

Positive Aging

2023–2024 Directory of Programs and Services



Help starts here



Nova Scotia Help Starts Here • Call 211 • Text 211 • Visit ns.211.ca



Important Numbers

Government of Nova Scotia—Provincial Programs ★

Continuing Care

Home Care, Long-Term Care, Caregiver Allowance, Adult Protection . . . **1-800-225-7225**

To learn more about provincial government services, programs, and initiatives, contact Public Enquiries, Service Nova Scotia and Internal Services.

Phone (metro)..... 902-424-5200
Toll-free (within North America)

.....1-800-670-4357

Telecommunication Device for the Hearing and Speech Impaired (TTY) Toll-free (within North America)1-877-404-0867

E-mail..... askus@novascotia.ca

www.novascotia.ca

Income Tax (personal tax and volunteer clinics)

Personal Tax..... 1-800-959-8281

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

Pharmacare Program 1-800-544-6191

Property Tax Rebate..... 1-800-670-4357

Pension Plans:

Provincial..... 902-424-5070 or 1-800-774-5070

Seniors Care Grant902-424-5200

Toll-free 1-800-670-4357

Service Nova Scotia and Internal Services

Motor vehicles, licenses, land registration, consumer services, Provincial Tax Commission Public Inquiries..... 902-424-5200

..... or 1-800-670-4357

Nova Scotia Office of the Ombudsman ★

Provides an independent review of complaints involving government programs and services.

Phone..... 902-424-6780

Toll-free1-800-670-1111

E-mail..... ombudsman@novascotia.ca

ombudsman.novascotia.ca

EMERGENCY NUMBER

911 Someone's health, safety, or property is threatened and help is needed right away

Important Numbers

711 Message relay service for individuals who are hearing and/or speech impaired

611 Telephone repair service

Other important numbers

Power outage1-877-428-6004

Bell Aliant outage 611 or 1-800-663-2600

Eastlink outage.....1-888-345-1111

Drinking-water safety1-877-936-8476

Food safety 1-877-252-FOOD (3663)

www.novascotia.ca/emo

Government of Canada—Federal Programs ★

For information about federal programs and services, call 1-800-O-CANADA (1-800-622-6232) toll-free or visit www.canada.ca

TTY.....1-800-926-9105

Frequently Requested Numbers

Canada Revenue Agency 1-800-959-8281

Employment Insurance benefits

English1-800-206-7218

Français1-800-808-6352

canada.ca—under most requested, click on

“Employment Insurance and leave.”

GST/HST Tax Credit 1-800-387-1193

Passports.....1-800-567-6868

Old Age Security, Guaranteed Income Supplement, and Canada Pension Plan

English1-800-277-9914

Français1-800-277-9915

Federal Pension Plans1-800-561-7930

Social Insurance Number

English / Français1-866-274-6627

Positive Aging

2023–2024 Directory of Programs and Services

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For the most reliable information about services and programs offered by local community groups, non-profits and government departments, dial 211, or visit www.ns.211.ca



Important Numbers

EMERGENCY—Call 911 ★

Ambulance—Fire—Poison—Police

911 is for emergency situations anytime a person's health, safety, or property is threatened, and help is needed right away. Language interpretation services are available in over 170 languages.

911 service is available to teletypewriter (TTY) users.

NON-EMERGENCY: INFORMATION AND REFERRAL

211 Nova Scotia ★

For the most reliable information about services and programs offered by local community groups, non-profits and government departments. 211 helps you find the right community or government program and service in Nova Scotia. Available 24 hours a day, 7 days a week free, confidential, and available in over 240 languages.

Phone dial 2-1-1 in Nova Scotia
E-mail help@ns.211.ca
Text 211
Search comprehensive database or chat online at www.ns211.ca

*Text service available Monday to Friday from 8:00 AM to 8:00 PM, excluding holidays.
Chat service available 9:00 AM to 4:00 PM, excluding holidays.

311 ★

Helping you find Halifax Regional Municipality Information and Services

311 is a free municipal government service available in over 150 languages.

Non-emergency service requests submitted online at www.halifax.ca/311

Available to the hearing impaired (TTY) by calling 902-490-6645 or (toll-free) 1-866-236-0020

E-mail contactus@311.halifax.ca

411

Local directory assistance

511

Helping you find information about provincial roads in Nova Scotia

Provides information on road conditions and construction projects on provincial roads.

Call 511 or view the map at www.511.novascotia.ca/en/map

811 ★

For health information and advice when you have a health concern or question

Registered nurses assess symptoms, provide health information and advice 24 hours a day, 7 days a week, available in over 120 languages.

- Register to find a family physician in your area
- Access for the hearing impaired: call 711
- Visit our website at www.811.novascotia.ca



Help starts here

Message from the Premier of Nova Scotia

Our province has so much to be proud of, but we wouldn't be where we are today without the contributions of older Nova Scotians. Seniors have earned our respect, and they deserve to live with dignity.



As a government, we are committed to doing all we can to ensure this. This includes helping older Nova Scotians live in their homes as long as they can, and ensuring they have a continuing care system they can count on to provide the care and support they need, as they age.

Many people want to remain in their home as long as possible, and this guide is a great place to start finding the resources you need to help you do that. For example, the Seniors Care Grant can help cover some of the household chores and healthcare services that people count on.

We're taking action to improve continuing care, which is a critical part of our healthcare system. We have made – and will continue to make – meaningful investments that will make a difference now and in the future. This includes building and improving 3,500 long-term care rooms across the province; recruiting and training more staff; investing in supports to help people live in their homes longer, and more.

The healthcare system won't be fixed overnight. It will take time and investments. However, we're starting to see improvements in continuing care through investments like these. We're committed to doing the work and making the investments needed.

Working together, we can find solutions that keep our province moving forward.

Yours truly,
Honourable Tim Houston
Premier of Nova Scotia

Message from the Minister of Seniors and Long-Term Care

Older Nova Scotians are vital members of our communities. They want to remain active in their communities as they age and know that excellent care and supports are available when they need it, and this is what they deserve.



Investing in all areas of continuing care and community supports will help ensure seniors get the right supports at the right time. We know there is more work to do but progress is being made.

About 1,200 new single rooms are being added to Nova Scotia's long-term care system, and about 2,300 rooms will be replaced by 2027. These will be new single living spaces where people can live with dignity while receiving the right care.

We're building the workforce, so we have the staff we need. Recent investments include free tuition and textbooks for 2,000 people studying to be continuing care assistants (CCAs); a pay raise for CCAs; workplace safety initiatives for continuing care staff; and more funding for long-term care homes to hire more staff.

Strategic investments are also being made in home care. This will help better tailor support to meet individual needs, so people can stay in their homes longer.

Results include a significant reduction in the home care wait list and working towards an average of 4.1 hours of care per day for all nursing home residents, one of the highest standards of care in the country.

Our department also provides supports to help seniors stay healthy and active in their communities and is committed to helping keep them safe.

If you need help navigating services in your area, please call 211. For information on continuing care services, please call our Continuing Care Intake Line at 1-800-225-7225.

Sincerely,
Honourable Barbara Adams
Minister of Seniors and Long-Term Care

About this Directory

How to Use the Directory

This directory provides limited information about agencies, organizations, and service providers. To be sure that you're getting the most up-to-date and appropriate information, call 211 or contact the appropriate agencies, organizations, and service providers.

Endorsement Disclaimer

Although the information in this directory is thought to be accurate, the Province of Nova Scotia cannot warrant its accuracy, completeness, or use. Consumers should be cautious and ensure that the individuals and companies they deal with are reputable. Anyone using information in this directory does so strictly at their own risk. The Province of Nova Scotia shall not be held liable for any losses or damages related to the use of information in this directory. Contact Service Nova Scotia and Internal Services at 1-800-225-8227 or 902-424-7770 to determine whether a business is registered.

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COVID-19

For up-to-date information on Covid-19, visit www.novascotia.ca/coronavirus

The Department of Seniors and Long-Term Care

The Nova Scotia Department of Seniors and Long-Term Care works to ensure the inclusion and well-being of older adults in Nova Scotia. Along with our partners, including the Nova Scotia Health Authority, the Department of Health and Wellness, training institutions, long-term care facilities and other sector leaders, we are committed to continually improving the support system for seniors and those requiring home care and long-term care. In addition, the department supports the social and economic well-being of older adults ensuring policy formulation and policy coherence across government departments as it relates to aging.

To be accessed for continuing care services, call Nova Scotia Health:

Toll-free: 1-800-225-7225



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

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

Key Contacts

Benefits Finder

Answer the online questions for a customized list of benefits for which you may be eligible. The Benefits Finder may suggest benefits from both the federal and provincial governments. It does not collect or track your information.

www.canada.ca

Click on "Benefits"; select "Benefits Finder"

New Horizons for Seniors Program ★

The New Horizons for Seniors Program is a federal grants and contributions program that funds projects that make a difference in the lives of seniors and in their communities.

E-mail: ATL-NHSP-PNHA-GD@servicecanada.gc.ca

www.canada.ca

Type "New Horizons for Seniors Program" in search box.

