 sites across PEI which offer free access to computer services. Most of these sites are owned and operated by volunteer community service organizations.

Check the Blue Pages in the phone book under Information Technology for a Community Access Site in your community.

Elderhostel

This non-profit international organization provides learning adventures for people 55 and over. Programs are offered year round, around the world. There is a variety of programs to meet different interests, activity level, budget, schedule and lifestyle. Learning experiences include history, culture, nature and music. Outdoor learning activities involve walking, biking, crafts and study cruises. There are several Elderhostel programs on PEI. Program calendars are available at your local library.

Toll-free: 1-800-454-5768

Website: www.elderhostel.org

Chapter 5 Lifelong Learning

Genealogy

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

The office is in the Coles Building on Richmond Street in Charlottetown.

Phone: 902-368-4290

Email: archives@edu.pe.ca

Website: www.edu.pe.ca/paro/familyhistory

Vital Statistics Information - Historical records that include birth records back to 1840, marriage records back to 1886, and extracts from baptismal records from 1886 to 1919, can be searched. There are fees to search for a birth record, obtain a birth certificate, a death certificate and a marriage certificate.

Phone: 902-838-0880

Toll-free: 1-877-320-1253

Website: www.gov.pe.ca/vitalstatistics

Library Services

Membership in the Provincial Library Service is free and includes access to all libraries and services. Library cards are necessary and can be obtained by filling out a registration form and showing one piece of identification with your current address. A temporary card can be provided without identification.

You can borrow most items for three weeks. You can borrow up to 25 books at one time. You can request books from any public library either in person, by phone or online. Overdue books can result in suspension of library privileges.

Chapter 5 Lifelong Learning

For a listing of libraries, check the Blue Pages in the phone book.

Website: www.gov.pe.ca (search for libraries)

Seniors' College

This is a membership-based organization affiliated with the University of Prince Edward Island. The college offers over 130 courses per year, mostly taught by seniors, at locations in Charlottetown, Summerside, and Montague. Classes are typically eight weeks in duration, held on a weekday morning or afternoon. There are no exams or papers - the goal is to have participants share their skills, knowledge, life experiences and joy of learning.

There is an annual membership fee that allows seniors to take as many or as few courses as they wish. A Registration Day is held in early September and new members can join and sign up for available courses throughout the year. Members of Seniors College receive a UPEI part-time student ID card.

For further information about Seniors College check our website:

www.seniorscollege.ca. To contact Seniors College, email seniorscollege@upe.ca or phone 902-894-2867.

Charlottetown & Provincial Coordinator: 902-894-2867

Summerside Coordinator: 902-439-4182

Montague Coordinator: 902-838-2532

University of Prince Edward Island and Holland College Courses

University of Prince Edward Island (UPEI)

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

Chapter 5 Lifelong Learning

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

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

Phone: 902-566-0439

Email: registrar@upei.ca

Website: www.upei.ca/registrar

UPEI Center for Life-Long Learning - This center offers public lectures and cultural activities

Phone: 902-566-0336

Email: lifelong@upei.ca

Website: www.upei.ca/lifelonglearning

Holland College

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

Phone toll-free: 1-800-446-5265

Website: www.hollandcollege.com (Go to Short Courses)

Websites of Interest

Canada Health Network

www.canadahealthnetwork.ca

Canadian Association on Gerontology

www.cagacg.ca

Canadian Center for Activity and Aging

www.uwo.ca/actage

Chapter 5 Lifelong Learning

Canadian Senior Years

www.senoryears.com

Division of Aging and Seniors

www.healthcanada.gc.ca

Help the Aged Canada

www.helptheaged.ca

Seniors Canada On-line

www.seniors.gc.ca

Simon Fraser University Gerontology Research Center

www.sfu.ca/grc



Chapter 6 Personal Security and Legal Services

Alzheimer Wandering Registry Program	62
Community Legal Information Association	62
Consumer Information and Complaints	62
Health Care Directives (Living Wills)	63
Human Rights Commission	63
Legal Services	64
Personal Emergency Response Services	65
Power of Attorney	66
Public Guardianship Program	66
Public Trustee	67
Seniors Safety Program	67



Chapter 6 Personal Security and Legal Services

Safely Home™ Alzheimer Wandering Registry

Safely Home™ is a nationwide program designed to help find a person who is lost and help in a safe return home. Developed by the Alzheimer Society in partnership with the Royal Canadian Mounted Police, the registry stores vital information confidentially on a police database. The information can be accessed by police anywhere in Canada and the United States. Registration is voluntary. For a one time fee the registrant will receive an identification bracelet, cards and a handbook with helpful information.