Birth, Marriage, and Death Certificates ★

Service Nova Scotia and Internal Service's Vital Statistics Office issues birth, marriage, and death certificates for people who were born, were married, or died in Nova Scotia. There are restrictions on who can apply for these certificates. You may apply for a birth, marriage, or death certificate online:

www.novascotia.ca/sns/access/vitalstats
(Click on the Birth, Death, or Marriage Certificate Online option.)

Vital Statistics Office – Contact Vital Statistics to book an appointment.

1505 Barrington Street, 5th Floor South, Halifax, NS

Mail Address: PO Box 157, Halifax NS B3J 2M9

Phone 902-424-4381

Toll-free (within Nova Scotia) . . 1-877-848-2578

E-mail vstat@novascotia.ca

www.novascotia.ca/sns/access/vitalstats

Photo IDs ★

The fee for the photo identification card service is \$17.70, and the card is valid for five years. You can expect to receive your photo identification card in the mail within 14 calendar days of visiting an Access Nova Scotia or Registry of Motor Vehicles office. These are helpful when you require proof of age or identification, and if you don't have a driver's licence. Please call to make an appointment. If you visit an office without an appointment, please be prepared to wait.

Phone 902-424-5851

Toll-free 1-800-898-7668

Caregiving & Support

Assistance for Caregivers

Caregivers Nova Scotia

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

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

Caregiver Benefit Program

The Caregiver Benefit program is intended for caregivers of low-income adults with high-levels of physical impairment and moderate cognitive impairment, as determined by a home-care assessment. A caregiver must provide over 20 hours a week of unpaid care to qualify. If the caregiver and the care recipient both qualify for the program, the caregiver will receive \$400 per month. The Caregiver Benefit is a reportable income; caregivers should contact the Canada Revenue Agency (1-800-959-8281) for information about tax implications.

For more information, visit www.novascotia.ca/dhw/ccs/caregiver-benefit.asp.

Facility-Based Respite Care

Family caregivers provide personal care and support to help loved ones stay in their homes and communities longer. However, this can result in physical, mental, and emotional stress for caregivers. To support them and their families, the Department of Health and

Wellness provides access to respite beds in licensed long-term care facilities (nursing homes) across the province. There is an option available for children.

A person may have a respite bed a total of 60 days within a calendar year. However, to ensure fair access to beds during high-demand periods (July 1 to October 1), no more than 30 days can be scheduled. For more information, visit www.novascotia.ca/dhw/ccs/respite-care.asp or call **1-800-225-7225**.

Continuing Care

Continuing Care

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

For more information, please visit the Department of Health and Wellness website:

www.novascotia.ca/dhw/ccs/

You can also call **1-800-225-7225**. If you reach the mailbox, please leave a message.

Accessing Continuing Care Services

To apply for home care or long-term care, contact Nova Scotia Health Continuing Care toll-free at **1-800-225-7225**

A Care Coordinator will call you and arrange a time to meet with you to complete the assessment and application process. Together, you and the Care Coordinator will determine whether home care or long-term care is best for you. Also, the Care Coordinator will collect information to start the application process for help with fees or accommodation costs.

Home Care

Home Care

Home care helps people remain as independent as possible by staying in their homes and communities. Home care also helps link clients to professional services and other community-based resources, such as meal programs or foot-care clinics.

A range of personal-care and home-support services are available. Personal-care services help the client with daily living tasks such as dressing, undressing, bathing, toileting, feeding, and mobilization. Home-support services also help the client with tasks, like light housekeeping, laundry, and meal preparation. In-home respite services for caregivers are also available.

Seniors Care Grant

The Seniors Care Grant helps low-income seniors with the cost of household services (like snow removal, grocery delivery, lawn care and small home repairs). Grants are up to \$500 for each household.

To apply online: www.beta.novascotia.ca/apply-help-household-costs-seniors-care-grant

Phone 902-424-5200
Toll-free..... 1-800-670-4357
Fax..... 902-428-2164
Mailing address: PO Box 160, STN Central,
Halifax NS B3J 2M4

Direct Funding Program

Direct funding programs are available to eligible people who have been assessed by Nova Scotia Health as having unmet needs. This funding allows people to hire private care providers for needs that may include personal care, meal preparation and light housekeeping. Registered professional health services, like nursing, cannot be purchased through direct funding. To find out if you are eligible, call Nova Scotia Health at **1-800-225-7225**.

Nursing

Home-care nurses provide nursing services in a community nursing clinic or at the persons home, including assessment, health teaching, health monitoring and treatment. Direct home nursing care can include activities such as intravenous therapy, dressing change, catheter care, and medication management. It can also include palliative care. An assessment is required to access provincial community nursing services. Assessments can be requested by calling toll free **1-800-225-7225** or may be assigned following discharge from hospital

Seniors Community Wheelchair Loan Program

The Seniors Community Wheelchair Loan Program provides new and recycled wheelchairs (manual and electric) to eligible residents of Nova Scotia to support them in their homes and communities. If you are eligible, an occupational or physiotherapist will arrange a time to meet with you to complete an assessment. To find out if you are eligible, call Nova Scotia Health at **1-800-225-7225**. The Canadian Red Cross also delivers a Short-Term Health Equipment Loan Program that allows people to return home from hospital earlier and gives independence and dignity to those in palliative care. Individuals can receive aids such as wheelchairs, walkers, bath seats, benches, commodes and toilet seats, crutches and canes, bed handles and other durable medical equipment. Call 211 to find your nearest Red Cross location.

In-Home Support

Many private organizations offer in-home support services to seniors who want to remain in their own homes and do not qualify for support offered by Continuing Care. They provide professional nursing care and offer a variety of home-support services. The services offered may include foot care, companionship, in-home nursing care, physiotherapy treatments, homemaker services (such as light housekeeping, meal preparation, and organization), transportation, and many others. The services can be tailored to the client's needs. Fees vary depending on the type of care required. For a list of local providers, contact Caregivers Nova Scotia at caregiversns.org or toll-free at **1-877-488-7390**.

VON Nova Scotia

VON is a highly trusted charity that delivers nursing, home care and community support services to approximately 28,000 Nova Scotians every year. We help our clients stay healthy, live well and remain active. The innovative clinical, personal and social supports we provide help keep our clients living in the safety and comfort of their own homes and communities – where they want to be.

Phone 1-888-866-2273
E-mail national@von.ca
national@von.ca

Personal Alert Assistance

The Personal Alert Assistance program provides up to \$480 per year to reimburse eligible seniors for the purchase of a personal alert assistance service. The program is targeted at low-income seniors who live alone, have a history of recent falls, use a cane, wheelchair or walker, and are receiving publicly funded home-care services. To find out if you are eligible, call Nova Scotia Health toll-free at **1-800-225-7225**

Home Oxygen

The home oxygen service provides eligible Nova Scotians with access to oxygen for use in and

outside the home. This program funds oxygen equipment, including oxygen concentrators, portable oxygen tanks, and other related supplies, to individuals who require long-term oxygen therapy who meet the program's general and medical eligibility requirements.

Client Fees for Home Care and Home Oxygen

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

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

Long-Term Care

Long-Term Care

Provides accommodation, supervisory care, personal care, and nursing services to people who can no longer live independently with family and community supports available. There are two types of long-term care facilities: Nursing Homes and Residential Care Facilities.

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

Residential care facilities provide personal care, supervision, and accommodation in safe and supportive environments. In emergencies, people living in residential care facilities must be able to evacuate the facilities independently.

Choosing a Long-Term Care Home

If you are currently living in your home, you will be asked to identify the community you wish to live in and at least one long-term care home in which you would prefer to live. The home you select can be anywhere in Nova Scotia.

Long-Term Care Waiting Lists and Admissions

A person is placed on the waiting list for a long-term care home on the date the care-level decision is made by the Care Coordinator.

Nova Scotia Health organizes the waiting list based on both client need and chronologically by that date.

The length of time you will be required to wait before admission to a long-term care home depends on how many people are waiting to get into the home or homes you selected.

If you are living at home and are offered a placement at a long-term care facility you had chosen, your acceptance is generally expected within 24 hours of the offer. An admission date

will then be arranged with the long-term care facility. If you refuse the offered placement, you will be considered not ready for admission to any home your name will be removed from the wait list. Individuals who refuse a bed offer and wish to reapply will have to wait 12 weeks.

If your situation worsens while you are on the waitlist, you should contact your Care Coordinator right away for assessment.

Fees for Long-Term Care

The Department of Seniors and Long-Term Care covers the healthcare component of long-term care; residents pay the accommodation costs at rates set by government every year. Residents also pay for personal expenses.

Those who cannot pay the standard accommodation charge can apply for a charge reduction through a financial assessment based on net income. The remaining costs are paid by the Department of Seniors and Long-Term Care. Net income is derived from the person's most recent Income Tax and Benefit Return; specifically, line 236 (net income) minus line 435 (taxes payable). Reassessment is provided each year. There is no additional fee for private rooms; they are assigned based on individual care requirements.

Long-Term Care Financial Assessment Process

As part of your application to a long-term care home, your Care Coordinator will help you get started on the financial assessment process. If you are applying for a reduction to the standard accommodation charge, you will be asked about your income and required to sign consent forms that will allow financial assessment review officers with the Department of Seniors and Long-Term Care to verify your financial information with the Canada Revenue Agency.

This information is kept confidential. The financial assessment determines whether you are eligible for a reduced accommodation charge.

Long-Term Care and Home Care Specialized Health Equipment Loan Program

Residents of provincially-licensed and funded long-term care facilities, such as nursing homes and residential care facilities, can borrow specialized health equipment from the Canadian Red Cross through its Health Equipment Loan Program, which is funded by the Department of Seniors and Long-Term Care. Some examples of specialized health equipment are walkers, crutches, specialized mattresses and beds, and custom wheelchairs. Approved applicants may be required to pay a monthly fee for the use of specialized health equipment. Fees are based on income and the type and quantity of equipment provided.

Other Supports

Alzheimer Society of Nova Scotia

The Alzheimer Society of Nova Scotia is the leading not-for-profit health charity serving Nova Scotians affected by dementia. Active in communities across the province, the Society offers help for today through programs and services and hope for tomorrow by funding research to find the cause and the cure. We provide education and support to people living with dementia, their care partners, healthcare professionals and the public.

Phone 902-422-7961
Toll-free 1-800-611-6345
E-mail alzheimer@asns.ca
www.alzheimer.ca/ns

Veterans Affairs Canada

VAC offers a wide range of services and benefits to qualified veterans, Canadian Forces members, serving and discharged members of the RCMP, and certain civilians and their families. For more information on services and benefits, to find out if you qualify, or to apply, contact VAC:

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

Veterans' Independence Program

A national homecare program that helps VAC clients to remain healthy and independent in their own home and community.

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

Palliative Home Care

This program provides services, including nursing and home support, for terminally ill people who it has been decided that treatment to extend life is no longer that primary goal.

To find out if you are eligible, call Nova Scotia Health toll-free at **1-800-225-7225**

Community Activities

Seek out cultural, recreational, and social activities in your community.

Call 211 or visit www.ns211.ca

Sport and Recreation

Regular physical activity is important for healthy aging.

For information about physical activity, sport and recreation opportunities and funding programs visit cch.novascotia.ca or call 211.

Hike Nova Scotia

Phone 902-932-6902
www.hikenovascotia.ca

Municipal Recreation

Most municipalities in Nova Scotia have recreation departments with trained professionals and volunteers available to support the needs in their communities. For information on recreation activities for seniors, contact Recreation Nova Scotia.

Recreation Nova Scotia

1600 Bedford Hwy, Suite 201
Phone 902-425-1128
www.recreationns.ns.ca

Nova Scotia 55+ Games Society

E-mail pres55plusns@gmail.com
www.novascotia55plusgames.com

Nova Scotia's Public Libraries—Your Community Connection

Nova Scotia's public library system offers a wide variety of materials, programs, and services.

To find your nearest library, visit www.publiclibraries.ns.ca or call 211

Chebucto Links

Chebucto Links keeps seniors connected by offering a number of free or low cost programs for seniors. Call 902-422-3525 or visit www.chebuctolinks.ca for more information.

Internet and Online Training

@NS Community Technology

@NS provides communities with affordable access in close to 200 sites throughout the province. In our community technology sites you can access the internet, learn basic computer skills, discover new and emerging technologies, access government services and online education, and learn and share with others.

If you would like to find a site in your community, visit our website at www.communitytechns.ca or call 211.

Services for Newcomers

Immigrant Services Association of Nova Scotia (ISANS)

ISANS Mumford

Main Office
960 Mumford Road, Suite 2120 (2nd floor)
Halifax, NS

Phone 902-423-3607
Toll-free in Nova Scotia. 1-866-431-6472
E-mail info@isans.ca
www.isans.ca

YMCA Centre for Immigrant Programs

7071 Bayers Road, Halifax
Phone 902-457-9622
Email yis@halifax.ymca.ca
www.ymcafx.ca

Employment & Entrepreneurship

Nova Scotia Works Employment Services Centres

- With over 50 locations across Nova Scotia and services available online, Nova Scotia Works is helping both job seekers and employers connect and move forward in their job search and career.
- NS Works helps individuals in Nova Scotia understand, prepare for, and fill the needs of the province's job market. Meet with a Case Manager at a Nova Scotia Works to learn more about employment services and funding programs.
- Nova Scotia Works also helps employers recruit and retain the talent they need. Meet with an Employer Engagement Specialist to learn how they can help you access people, resources, and funding programs.

Visit www.novascotia.ca/works for more details or to find a location near you.

Online Training

SkillsOnlineNS: Free access to hundreds of online courses, ranging from software applications to customer service, from HR fundamentals to accounting essentials. Private learning networks can be created for employers where individual courses can be assigned to employees.

www.coursepark.com/ns

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

Starting a Business

Business Counselling, Training, and Financial Assistance in Nova Scotia

Local Community Business Development Corporation offices offer business development programs, financial assistance, counselling, and training, as well as advisory services and support, to entrepreneurs either starting a business or wanting to expand or modernize one.

Nova Scotia Association of Community Business Development Corporations

Phone 1-888-303-2232

www.cbdc.ca/en

Self-Employment Program

PA program to assist individuals who are having trouble finding employment to create their own job. Program details can be found here: novascotia.ca/employmentnovascotia/programs/self-employment.asp

Centre for Women in Business (MSU):

www.centreforwomeninbusiness.ca

Volunteering

Volunteer Nova Scotia is a free province-wide database connecting Nova Scotians to the right volunteer opportunities. It also connects non-profit organizations to the right volunteers. For more information, please visit volunteersns.ca

Provincial Volunteer Awards

Every September, Nova Scotia celebrates volunteers nominated by organizations and communities at the Provincial Volunteer Awards. Nominations are open in April.

For more information or to nominate a volunteer, please visit www.novascotia.ca/nonprofitsector/provincialvolunteerawards



Financial Assistance

Concerns about Investments

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

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

Phone 902-424-7768

Toll-free 1-855-424-2499

www.nssc.novascotia.ca/seniors

www.nssc.novascotia.ca/recognize-and-report-scam

Employment Support and Income Assistance Program

Nova Scotia Department of Community Services

Low-income seniors who have additional needs (i.e. pharmacare expenses, medical devices) and no means of paying for them can apply to see if they qualify for the Employment Support and Income Assistance Program. All other funding sources must be explored, including the federal Old Age Security program and the Guaranteed Income Supplement. For more information or to discuss eligibility, contact Community Services.

Toll-free. 1-877-424-1177

Financial Planning

Insurance

Tips for Consumers

Before purchasing insurance, it's wise to consult a qualified insurance professional who can assess your needs and give you advice to meet those needs. Regardless of the type of insurance (life, home, health, travel, or automobile) you are purchasing, it can pay to shop around, ask friends, get quotes from a few providers, and compare the coverage and price.

Office of the Superintendent of Insurance

Phone 902-424-6331

E-mail fininst@novascotia.ca

www.novascotia.ca/finance

Insurance Bureau of Canada ★

IBC is the national industry association representing Canada's private home, car, and business insurers.

Phone 902-429-2730

Toll-free 1-844-2ASK-IBC (1-844-227-5422)

www.ibc.ca/on/home

Pensions and Other Benefits

Federal Retirement Income Programs ★

- Old Age Security (OAS)
- Guaranteed Income Supplement (GIS)
- Canada Pension Plan (CPP)

For information or application forms for these pensions or benefits:

Toll-free (English)..... 1-800-277-9914
Sans frais (Français)..... 1-800-277-9915
TTY..... 1-800-255-4786
www.canada.ca – under most requested, click on “Public pensions (CPP and OAS).”

Taxes and Tax Credits

Property Tax Rebate for Seniors Program ★

Service Nova Scotia and Internal Services administers this rebate to help eligible seniors remain in their homes. The program provides eligible homeowners with a 50% rebate of the previous year’s municipal property taxes, to a maximum of \$800. The program runs each year from July 1 to December 31.

For more information, contact Service Nova Scotia and Internal Services

Phone 902-424-5200
Toll-free..... 1-800-670-4357
Tax..... 902-428-2164
www.beta.novascotia.ca/apply-property-tax-rebate-property-tax-rebate-seniors

Note: Some exceptions apply.

Personal Income Tax ★

If you have taxable income in Canada, you will need to file an income tax return by April 30 of the following year to calculate the amount of taxes you owe. You may also have to file a tax return if you have sold real estate or if you have to repay any Canada Pension Plan (CPP) or Old Age Security (OAS) benefits.

Even if you do not have taxable income, filing a return will enable the CRA to calculate if you are eligible for a tax refund, a GST/HST credit, the Guaranteed Income Supplement (GIS), Canada workers benefit (CWB) and/or any benefits from the Province of Nova Scotia benefits such as Nova Scotia Affordable Living Tax Credit.

Income tax returns and guides are available online, or by calling CRA, starting around mid-February. You can file your income tax return on paper as well as online. Filing online ensures that your return will be processed quickly, usually within two weeks.

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

Toll-free numbers:

CRA automated information . . . 1-800-267-6999
CRA individual income tax and trust inquiries

..... 1-800-959-8281
Child and family benefits (CCB/ GSTC)

..... 1-800-387-1193
www.canada.ca/tax

Medical expenses ★

You can claim the total eligible medical expenses you or your spouse or common-law partner paid for: yourself; your spouse or common-law partner; you or your spouse's or common-law partner's child(ren) who were under the age of 18 at the end of the tax year.