For further information contact the Alzheimer Society of PEI:

Phone: 902-628-2257

Toll-free: 1-866-628-2257

Email: society@alzpei.ca

Web site: www.alzpei.ca

Community Legal Information Association (CLIA)

This association provides Islanders with understandable, useful information about our laws and our justice system. CLIA works cooperatively with community groups, lawyers' associations, government departments and interested members of the general public. Legal information is available on all subjects, such as wills and estates, duties of executors and health care directives. Services are provided free of charge.

Phone: 902-892-0853

Toll-free: 1-800-240-9798

Website: www.cliapei.ca

Consumer Information and Complaints

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

Chapter 6 Personal Security and Legal Services

consumers to the appropriate department or agency. They also provide consumers with information and guidance so that they can make informed decisions.

Phone: 902-368-4580

Toll-free: 1-800-658-1799

Health Care Directives (Living Will)

Health care directives, sometimes called living wills, are documents in which you state your wishes about health care or treatment in case you are unable to make or communicate these decisions at a later time. You can state your wishes regarding end-of-life medical treatment as well as personal statements. Your living will allows you to name another person, as proxy, to make decisions for you if you are unable to make decisions or communicate them yourself. Medical practitioners must ask if you have a directive and are required to follow your directive unless they consider it unethical or illegal. Your PEI directive is legal in other provinces. Please ensure you have given copies of your directive to your doctor, your clergy, your closest relatives and friends and carry one if you are traveling. You cannot use a directive to request euthanasia or assisted suicide.

Phone: 902-569-0588/902-368-6717

Human Rights Commission

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

Phone: 902-368-4180

Toll-free: 1-800-237-5031

Website: www.gov.pe.ca/humanrights

Chapter 6 Personal Security and Legal Services

Legal Services

Lawyer Referral Services - This service is available to anyone who needs legal information. It is designed to encourage you to seek legal advice early, before your problems become complicated and expensive. The service will give you the names of two lawyers. You choose one and arrange an appointment for an interview of up to thirty minutes at a nominal charge of \$10 (plus PST and GST). The lawyer will tell you whether he or she thinks you have a legal problem, what is involved, how long it should take to solve the problem and approximately how much legal services would cost.

Phone: 902-892-0853

Toll-free: 1-800-240-9798

Email: cliapei@isn.net

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

Charlottetown 902-368-6043

Summerside 902-888-8219

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

Queens and Kings Counties 902-368-4582

Prince County 902-888-8217

Chapter 6 Personal Security and Legal Services

Personal Emergency Response Services

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

Connolly Security System 1-800-431-8779

Eastern Alarms 902 892-9098

Island Alarms 902-629-1449

Security First: Charlottetown 902-368-3082

Summerside 902-888-9838

Medic Alert - When seniors sign up for the Medic Alert program, an emergency health record and contact information is completed. The member's medical record contains information on existing medical conditions, allergies, implants, devices and medications.

The senior receives a Medic Alert medical identification product engraved with the member's key medical information, the member's ID number and the Medic Alert 24-hour Emergency Response Hotline number.

Toll-free: 1-800-668-1507

Website: www.medicalert.ca

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

Health Line 902-892-5463

Life Call 1-800-661-5433

Lifeline System 1-800-543-3546

Chapter 6 Personal Security and Legal Services

Power of Attorney

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

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

Phone: 902-368-4561

Email: rllandry@gov.pe.ca

Public Guardianship Program

Individuals are recommended for guardianship when they are incapable of managing their personal affairs such as: health care, legal proceedings, education or training, social contacts. Legal guardianship is recommended when an individual has no family or trusted friends willing or able to assume responsibility for them.

The Public Guardianship Program is responsible for all Public Guardianship Orders ordered by the courts. Individuals are recommended for legal guardianship by two physicians. Two Certificates of Incapacity to Manage Personal Affairs must be signed by physicians. There is no cost for the service.