Toll-free 1-800-959-8281
www.canada.ca/taxes-medical-expenses

Disability Tax Credit ★

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

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

Toll-free. 1-800-959-8281
www.canada.ca/disability-tax-credit

Canada Caregiver Credit ★

The Canada Caregiver Credit combines the federal infirm dependent credit, caregiver credit and family caregiver credit that were available prior to 2017. You may be able to claim the Canada Caregiver Credit for the following eligible dependent's:

A spouse or common-law partner, you or your spouse or common-law partner's child, grandchild, parent, grandparent, brother, sister, aunt, uncle, niece, or nephew.

Each eligible dependent must meet the following conditions:

- Dependent on you for support because of a physical or mental impairment.
- A resident in Canada at any time in the year. You cannot claim this amount for a person who was only visiting you.
- In some cases, the dependent must have lived with you.

For more information, refer to your tax guide or contact the Canada Revenue Agency.

Toll-free. 1-800-959-8281
www.canada.ca/taxes-seniors

Community Volunteer Income Tax Program ★

The Community Volunteer Income Tax Program is a free service available to individuals and families with modest income and a simple tax situation who need help to prepare their income tax and benefit returns.

The service is offered free of charge year-round throughout Nova Scotia. If you would like to offer your services as a volunteer, training is provided. For a list of volunteer tax clinics in your area, visit the CRA website or call the toll-free number.

Toll-free. 1-800-959-8281
www.canada.ca/taxes-volunteer

My Account ★

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










www.canada.ca/my-cra-account



CLINICAL FRAILITY SCALE

Where do you fit on the scale? Knowing where you fit can help you be safe in your home and community.

The Clinical Frailty Scale (CFS) was introduced in the second clinical examination of the Canadian Study of Health and Aging (CSHA) as a way to summarize the overall level of fitness or frailty of an older adult after they had been evaluated by an experienced clinician (Rockwood et al., 2005). The Department of Seniors and Long-Term Care would like to thank Dr. Ken Rockwood for the permission to use.

	1	VERY FIT	People who are robust, active, energetic and motivated. They tend to exercise regularly and are among the fittest for their age.		6	LIVING WITH MODERATE FRAILITY	People who need help with all outside activities and with keeping house . Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.
	2	FIT	People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally , e.g., seasonally.		7	LIVING WITH SEVERE FRAILITY	Completely dependent for personal care , from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~6 months).
	3	MANAGING WELL	People whose medical problems are well controlled , even if occasionally symptomatic, but often are not regularly active beyond routine walking.		8	LIVING WITH VERY SEVERE FRAILITY	Completely dependent for personal care and approaching end of life. Typically, they could not recover even from a minor illness.
	4	LIVING WITH VERY MILD FRAILITY	Previously “vulnerable,” this category marks early transition from complete independence. While not dependent on others for daily help, often symptoms limit activities . A common complaint is being “slowed up” and/or being tired during the day.		9	TERMINALLY ILL	Approaching the end of life. This category applies to people with a life expectancy <6 months , who are not otherwise living with severe frailty . (Many terminally ill people can still exercise until very close to death.)
	5	LIVING WITH MILD FRAILITY	People who often have more evident slowing , and need help with high order instrumental activities of daily living (finances, transportation, heavy housework). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation, medications and begins to restrict light housework.				

SCORING FRAILITY IN PEOPLE WITH DEMENTIA

The degree of frailty generally corresponds to the degree of dementia. Common **symptoms in mild dementia** include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.

In **moderate dementia**, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting. In **severe dementia**, they cannot do personal care without help. In **very severe dementia** they are often bedfast. Many are virtually mute.



DALHOUSIE UNIVERSITY

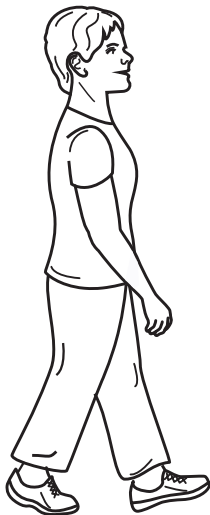
Clinical Frailty Scale ©2005–2020 Rockwood, Version 2.0 (EN). All rights reserved. For permission: www.geriatricmedicineresearch.ca
Rockwood K et al. A global clinical measure of fitness and frailty in elderly people. CMAJ 2005;173:489–495.

Fitness in the Kitchen

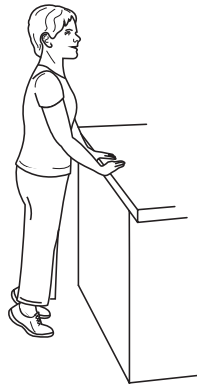
...3rd edition

General tips:

- To maximize your safety, hold on to your kitchen counter.
- Start with 5 repetitions per day, and gradually build up to 10-15 repetitions.
- Use slow, controlled movements
- See your doctor or other health professional before starting any exercise program.

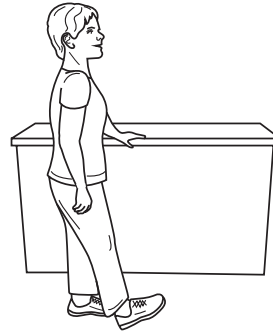


Include walking, indoors or out, in your daily exercise plan.



1

Stand with feet 12 inches apart. Rise up slowly on your toes as high as you can. Hold 5 seconds.



2

Pull your toes up toward your body as high as you can. Hold 5 seconds. Repeat with other foot.



3

Slowly bend right knee. Hold 3 seconds and slowly lower. Repeat on left side.



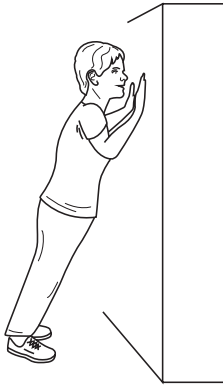
6

Place feet about 12 inches from counter. Hold onto counter and bend knees in a squat as if you are going to sit in a chair. Slowly raise up again, using your thigh muscles rather than pulling with your arms.



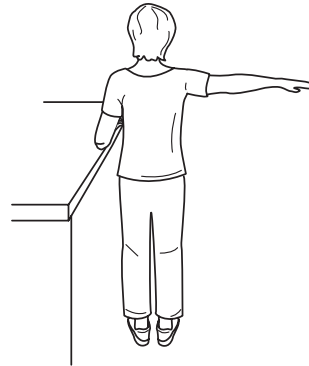
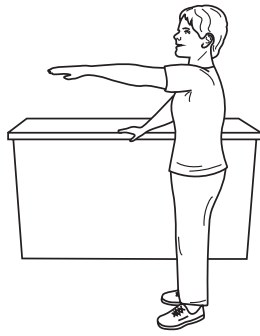
7

Leg lifts - With the counter for support, lift leg to the front, pause, and lower slowly. Repeat with each leg to front, side and back. Use controlled movements - don't swing leg.



4

Find a clear wall space. Stand about 18 inches from the wall. Place your hands on the wall shoulder width apart. Bend your elbows and lean into the wall, then slowly straighten your arms.



5

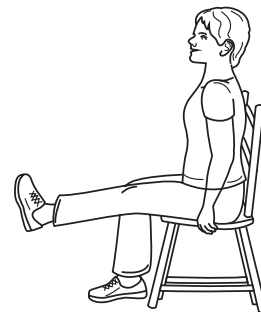
Arm Stretches (Repeat with the each arm)

- Holding onto counter for support, stretch arm out in front.
- Then raise and stretch arm out to the side.
- Then raise arm above your head



Balance Exercise

Let your hands hover over the counter without touching and lift one leg to the back. Can you balance for 10 seconds or more? Now switch legs and try the other side.



8

Quad stretch - Sit on a sturdy chair. Straighten right leg then slowly lower. Repeat on the other side.

Find a Family Physician or other Primary Healthcare Provider

If you are looking for a family doctor, a nurse practitioner, or other healthcare professional or service, please call 811 or visit www.needafamilypractice.nshealth.ca

Nova Scotia Health Authority, IWK Health Centre
Nova Scotia Health Authority and the IWK Health Centre manage the delivery of hospital and community-based care and health services.

Toll-free 1-844-491-5890
www.nshealth.ca

IWK Health Centre
Phone 902-470-8888
www.iwk.nshealth.ca

Nova Scotia Health: Blood Collection Locations:
www.nshealth.ca/blood-collection
Phone 1-833-637-1350

VirtualCareNS
A free program that enables people on the Need a Family Practice Registry to access a primary-care provider online through their computer or mobile device. Participants can use VirtualCareNS to access care for a variety of health concerns. If a patient's health concerns can't be resolved virtually, they will be provided with options for in-person care. Primary-care providers can also prescribe medications, order tests and make referrals for specialized care.
www.nshealth.ca/service-details/VirtualCareNS

Community Pharmacy Primary Care Clinics
Community Pharmacy Community Care clinics are a pilot project enabling a select number of pharmacies to offer expanded services. To find out more information, including locations and services, visit www.pans.ns.ca/PPCC

Vaccines are for all ages

As we get older, the risk for certain diseases increases and the complications from other diseases may be more severe. Vaccines are valuable, such as a yearly influenza vaccine and the one-time pneumococcal vaccine.

The other benefit of receiving vaccines is that you help protect the ones you love because you are less likely to spread disease. This is especially important for infants, those with medical conditions, and people with weakened immune systems who you may be surrounded by on a regular basis.

To help protect yourself and those around you, speak with your health care provider about what vaccines may be right for you!

Ambulance Services (911)

If you are a Nova Scotia resident with a valid health card, the province pays the cost of transfers between hospitals. Otherwise, there is a fee for ambulance service. Fee information is available here: www.novascotia.ca/dhw/ehs/ambulance-fees.asp

Please note these may be covered by private medical insurance.

If an ambulance fee will create financial hardship, we will offer you a repayment schedule. If you aren't able to pay your bill because you don't have enough income, you can apply to have the fee waived. You must do this within 90 days of the date on the bill. Please note that we base that decision on Statistics Canada's Low-Income Measure.

For more information, please call the EHS billing office at 902-832-8337 or toll-free at 1-888-280-8884.

Community Health Teams ★

Community Health Teams are part of Nova Scotia Health and provide FREE wellness programs and services. Programs are offered by licensed health care professions and topics covered include healthy eating, physical activity, and mental wellness. We are currently offering our programs virtually to residents with a valid Nova Scotia health card. Visit our website to check out the many programs offered.

Phone 902-460-4560
www.communityhealthteams.ca

Nova Scotia Health Insurance

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

Eligibility

To be eligible for insured health services under MSI, you must be:

- a Canadian citizen or "Permanent Resident" (Landed Immigrant)
- a resident whose permanent home is in Nova Scotia
- present in Nova Scotia for at least 183 days in any calendar year
- registered with MSI

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

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

Change of Address

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

Medical Services Insurance

230 Brownlow Avenue, Dartmouth
PO Box 500
Halifax NS B3J 2S1

Phone 902-496-7008
Toll-free. 1-800-563-8880
E-mail msi@medavie.ca
www.novascotia/dhw/msi

811—Health Information and Advice ★

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

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

Phone (in Nova Scotia) dial 8-1-1
Hearing-impaired (TTY) dial 7-1-1

To speak to a registered nurse, or to quit smoking, press 1.

To register for a family practice, press 2.
www.811.novascotia.ca

Seniors' Pharmacare Program

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

If you qualify for membership and choose to join, your Nova Scotia Health Card becomes your Pharmacare Card.

Visit the Pharmacare website:
www.nspharmacare.ca for more information.

(Please include your Nova Scotia health card number on all correspondence.)

By mail:

Nova Scotia Seniors' Pharmacare Program
PO Box 9322
Halifax NS B3K 6A1

In person:

Nova Scotia Seniors' Pharmacare Program
230 Brownlow Avenue, Dartmouth, NS
Phone..... 902-429-6565
Fax..... 902-468-9402
Toll-free1-800-544-6191
E-mail.....
SeniorsPharmacare@medavie.bluecross.ca

Dental

Dalhousie University Dental School

At reduced fees, the public can receive a wide range of dental services, from cleanings to dentures. Treatments are provided by supervised students of the Dentistry and Dental Hygiene programs. Seniors welcome.

Dalhousie Dental Clinic 9 am to 4 pm
Phone 902-494-2101
www.dal.ca (search for dental clinic)

Mental Health and Addiction Services

Adult Mental Health and Addictions Programs and Services

Programs and services for mental health and addiction are offered through a variety of organizations. The provincial health authority, Nova Scotia Health (NSH), is one such organization which provides centralized, province-wide crisis and adult mental health services in both community clinics and hospital settings for all Nova Scotians. It's important to get help if you or someone you know needs support for mental health, addiction, or overall mental wellbeing.

Free Online Support: The provincial government hosts several free online apps and services like mindfulness, self-care during grief and Therapy Assistance Online. Visit: www.novascotia.ca/mental-health-and-wellbeing

You can search for services using this online searchable database: mha.nshealth.ca/en

Gambling Support Network

Toll-free1-888-347-8888
gamblingsupportnetwork.ca

Mental Health Crisis Services

Crisis services are for individuals who are having suicidal thoughts, self-harming thoughts or behaviors, overwhelming anxiety, difficulty coping with distress, psychotic or distorted thinking, depression, substance use difficulties or any other self-identified mental health concerns. Crisis is self-defined by the individual who uses crisis supports. The following toll-free resources are available 24 hours a day 7 days a week:

NSH Provincial Mental Health Crisis Line

provides crisis intervention for anyone experiencing a mental health crisis or mental distress.

Phone 1-888-429-8167

Non-Crisis Mental Health and Addiction Services

NSH's Community Mental Health Clinics provide assessment, diagnosis, treatment, and outreach services that can help people to manage mental illness, addictions, and concurrent disorders.

Treatment may include individual or group therapy. Addiction support through the clinics aims to improve the lives of Nova Scotians who are harmfully involved with alcohol, gambling, tobacco, or other drugs.

To access services from NSH, call the Provincial Intake line to talk with a clinician. All services are free of charge. No referral is required.

Provincial Intake Service

Phone 1-855-922-1122

NSH Senior's Mental Health Service

NSH Senior's Mental Health Service provides assessment, consultation, and treatment for people aged 65 and older for a new onset of mental health challenges. The service is also for individuals of any age with dementia and complicated behavioural and psychological symptoms of dementia.

To access these services, call 211 or go to mha.nshealth.ca and search "seniors mental health".

Preventing Falls

Falls Clinic, Geriatric Day Hospital

The goal of the clinic is to prevent falls for those at risk. Nova Scotians aged 65 and over who have fallen or have mobility or balance difficulties can be referred to the Falls Clinic by their family doctor or any health professional with written support from the family doctor.

Professionals will assess the senior's overall health status and medications, the risk factors involved in falling, home safety, walking aids, cognition, and home supports. They will then recommend treatment and provide counselling.

Camp Hill Veterans' Memorial Building, 1st Floor

Halifax NS B3H 2E1

Phone 902-473-2493

Fax 902-473-7336

Centre for Health Care of the Elderly ★

The centre provides healthcare services for older adults. Specific programs include the geriatric assessment unit, geriatric restorative (rehabilitation) unit, geriatric day hospital, and specialty outpatient clinics such as the memory disability clinic and falls clinic. A referral must be made by a physician. Clinics are held in Middleton, Antigonish, and Lunenburg.

Camp Hill Veterans' Memorial Building—QEII

Halifax, NS

Phone 902-473-8603

www.cdha.nshealth.ca/geriatric-medicine

Palliative and Therapeutic Harmonization (PATH) Clinic ★

The PATH Clinic is for frail older adults with advanced medical conditions, many recent hospitalizations, or unmanaged symptoms, where the impact of treatments on quality of life may be questioned. The clinic helps patients, families, and caregivers with decision making. Physician referral is required.

Phone 902-473-8603
www.cdha.nshealth.ca/geriatric-medicine

Services for Seniors

Adult Day Programs

Day programs provide seniors with a socially stimulating environment where they can participate in activities and meet new people. For more information call 211.

ElderDog Canada

Toll-free 1-855-336-4226
E-mail..... info@elderdog.ca
www.elderdog.ca

Community Meal Programs

Organizations across the province sponsor hot-meal programs for seniors.

For specific information on meal programs in your area, call 211 or visit www.mowns.ca/

Telephone Contact Programs

Telephone contact programs are available in various Nova Scotia communities to ensure that seniors who live alone have regular contact with others. If you would like to participate, contact the program nearest you by calling 211.

Hearing & Speech Nova Scotia

Hearing and Speech Nova Scotia provides audiology and speech-language pathology services.

5657 Spring Garden Road
Park Lane Terraces, Suite 401, Box 120
Halifax, NS B3J 3R4

Phone 902-492-8289
Toll Free. 1-888-780-3330
Email info@nshsc.nshealth.ca
www.nshsc.nshealth.ca

Health Equipment

Canadian Red Cross

Health Equipment Loan Program (HELP)

Free short-term (HELP) loans of mobility aids, such as crutches, canes, and walkers. Visit redcross.ca. To find a location nearest to you, please call **1-800-418-1111** or **211**.

Municipal Affairs and Housing

Municipal Affairs and Housing promotes responsible local government and safe, sustainable, inclusive, and welcoming communities. Through working with municipalities and other partners, DMAH contributes to strong and diverse economies, high quality of life, and affordable, adequate, and suitable housing for all. To learn more about housing programs and services, visit www.housing.novascotia.ca/programs-and-services

Municipal Affairs and Housing – Housing Grants and Loans

Municipal Affairs and Housing offers several grant and loan programs designed to help low-income seniors and families maintain their homes. Rent supplement programs that provide subsidies to homeowners and renters to pay a portion of their housing costs are also available. Eligibility for these programs includes income testing but may also include other criteria. To learn more visit www.housing.novascotia.ca/programs-and-services. You can call **1-844-424-5110** for home repair and adaptation programs of **1-833-424-7711** for rent supplement programs.

Home Efficiency, Heating, Independent Living

Benefit from Lower Heating Bills

HomeWarming has helped over 10,000 Nova Scotians save on heating costs, enjoy a more comfortable home, and have more room in the budget for other priorities by offering free home energy assessments and free home upgrades. See if you qualify for free home upgrades like

draft-proofing, insulation or other efficiency options by visiting www.homewarming.ca or call **1-877-434-2136**.