Phone: 902-368-6506

Email: jaharper@ihis.org

Website: www.gov.pe.ca

Chapter 6 Personal Security and Legal Services

Public Trustee

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

The trustee is usually appointed after you have been declared incompetent, if you made no arrangements about your financial affairs and/or where there are concerns about how your power of attorney is being used. They have the power to take over administration of your finances if your attorney has not been acting in your best interest.

Phone: 902-368-4552

Email: mlgallant@gov.pe.ca

Seniors Safety Program

This program provides personal and home safety information to isolated and vulnerable seniors. This information, delivered to seniors in their own home, is designed to help reduce fear of crime, vulnerability to frauds and scams and susceptibility to unscrupulous sales people and contractors.

The four main areas of the program are:

- Home Security Program
- Frauds and Scams
- Vial of Life
- Video Identification

Phone: 902-393-7400

Email: Lynnann.seniorssafety@hotmail.com

Website: www.seniorssafety.ca

Chapter 7 Transportation and Travel

Accessible Parking Permits	70
Ambulance Services - Ground and Air	70
Bus Lines and Shuttle Services	72
Driver Refresher Course	72
Health Coverage When Traveling	73
Transportation – Private and Public	74



Chapter 7 Transportation and Travel

Accessible Parking Permits

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

Charlottetown

Phone: 902-892-9149

Email: peicod@peicod.pe.ca

Montague

Phone: 902-838-5878

Email: montague@peicod.pe.ca

Summerside

Phone: 902-436-9259

Email: summerside@peicod.pe.ca

Ambulance Services - Ground and Air

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

Ground Ambulance - Emergency and non-emergency ground ambulance service is provided on PEI through a contract between the Department of Health and Island EMS, the ambulance operator. There is no cost for emergency ground ambulance services for senior citizens, 65 years of age and over. Emergency ambulance services include medical situations where a call to 911 would normally occur. There is a standard charge of \$150 for non-emergency use of ambulance services.

Chapter 7 Transportation and Travel

The maximum cost of \$150 per patient per day applies when multiple transports are made within a 24 hour period. In certain circumstances when there are transfers between hospitals within a 24 hour period, the hospital is responsible for payment of the user fee.

Out of Province Medical Transport Support Program - PEI residents requiring medical care outside PEI who are deemed medically to require transportation by ambulance and attendance by a paramedic are not charged a user fee. The following requirements apply:

- The patient must be under the care of an attending physician as an admitted patient or from the emergency department of a PEI hospital
- The attending physician has arranged for the transfer of care to an attending physician at a facility outside PEI.
- The ambulance trip originates from a hospital in PEI.

Non-residents pay the cost of this service.

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

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

Medical Programs Coordinator 902-368-6719
Emergency Medical Services Coordinator 902-368-6237

Chapter 7 Transportation and Travel

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

Phone: 1-877-660-6644

Toll-free: 1-888-420-1122 (for billing inquiries)

Bus Lines and Shuttle Services

Acadian - For bus fares and schedules.

Phone: 1-800-567-5151

Advanced Shuttle Service - Transportation daily between PEI and Halifax, NS.

Toll free: 1-877-886-3322

Greyhound Canada - Transportation between PEI and other places in Canada.

Toll free: 1-800-661-TRIP

PEI Express Shuttle - Transportation daily between PEI and Halifax, NS.

Toll free: 1-877-877-1771

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

Toll free: 1-888-842-7245

Driver Refresher Course

The 55Alive Driver Refresher Course is a course designed for mature drivers. It is offered by the PEI Senior Citizens' Federation in partnership with the Department of Transportation. This is a six hour course taught in a classroom. There is no testing at the end of the course. Drivers learn how to compensate for the physical changes of aging. The course provides opportunities for participants to identify individual problem areas, and improve their behavior as drivers.

Phone: 902-368-9008

Toll-free: 1-877-368-9008

Chapter 7 Transportation and Travel

Health Coverage When Traveling

Additional Medical Insurance While Traveling

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

Coverage for Out of Province Medical Services

The Department of Health will pay the full cost of insured medical and/or hospital emergency services obtained within Canada except Quebec. Coverage extends only to those services medically required at the time of an emergency or sudden illness. The coverage is provided at PEI rates.

Medical and hospital services for which the prior approval was obtained may be provided out of province. Residents can apply for prior approval through their physician. Each approval may cover a period of not more than 12 consecutive months.