Heating Assistance Rebate Program (HARP)

Service Nova Scotia and Internal Services administers this rebate to help low-income Nova Scotians with the cost of home heating. The program runs each winter from the third Monday in October until March 31. To learn more call **1-800-670-4357** or visit www.novascotia.ca/heatinghelp

Housing Options

Municipal Affairs and Housing & the NS Provincial Housing Agency

Municipal Affairs and Housing is responsible for preserving and increasing the supply of affordable housing, working in partnership with the community housing and private sectors. The Nova Scotia Provincial Housing Agency is responsible for managing and maintaining the province's public housing portfolio (rent-geared-to-income affordable housing). To learn more visit www.housing.novascotia.ca/programs-and-services or www.nspha.ca or call 211.

Residential Tenancies Act

Service Nova Scotia and Internal Services can assist landlords and tenants with general questions and provide assistance in settling disputes through mediation or a hearing, conducted over the telephone.

Phone 902-424-5200
Toll-free 1-800-670-4357
www.novascotia.ca/rta

Safety & Security

Emergency Planning

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

Adult Protection

Information on Adult Protection Services can be found online at www.novascotia.ca/dhw/ccs/protecting-vulnerable-adults.asp

Under the law, you must report a suspected case of adult neglect or abuse to the Department of Health and Wellness, whether the information is confidential or privileged.

If you know of an adult in need of protection, you must report the case promptly.

Call toll free 1-800-225-7225
If you feel the person's life is in danger, call 911.
Seniors Abuse Line 1-877-833-3377

Senior Abuse Information Line—call 211

211 handles Senior Abuse Information and referral phone calls for all areas across the province.

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

Sometimes abuse is a crime. Call your local police station for information or to report abuse.

If the situation is an emergency or could be dangerous, call 911.

Seniors' Safety Program

A Seniors' Safety Program is a community-based program that is operated and managed by a municipality or a non-profit organization. Programs support community's response to addressing senior's safety concerns, reduce incidences of elder abuse and neglect by promoting education and awareness about senior abuse, crime prevention, and safety and health issues enhancing communication between seniors and the police providing information, educational sessions, and referral services to seniors offering direct contact with seniors through the seniors' safety coordinator.

The coordinator works in close partnership with local police agencies and a large network of local, municipal, and provincial partnering agencies. Typically, services are offered to seniors throughout a county—in their own homes and at other locations within the community.

Please refer to 211 to ensure contact information is up to date or visit www.ns.211.ca

Consumer Protection

Fraud

Thousands of Canadians of all ages and from all walks of life are defrauded each year. Recognizing fraud is the first step to better protecting yourself.

RCMP's Seniors Guidebook to Safety and Security:

www.rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security

Canadian Consumer Handbook:

www.consumerhandbook.ca/en

If you think you may be a victim of fraud, more information is available.

Canadian Anti-Fraud Centre:

Toll-free call 1-888-495-8501

www.antifraudcentre-centreantifraude.ca

Legal Matters

Nova Scotia Department of Justice

The Department of Justice Victim Services offers a number of resources to support seniors who have been victimized by crime. Victim Services Officers help you as your case proceeds through the criminal justice system. For more information visit www.novascotia.ca/just. To find a location nearest to you, please call 211.

Personal Directives Act

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

For information on powers of attorney, enduring powers of attorney and legal representation, contact the Legal Information Society of Nova Scotia.

Phone.....902-455-3135

www.novascotia.ca/just/pda

Legal Information Society of Nova Scotia (LISNS)★

LISNS is a non-profit charity that provides legal information on a broad range of legal topics,

such as Personal Directives, Power of Attorney, Executors and Alternate Decision Makers. LISNS may also give a referral to a lawyer for a low-cost initial consultation fee of \$20 + tax for 30 minutes.

Legal Information Line

For free legal information or to request a lawyer or mediator referral, call, email, or connect by live chat at legalinfo.org

Hours: Monday to Friday, 9 am to 4 pm

Phone.....902-455-3135

Toll-free 1-800-665-9779

E-mail..... questions@legalinfo.org

www.legalinfo.org

LISNS (Publications, Speakers' Bureau, and Administration Only)

Phone.....902-454-2198

E-mail..... lisns@legalinfo.org

Other Resources

It's In Your Hands: Legal Information for Seniors and Their Families (4th edition 2019) is available in print and on-line.

www.legalinfo.org

Other Legal Resources

Public Trustee of Nova Scotia

The Public Trustee Office is a corporation sole of the Province of Nova Scotia. The Public Trustee administers deceased estates and manages the property and finances of incompetent adults and minor children who have no one willing and/or able to act on their behalf. The Public Trustee is also substitute decision-maker of last resort for individuals who require someone to make medical decisions on their behalf.

Phone (Main)902-424-7760

Phone (Healthcare Decisions).....902-424-4454

Nova Scotia Legal Aid Commission ★

Nova Scotia Legal Aid provides legal advice and representation in criminal, family, and social justice (income and housing). To find the office nearest you, call 211, see our website or call legal aid.
Toll-free. 1-877-420-6578
www.nslegalaid.ca/legal-aid-offices

Dalhousie Legal Aid

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

End-of-life

Before someone dear to you dies, it is important to find out their instructions concerning funeral arrangements or, if applicable, bequeathing the body for medical research or organ donation.

To assist with this process, call 902-424-4381
Toll-free (within Nova Scotia) . . . 1-877-848-2578
www.novascotia.ca/sns/access/vitalstats/death.asp

Funeral Assistance

In circumstances where there is no ability to cover required funeral costs, assistance may be available through the Nova Scotia Department of Community Services. For more information call 1-877-424-1177.

Hospice, Palliative Care, and Bereavement

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

Transportation

Licenses and Safe Driving ★

Driver's Licence

If you meet the criteria, you can renew your driver's licence online. If you don't meet the criteria, you can call or go online to make an appointment to visit an Access Nova Scotia or Registry of Motor Vehicles office to renew your driver licence. If you visit an office without an appointment, please be prepared to wait.

New Online Driver Licence Renewal Service

www.novascotia.ca/coronavirus/renew-your-drivers-licence-online-class-5-6-and-8/

To make an appointment, please call

Phone 902-424-5851

Toll-free 1-800-898-7668

Book an appointment: Access Nova Scotia -
Government of Nova Scotia

Accessible Parking, Licence Plates, and Permits ★

Qualified individuals can apply for accessible-parking plates and permits. You can call or go online to make an appointment to visit an Access Nova Scotia or Registry of Motor Vehicles office. A physician's referral is required. A physician's referral is required. If you visit an office without an appointment, please be prepared to wait.

Phone 902-424-5851

Toll-free 1-800-898-7668

Book an appointment: Access Nova Scotia -
Government of Nova Scotia

Veteran Plates

Qualified individuals can apply for veteran plates by completing the application form and supplying proof of eligibility. You can call or go online to make an appointment to visit an Access Nova Scotia or Registry of Motor Vehicles office. If you visit an office without an appointment, please be prepared to wait.

Phone 902-424-5851

Toll-free 1-800-898-7668

www.novascotia.ca/sns

Driver's Licence Refunds

You can request a refund of your driver's licence fee if you move out of the province or have stopped driving. Refunds can also be requested by the estate on behalf of deceased drivers.

Phone 902-424-5851

Toll-free 1-800-898-7668

www.novascotia.ca/sns

Seniors' Safe Driving Discount Program

Nova Scotia drivers aged 65 and over who hold a valid driver's licence can receive a rebate of up to \$40 on safe-driving courses.

Phone 902-424-5851

Toll-free 1-800-898-7668

www.novascotia.ca/sns

Nova Scotia Community Transportation Network

Our mission is to lead and support the development of innovative and practical solutions to community transportation challenges. If you need to find a ride check out the "Find a Ride" section of our website: www.communitytransitns.ca/need-a-ride/. Contact us if you would like to contribute towards our goal of an inclusive transportation network for everyone in Nova Scotia.

Phone 1-833-899-2253

E-mail connect@communitytransitns.ca

www.communitytransitns.ca



Help starts here

Key Contacts

Lifelong Learning Opportunities

University and Community College Courses for Older Adults

Most of the following universities and community colleges in Nova Scotia offer credit courses to seniors on a free tuition or reduced-fee basis.

Atlantic School of Theology, Halifax
Phone 902-423-5592
www.astheology.ns.ca

Seniors' College Association of Nova Scotia
Phone 902-444-7588
E-mail SCANSinfo@gmail.com
www.theSCANS.org

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

Seniors Advisory Council of Nova Scotia

The Seniors' Advisory Council of Nova Scotia, formerly called the Group of IX, is an independent body of volunteers appointed by the nine seniors' organizations that make up the Council. With over 100,000 older adults affiliated with these nine organizations, the voice of seniors to influence government policies and decision making about programs and services for older adults in Nova Scotia is represented.

Older adults and senior organizations are encouraged to make their views known to us, as our representation and advocacy is for all older adults and not limited to the nine organizations.

For further information please contact the Chair, Ron Swan

Phone 902-478-2001
Email ronswan@RonSwan.net

Bill Berryman
Phone 902-684-1172
Cell 902-877-2612
Email bbberryman459@gmail.com

CARP—A New Vision of Aging for Canada

C.A.R.P. Nova Scotia is a Chapter of Canada's largest advocacy association for older Canadians promoting equitable access to health care, financial security, and freedom from ageism. C.A.R.P. NS (also known as the Canadian Association of Retired Persons) is committed to a New Vision of Aging for Nova Scotia. We have almost 10,000 members in Nova Scotia ages forty-five years and over.

CARP Nova Scotia (Ron Swan, Chair)
Phone 902-495-8284
E-mail chair@CARPNovaScotia.ca
www.CARPnovascotia.ca

Community Links

Community Links is a provincial non-profit dedicated to ensuring all Nova Scotians can age well in their communities. Membership is free and open to clubs, organizations, and individuals interested in creating age-friendly communities and all aspects of aging well, including physical and mental health, active living, social connection, and participation. Our regional Aging Well Together Coalitions offer members opportunities to increase their collective impact and make a difference in their community. Community Links is affiliated with the National Pensioners Federation.

Phone 902-422-0914
Toll-free 1-855-253-9355
E-mail info@nscommunitylinks.ca
www.nscommunitylinks.ca

National Association of Federal Retirees (NAFR)

The NAFR is the largest national advocacy group representing active and retired members of the federal public service, Canadian Armed Forces, Royal Canadian Mounted Police and federally appointed judges, their partners and survivors. Dedicated to protecting the earned pensions and benefits of its members, NAFR also promotes and supports good public policy that improves the lives of all Canadians in retirement. Established in 1963, NAFR has branches across the country including the approximately 12,000 members that exist in 8 Nova Scotia Branches. Bilingual services are available.

Phone. 1-855-304-4700
E-mail service@federalretirees.ca
. service@retraitesfederaux.ca
www.federalretirees.ca/www.retraitesfederaux.ca

Nova Scotia Federation of Seniors (NSFS)

The Nova Scotia Federation of Seniors founded in 1973 operates as an association of senior clubs and councils. It advocates for improvements in programs and services that enable older adults to remain in their home communities for as long as they are able. Other priorities include improvements in incomes and benefits, better transportation services, improved medical and drug services, and the promotion of social and recreational opportunities. The Federation is represented on the Senior Advisory Council and is affiliated with NPF where concerns of national importance can be addressed.

Terry Donovan, Secretary

Phone. 902-616-0597
E-mail donovanterry32@gmail.com

Nova Scotia Government Retired Employees Association (NSGREA)

The aims of NSGREA are to advance the economic and social welfare of its members, make presentations to governments that would benefit the membership; secure legislation that will safeguard and promote the principles, rights, and liberties of members; assist groups

with their retirement programs; and encourage members to vote in elections.

Phone. 902-865-5050
Toll-free 1-800-677-8666
E-mail office@nsgrea.ca
www.nsgrea.ca

Regroupement des aînés de la Nouvelle-Écosse (RANE) ★

Le RANE représente, regroupe et mobilise les personnes de 50 ans et plus de l'Acadie de la Nouvelle-Écosse.

Le mandat du RANE est:

- Agir à titre de porte-parole des aînés de l'Acadie de la Nouvelle-Écosse;
- Favoriser la participation active des aînés dans le développement de leur communauté pour assurer la vitalité et la pérennité de l'Acadie de la Nouvelle-Écosse;
- Valoriser le vécu, l'expertise et les compétences des aînés dans la transmission du Patrimoine acadien, de la langue française et de la culture acadienne en Nouvelle-Écosse;
- Outiller les aînés de l'Acadie de la Nouvelle-Écosse pour faire face aux réalités du vieillissement;
- Promouvoir des modèles de vieillissement actif et positif.

Pour de plus amples renseignements au sujet des activités du Regroupement ou pour devenir membre, n'hésitez pas à visiter leur site Web au www.rane.ns.ca ou à communiquer avec le bureau du RANE au 902-304-9533 ou par courriel dg@rane.ns.ca
Claude Renaud, Président

Retired Teachers Organization of the Nova Scotia Teachers Union ★

The Retired Teachers Organization (RTO) of the NSTU is the official body representing the retired teachers of Nova Scotia. The RTO will advance, promote, and protect the welfare of

its 7,400 members. The RTO is well informed about the issues and opportunities for seniors in Nova Scotia through contact with members and is positioned to initiate responses, alone or in partnership with regional, provincial and national organizations, that engender a healthy, active, and engaged life in retirement.

Alyson Hillier, President
Phone 902-443-5106
E-mail alyson.hillier53@gmail.com
www.rto.nstu.ca

Royal Canadian Legion, Nova Scotia/Nunavut Command

The RCL dvocates and secures benefits and support services for veterans and their families. The members of the Royal Canadian Legion are the keepers of Remembrance in Canada. The RCL also delivers and supports programs for youth and seniors through community branches and provincial, territorial, and dominion Commands.
Phone..... 902-429-4090
Toll-free..... 1-877-809-1145
E-mail info@ns.legion.ca

Section of Senior and Retired Doctors of Doctors Nova Scotia

The Section of Senior and Retired Doctors (SSRD) promotes the health and welfare of senior physicians, and advocates for evidence-based actions and policies that improve the health status of all Nova Scotians, with particular attention to issues affecting seniors.

About 22 per cent (585 members) of the members of Doctors Nova Scotia (DNS) are aged 65 or older. The SSRD connects with the Canadian Medical Association via our provincial organization, DNS.

Phil Bagnell, Chair
Phone..... 902-446-0184
E-mail bagnellp@gmail.com



PROVINCIAL & FEDERAL REPRESENTATIVES ADVERTISING

Hon. Barbara Adams 
MLA – Eastern Passage



Constituency Office:
1488 Main Road
PO Box 116
Eastern Passage, NS
B3G 1M5

Ph: 902-406-0656

Email: barbadamsmla@gmail.com

Hon. Patricia Arab 
MLA – Fairview-Clayton Park

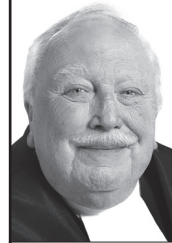


Constituency Office:
3845 Joseph Howe Drive
Suite 203
Halifax, NS
B3L 4H9

Ph: 902-329-8683

Email: info@patriciaarab.ca

Hon. Keith Bain 
MLA – Victoria-The Lakes



Constituency Office:
1415 Highway 105
Bras d'Or, NS
B1Y 2N5

Ph: 902-736-0301

Email: keithbainmla@bellaliant.com

Hon. Jill Balser 
MLA – Digby-Annapolis



Constituency Office:
138 Hwy 303, Unit 2
Digby, NS
B0V 1A0

Ph: 902-308-1992

Email: hello@digbyannapolis.ca

Danielle Barkhouse 
MLA – Chester-St. Margaret's



Constituency Office:
4080 Highway #3
Chester, NS
B0J 1J0

Ph: 902-275-2501
Tf: 1-833-275-2501

Email: barkhousemla@gmail.com

Kody Blois 
MP – Kings-Hants



Constituency Office:
24 Harbourside Drive
Unit 101
Wolfville, NS
B4P 2C1

Ph: 902-542-4010

Email: kody.blois@parl.gc.ca

Trevor Boudreau 
MLA – Richmond



Constituency Office:
Bras d'Or Professional
Center
10095 Grenville St.
St Peters, NS
B0E 3B0

Ph: 902-535-2297

Email: Info@trevorboudreau.ca

Claudia Chender 
MLA – Dartmouth South



Constituency Office:
360-33 Ochterloney
Street
Dartmouth, NS
B2Y 4P5

Ph: 902-406-2301

Email: claudiachendermla@gmail.com

Braedon Clark 
MLA – Bedford South



Constituency Office:
620 Nine Mile Drive
Suite 208
Bedford, NS
B4A 0H4

Ph: 902-405-3518

Email: info@braedonclark.ca

Hon. Brian Comer 
MLA – Cape Breton East



Constituency Office:
1724 Kings Road
Sydney River, NS
B1S 1E9

Ph: 902-564-8679

Email: Brian.Comer@novascotia.ca

Kendra Coombes 
MLA – Cape Breton Centre-Whitney Pier



Constituency Office:
2249 Sydney Rd
Reserve Mines, NS
B1E 1J9

Ph: 902-862-6337
Fx: 902-842-0432

Email: kendracoombesmla@gmail.com

Hon. Susan Corkum-Greek 
MLA – Lunenburg



Constituency Office:
97 Kaulbach St,
Suite 201
Lunenburg, NS
B0J 2C0

Ph: 902-634-8708

Email: susancorkumgreekmla@gmail.com

PROVINCIAL & FEDERAL REPRESENTATIVES ADVERTISING

Hon. Steve Craig

MLA – Sackville-Cobequid



Constituency Office:
Unit 104
445 Sackville Drive
Lower Sackville, NS
B4C 2S1

Ph: 902-864-6271
Fx: 902-864-0483

Email: stevecraigmla@gmail.com

Chris d'Entremont

MP – West Nova/Nova-Ouest



Constituency Office:
368 Main Street, Suite 223,
Yarmouth, NS B5A 1E9
Ph: 902-742-6808