Applications may be approved in the following circumstances:

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

Services Received Outside Canada

If you require hospital or medical services for emergency or sudden illness while outside Canada, you may either pay the total cost yourself and then claim reimbursement for the insured amount or you can arrange to have the insured amount paid directly by the PEI government. Be sure to get a detailed invoice and proof of payment for the services you receive and submit your original claim to the Department within six months of the date of services.

Chapter 7 Transportation and Travel

Services for emergency or sudden illness, obtained outside of Canada are paid at PEI rates, in Canadian currency. You should be aware that the charges for services may be much higher outside Canada. Payment for any difference between the fee charged and the department payment is your responsibility.

If you are referred by a PEI physician to an out of country hospital or physician for a service not available in Canada, all charges for insured medical and hospital services may be paid in full by the Department of Health.

Phone: 902-368-6516

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

Phone: 902-473-7398

Transportation - Private / Public

Private Transportation

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

Phone: 902-436-3394

Island Emergency Medical Service (EMS) for non-Emergencies - EMS offers non-emergency ambulance services across the province and within the Atlantic region.

Phone: 1-877-660-6644

Toll free: 1-888-420-1122 (for billing inquiries)

Note: For emergency situations, call 911.

Chapter 7 Transportation and Travel

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

Phone: 902-838-2412

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

Phone: 902-894-3339

Email: pat.e@pei.sympatico.ca

Transportation West Inc. - This service provides transportation in the West Prince area. The service is available for people with special needs: seniors, debilitating conditions and those who lack transportation All buses are wheelchair accessible.

Phone: 902-856-0081 / 902-856-0080

Taxi Services

Taxi services are offered in several communities across PEI. Fares depend on the distance traveled. Most companies help the senior to the door, if necessary, and may offer a discount fare for seniors. Some companies also offer discounts for prepaid tickets.

Check the Yellow Pages of the phone book under Taxis.

Chapter 7 Transportation and Travel

Public Transportation

Charlottetown Public Transit Program - Public transit operates buses on a regular schedule from Monday to Saturday. The fare is currently \$2 and exact change is necessary. The transit system also offers connecting buses between the Charlottetown and the Town of Cornwall. For information on bus routes contact:

Phone: 902-566-9962

Website: <http://www.city.charlottetown.pe.ca> (Look under public transit)

The town of Stratford has two bus routes that operate on a regular schedule from Monday to Friday. Transit passengers may transfer between the Charlottetown Transit and the Stratford Transit systems.

Phone: 902-569-1995

Email: info@town.stratford.pe.ca



Appendix Tips

How to Find Government Services

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

Alberton, 116 Dufferin Street Phone: 902-853-8622

Charlottetown, 33 Riverside Drive Phone: 902-368-5200

Montague, 41 Wood Islands Hill Phone: 902-838-0600

O'Leary, 45 East Drive Phone: 902-859-8800

Souris, 15 Green Street Phone: 902-687-7000

Summerside, 120 Harbour Drive Phone: 902-888-8000

Tignish, 103 School Street Phone: 902-882-7351

Wellington, 48 Mill Road Phone: 902-854-7250

Appendix Tips

Island Information Service (IIS) - IIS offers a bilingual telephone information service, answering inquiries regarding programs and services offered by the provincial government. This service distributes reports and documents from provincial government departments, agencies, corporations and commissions. IIS is located at 11 Kent Street, Charlottetown and is open Monday to Friday from 8:30 a.m. to 5:00 p.m. in the winter and 8:00 a.m. to 4:00 p.m. in the summer.

Phone: 902-368-4000

Toll-free: 1-800-236-5196

Website: www.gov.pe.ca/infopei

Provincial Government News Releases - Interested individuals can subscribe to receive news releases by Email.

Website: www.gov.pe.ca/news/index.php3

French Language Health Services Network - This PEI network ensures that Islanders who are Acadian and Francophone have access to a full set of health and social services in French.

Phone: 902-854-7440

Email: info@santeipe.ca

Website: www.santeipe.ca

Service Canada - You can get information about federal government programs and services from Service Canada. When you phone you get personal service, not a recording between 8:00 a.m. to 8:00 p.m.

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

Website: www.servicecanada.gc.ca

Appendix Tips

Free copies of the booklet ‘Services for Seniors: Guide for Government of Canada Services for Seniors and Their Families’ are available from Service Canada.