778 Main Street,
Kingston, NS B0P 1R0
Ph: 902-242-3605

Email: Chris.dentremont@parl.gc.ca

Lena Metlege Diab

MP – Halifax West



Constituency Office:
3845 Joseph Howe Dr
Unit 401
Halifax, NS
B3L 4H9

Ph: 902-426-2217

Email: lenametlege.diab@parl.gc.ca
Facebook: [/LenaMetlegeDiabNS](https://www.facebook.com/LenaMetlegeDiabNS)

Rafah DiCostanzo

MLA – Clayton Park West



Constituency Office:
397 Bedford Highway,
Suite 201
Halifax, NS
B3M 2L3

Ph: 902-443-8318
Fx: 902-445-9287

Email: Rafah@Rafahdicostanzo.com

Hon. Becky Druhan

MLA – Lunenburg West



Constituency Office:
373 King Street,
Bridgewater, NS

Mailing Address:
100 High Street, Box 286
Bridgewater, NS B4V 2S7

Ph: 902-530-5449

Email: info@beckydruhan.ca

Stephen Ellis

MP – Cumberland—Colchester



Constituency Office:
35 Church Street
Amherst, NS B4H 3A5
Ph: 902-667-8679

40 Inglis Place
Truro NS B2N 4B4
Ph: 902-895-2863

Email: stephen.ellis@parl.gc.ca

Andy Fillmore

MP – Halifax



Constituency Office:
1888 Brunswick St.,
Rm 808
Halifax, NS
B3J 3J8

Ph: 902-426-8691

Email: andy.fillmore@parl.gc.ca
Social: [@andyfillmorehfx](https://www.instagram.com/andyfillmorehfx)

Darren Fisher

MP – Dartmouth—Cole Harbour



Constituency Office:
82 Tacoma Drive Suite
200 Dartmouth, NS
B2W 3E5

Ph: 902-462-6453

Email: darren.fisher@parl.gc.ca

Hon. Timothy Halman

MLA – Dartmouth East



Constituency Office:
73 Tacoma Drive, 2nd Floor
Dartmouth, NS
B2W 3Y6

Ph: 902-469-7353
Fx: 902-469-7351

Email: timhalmanmla@gmail.com

Larry Harrison

MLA – Colchester Musquodoboit Valley



Constituency Office:
3-87 Main Street West
Mastodon Ridge,
Second Level
Stewiacke NS BON 2J0

Ph: 902-639-1010
Fx: 902-639-2598

Email: larryharrisonmla@gmail.com

Hon. Tim Houston

MLA – Pictou East



Constituency Office:
2042-1 Queen Street
Westville, NS
B0K 2A0

Ph: 902-695-3582
Fx: 902-695-3581

Email: pictoueastamanda@gmail.com

Hon. Ben Jessome

MLA – Hammonds Plains-Lucasville



Constituency office:
2120 Hammonds Plains
Road, Unit 3
Hammonds Plains, NS
B4B 1P3

Ph: 902-404-9900
Fx: 902-404-8415

Email: jessomeben@gmail.com

PROVINCIAL & FEDERAL REPRESENTATIVES ADVERTISING

Mike Kelloway

MP- Cape Breton-Canso



Constituency Office:
850 Grand Lake Road,
Suite 7
Sydney, NS
B1P 5T9

Tf: 1-866-282-0699
Ph: 902-539-0525

Email: Mike.Kelloway@parl.gc.ca

Hon. Colton LeBlanc

MLA - Argyle



Constituency Office:
6-4200 Highway 308
Tusket, NS
BOW 3M0

Ph: 902-648-2020

Email: info@coltonleblanc.ca

Ronnie LeBlanc

MLA - Clare



Constituency Office:
1287 - Highway 1
Little Brook, NS
BOW 1M0

Ph: 902-769-5011

Email: info@ronnieleblanc.ca

Susan Leblanc

MLA - Dartmouth North



Constituency Office:
192 Wyse Road, Unit 1A
Dartmouth, NS
B3A 1M8

Ph: 902-463-6670
Fx: 902-463-6676

Email: susanleblancMLA@bellaliant.com

Hon. John A Lohr

MLA - Kings North



Constituency Office:
347 Main Street
Kentville, NS
B4N 1K7

Ph: 902-365-3420
Fx: 902-365-3422

Email: johnlohrmla@gmail.com

John A. MacDonald

MLA - Hants East



Constituency Office:
204 - 8 Old Enfield Road
Enfield, NS
B2T 1C9

Ph: 902-883-8649

Email: mlahantseast@gmail.com

Hon. Kim Masland

MLA - Queens



Constituency Office:
271 Main Street
Liverpool, NS
BOT 1K0

Ph: 902-354-5470

Email: kim.maslandmla@gmail.com

Hon. Greg Morrow

MLA - Guysborough-Tracadie



Constituency Office:
9996 Hwy. 16
Chedabucto Centre
(Unit P-1)
Guysborough, NS
BOH 1N0

Ph: 902-533-2777

Email: gregmorrow4gt@gmail.com

Lorelei Nicoll

MLA - Cole Harbour-Dartmouth



Constituency Office:
Millstone Square
250 Baker Drive
Suite 241
Dartmouth NS
B2W 6L4

Ph: 902-701-2245

Email: info@loleleicollmla.ca
loleleicollmla.ca

Chris Palmer

MLA - Kings West



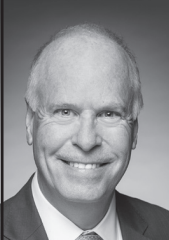
Constituency Office:
195 Cottage Street
PO Box 243
Berwick, NS
BOP 1E0

Ph: 902 375-2554
Tf: 1-888-701-2554

Email: chrispalmermla@gmail.com

Rick Perkins

MP - South Shore - St. Margaret's



Constituency Office:
Main office - Bridgewater
517 King Street Suite 102
Bridgewater, NS B4V 1B3
Barrington
2447 Highway 3
Barrington, NS BOW 1E0

BW: 902-527-5655
BR: 902-637-8611

Email: rick.perkins@parl.gc.ca

Hon. Iain Rankin

MLA - Timberlea-Prospect



Constituency Office:
1268 St. Margaret's Bay
Road, Suite 100
Beechville, NS
B3T 1A7

Ph: 902-404-7036

Email: info@iainrankin.ca

PROVINCIAL & FEDERAL REPRESENTATIVES ADVERTISING

Hon. Kelly Regan 
 MLA – Bedford



Constituency Office:
 1597 Bedford Hwy
 Suite 306
 Bedford, NS
 B4A 1E7

Ph: 902-407-3777
 Fx: 902-407-3779

Email: kelly@kellyregan.ca
 Website: kellyregan.ca

Dave Ritcey 
 MLA – Truro-Bible Hill-Millbrook-Salmon River



Constituency office:
 141 Victoria Street
 Truro, Nova Scotia
 B2N 1Z3

Ph: 902-897-0884

Email: mlaritcey@bellaliant.com

Hon. Tory Rushton 
 MLA – Cumberland South



Constituency Office:
 6 McFarlane Street
 PO BOX 250
 Springhill, NS
 B0M 1X0

Ph: (902) 597-4039
 Fx: (902) 597-3310

Email: toryrushtonmla@bellaliant.com

Darrell Samson 
 MP – Sackville-Preston-Chezzetcook



Constituency Office:
 2900 Hwy 2
 Suite 201
 Fall River, NS
 B2T 1W4

Ph: 902-861-2311
 Fx: 902-861-4620

Email: Darrell.samson@parl.gc.ca

Melissa Sheehy-Richard 
 MLA – Hants West



Constituency Office:
 58 Gerrish Street
 P.O. Box 3201
 Windsor, NS
 B0N 2T0

Ph: 902-798-0121
 Fx: 902-798-4783

Email: melissa.MLAoffice@gmail.com

Kent Smith 
 MLA – Eastern Shore



Constituency Office:
 6321 Hwy 7
 Head of Chezzetcook, NS
 B0J 2L0

Ph: 902-989-3772

Email: kent.smith@novascotia.ca

Tom Taggart 
 MLA – Colchester North



Constituency Office:
 10653 Highway 2,
 Masstown, Nova Scotia
 B0M 1G0

Ph: 902-641-2335

Email: Tom.Taggartmla@gmail.com

Hon. Michelle Thompson 
 MLA – Antigonish



Constituency Office:
 325 Main Street
 Suite 222
 Antigonish, NS
 B2G 2C3

Ph: 902-863-4266

Email: michellethompsonmla@gmail.com

Fred Tilley 
 MLA – Northside-Westmount



Constituency Office:
 2 Elliot Street
 Sydney Mines, NS
 B1V 3G1

Ph: (902) 736-0546

Email: mla@northsidewestmount.ca

John White 
 MLA-Glace Bay-Dominion



Constituency Office:
 219 Commercial Street
 Suite D,
 Glace Bay, NS
 B1A 3B9

Ph: 902-849-8930

Email: Johnwhitemla@outlook.com

Hon. Brian Wong 
 MLA – Waverley-Fall River-Beaver Bank



Constituency Office:
 1265 Fall River Road
 Suite 101
 Fall River, NS
 B2T 1E6

Ph: 902-576-3411

Email: brianwongmla@gmail.com

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