Toll-free: 1-800-622-6232

TTY: 1-800-926-9105

Using Telephone, Internet and Email

Many people are unfamiliar with using voice mail, Internet and Email. Here is some information and tips to help you use them.

Telephone Voice Mail - Voice mail is a recorded message that is often used when the person you are calling is on the phone or unable to take your call. Many government, business and community organizations use this service. Voice mail allows you to leave a message for the person you are calling. It is also called an answering machine.

Tip:

- Although it may seem unnatural to talk to a machine, leave your name and number and a brief message so the person can get back to you.

Telephone Automated Voice Response System - This system asks you to choose from a list of options. Many businesses use this type of service to direct your call to the correct person or department. Many of these systems do not allow you to leave a message.

Tips:

- Take your time to listen to all the options before choosing one. Press the number of the one you want.
- If you press the wrong number, return to the main menu and start over or hang up and call back.
- Usually, there is a number you can press to speak to someone in person.

Appendix Tips

Email - Email is a shortened version of the words 'electronic' and 'mail' and is the electronic version of a letter. Email is one of the most popular services on the Internet. Email lets you exchange messages around the world.

Internet - The Internet is a world wide network which allows computers and people to share information. No organization or individual owns the Internet but countries can regulate certain aspects of it. A history of the Internet can be found at www.nethistory.info.

Many public libraries and Community Access Sites have Internet services available at no charge.

Computer courses are available to help you learn to use Email and the Internet. Seniors College, Community School and Holland College are a few places that offer computer classes specifically designed for older adults.

Tips:

- You can find information on almost any topic by searching on the Internet through Google, the most commonly used search engine. In the address box, type www.google.com and hit the enter button. When the Google search engine appears, type in what you're looking for in the briefest terms, and the search engine will direct you to many websites where you can explore further.
- When finding information on the Internet, look to see if:
 - The resource is credible.
 - The content is suitable.
 - The information is relevant to you.
 - It is up to date.
 - There are clear caution statements, and
 - The site is easy to use.

Appendix Tips

When to use Emergency versus Non-Emergency Services

Emergency Room - The Queen Elizabeth Hospital has developed these guidelines to decide whether to go to an Emergency Room or to an After-Hours Clinic when you are not feeling well.

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

Go to the nearest Emergency Department when you have:

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

Appendix Tips

When to call 911 - Call 911 when you are in an Emergency situation:

- Immediate Police assistance is needed when reporting a crime in progress or a life-threatening or violent situation.
- Immediate Fire assistance is needed when reporting a fire at home or any other location.
- Immediate Ambulance assistance is needed when immediate medical attention or transport is needed for victims of serious accidents or illness such as a heart attack.

For non-emergency situations call:

Alberton RCMP 902-859-9300

Borden Carlton Police 902-437-2228

Charlottetown City Police 902-629-4172

Charlottetown RCMP 902-368-9300

Kensington Police 902-836-4499

Montague RCMP 902-838-9300

Stratford RCMP 902-368-9300

Souris RCMP 902-687-9300

Summerside City Police 902-432-1201

Summerside RCMP 902-436-9300



PEI Seniors' Guide Index

55 + GAMES 2

Abuse and Neglect 27

Access to Government Services 77

Access PEI 77

Accessible Parking Permits 70

Active Living 1

Activities and Clubs for Seniors 5

Addiction Services 26

Adult Protection Program. 27

ALS Society of PEI 37

Alzheimer Society of PEI 37

Alzheimer Wandering Registry Program 62

Ambulance Services - Ground and Air 70

Anger Management 41

Arthritis Society 37

Association of Holland College Retirees 12

Association of Retired UPEI Employees 12

Bereavement Services 34

Bereavement Resources Directory 39

Bus Lines and Shuttle Services 72

Canadian National Institute for the Blind 38

Canada Pension Plan 20

Canada Mortgage and Housing Projects 54

Canadian Red Cross 39

Canadian Cancer Society 38

Canadian Hard of Hearing Association of PEI 38

Canadian Mental Health Association 38

PEI Seniors' Guide Index

Catholic Family Services Bureau	41
Center for the Study of Health and Aging	38
Charlottetown Activities for Seniors	8
Clinics (After Hour Doctor's Clinics)	36
Clubs – Seniors Clubs	5
Community Access Sites	56
Community Care Facilities	48
Community Organizations	37
Community Legal Information Association	62
Community School	56
Congratulatory Messages for Seniors	2
Consumer Information and Complaints	62
Convalescent Care	35
Cornwall Activities for Seniors	9
Counselling Services for Seniors	40
Credit Counselling	16
Day Programs for Seniors	28
Diabetes Program	28
Disability Supports for Seniors	23
Driver Refresher Course	72
Drug Cost Assistance Program	16
East Prince Equipment Pool	42
Elderhostel	56
Emergency vs Non-Emergency Services	81
Emergency Home Repair Program	52
Emergency Response Services	i
Employee Assistance Programs	17
Employment Insurance Benefits	22

PEI Seniors' Guide Index

Family Service PEI 41

Family Health Centers 29

Federal Superannuates National Association (FSNA) 12

Financial Assistance Program 19

Finding a Family Doctor 30

Fishing and Hunting 3

Foot Care Clinics 41

Francophone Senior Citizens Clubs 11

French Language Health Services Network 78

Friends Supporting Friends (Addiction Support) 39

Genealogy 57

Geriatric Programs 30

Health Coverage when Traveling 73

Health Care Directives (Living Will) 63

Health Card for Provincial Medical Coverage 30

Health Services 25

Heart and Stroke Foundation of PEI 39

Holland College Courses for Seniors 59

Home Improvement Grants and Loans 50

Home Equipment Loan 42

Home Care 31

Home Security Systems 65

Hospice Palliative Care Association of PEI 39

Hospital Services 33

Human Rights Commission 63

Income Tax 19

Individual Counselling 40

Island Information Services 78

PEI Seniors' Guide Index

Kidney Foundation of Canada - PEI Branch	39
Landlord and Tenant Information	50
Lawyer Referral Services	64
Legal Services	64
Les Francophones de l'âge d'or	11
Library Services	57
Lifelong Learning	55
Living Wills	63
Manors	51
Meal Delivery	43
Meals-on-Wheels	43
Medic Alert	65
Mental Health Services	34
Montague Loan Cupboard	42
Murphy's Health Educational Centre	39
National Seniors Organizations and Programs	13
Newcomers	4
New Horizons for Seniors	13
Nursing Homes	51
Nutrition Education and Resources	44
Old Age Security Program	21
Organized Activities for Seniors	5
Out of Province Medical Transport	71
PEI Association on Gerontology	40
PEI Association for Newcomers to Canada	4
PEI Council of People with Disabilities	40

PEI Seniors' Guide Index

PEI Lung Association 40

PEI Provincial Command, Royal Canadian Legion 12

PEI Senior Citizens Housing 53

PEI Senior Citizens' Federation Inc 11

PEI Seniors Secretariat iii

PEI Union of Public Sector Employees (Retirees) 12

Palliative Care 34

Parkinson Society Maritime Region 40

Parks and Trails 14

Pension and Benefits 20

Personal Emergency Response Services 65

Personal Security 61

Power of Attorney 66

Private Home Care Services 44

Property Tax Deferral Program 22

Provincial Seniors Organizations 11

Public Trustee 67

Public Guardianship Program 66

Real Meals 44

Red Cross Equipment Loan Program 42

Respite, Short Term Care 35

Retired Teachers Association 12

Retiree Organizations 12

Self Help Directory 38

Seniors Clubs 5

Seniors Retirement Organizations 12

Seniors Bursary at UPEI 58

Seniors College of PEI 58

Seniors Emergency Home Repair Program 52

PEI Seniors' Guide Index

Seniors Friendly Visitors Program	5
Seniors Safety Program	67
Seniors United Network	12
Service Canada	78
Sexual Abuse Treatment	41
Souris Home Equipment Loan Program	42
Stewart Memorial Hospital Equipment Loan	43
Stratford Activities for Seniors	9
Subsidized Seniors Housing Units	53
Summerside Activities for Seniors	10
Telephone Pioneers	13
Telephone, Internet and Email Tips	79
Transportation – Public and Private	74
Trails, Boardwalks and Parks	14
UPEI Courses	58
Walk-in Clinics - After Hours	36
Veterans Affairs Canada	23
Websites of Interest	59
West Prince Equipment Loan	43

