

# Prince Edward Island Seniors' Guide

2016



Seniors'  
Secretariat  
— of Prince Edward Island —

Information about programs  
and services for seniors

# Your Personal Record

Name(s) \_\_\_\_\_

Civic address \_\_\_\_\_

City/town/community \_\_\_\_\_

Postal code \_\_\_\_\_

Telephone number \_\_\_\_\_

Allergies \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Person to contact in case of emergency

\_\_\_\_\_

\_\_\_\_\_

Doctor(s) \_\_\_\_\_

\_\_\_\_\_

Pharmacy \_\_\_\_\_

Hospital \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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# Emergency Numbers

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## 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.



Phone: **911**

## Other emergency numbers:

### Air and Marine Emergencies

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

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

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

**Chief Mary Bernard Memorial Women's Shelter** - emergency shelter for Aboriginal and non-Aboriginal women and their children who are being abused or homeless.

..... Toll-free: **1-855-297-2332**

**Crime Stoppers** - report information about a crime

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

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

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

**Island Help Line** ..... **1-800-218-2885**

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

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

## About this Guide

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The *Prince Edward Island Seniors' Guide* includes information about programs and services provided 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.

Visit our website  
*[www.princeedwardisland.ca](http://www.princeedwardisland.ca)*  
Seniors toll-free line  
1-866-770-0588

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 Family and Human Services  
11 Kent Street, 2<sup>nd</sup> 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](mailto: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 Yellow Pages in the phone book or a website 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 annually as a guide, while on-line versions of the guide may be updated more frequently. Specific details should be obtained directly from sources listed. Inclusion of a private sector service in this guide is not an endorsement or recommendation. Consumers are encouraged to be cautious and ensure that individuals and companies that they deal with are reputable. The Seniors' Secretariat accepts no responsibility for events or actions caused by or resulting from the contents of this guide.

## Message from the Minister

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**Honourable Tina M. Mundy**

Minister of Family and Human Services

On behalf of my government colleagues and members of the Seniors' Secretariat, I am pleased to present the 2016 edition of the *Prince Edward Island Seniors' Guide*. In this guide you will discover helpful programs and services and also opportunities to meet people, learn new things and help the community by joining local groups and voluntary organizations. I encourage you to explore the many ways that these programs, services and organizations can help you remain active within your community. If you are interested in participating in a government agency, board or commission *Engage PEI* ([www.princeedwardisland.ca/en/topic/engage-pei](http://www.princeedwardisland.ca/en/topic/engage-pei)) offers many options for you to consider.

As we live longer more active lives there are many opportunities to enjoy Island life with neighbours, friends and family members. The importance of our social connections to health was highlighted in the Chief Public Health Officer's recent report, *Health for All Islanders*. Social connections were also discussed during the Seniors' Secretariat town hall meetings across PEI when attendees provided the Secretariat with many practical suggestions for strengthening relationships.

Island communities are wonderful settings for welcoming new people. Older adults can take the lead in welcoming new residents and staying in contact with people in the community. If you are looking for new ways to strengthen your relationships, reach out and make a telephone call or visit someone who may be experiencing challenges participating in community life.

I also invite you to call our toll-free Seniors' Line, 1-866-770-0588, and talk with staff members who can provide information on programs and services or visit the newly redesigned government of PEI web site [www.princeedwardisland.ca](http://www.princeedwardisland.ca).

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Tina M. Mundy'.

Tina M. Mundy  
Minister of Family and Human Services

# Message from the Seniors' Secretariat

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**Mary Hughes**

Chair

Prince Edward Island Seniors' Secretariat

The Prince Edward Island Seniors' Secretariat is pleased to present the *2016 Seniors' Guide*. We hope that you will find the information helpful, whether you are searching for a telephone number, a website for an organization or a service for a neighbour, friend or family member.

Today there are many ways to find information but despite the increasing number of options we have heard from Islanders during the Secretariat's visits to communities that many people continue to seek easier ways to get the information that they need. The *Seniors' Guide* is one of the ways the Seniors' Secretariat fulfills a commitment to seniors, families, caregivers and health care providers to improve access to information about programs and services. The *Seniors' Guide* was designed for you, by older adults and it contains information that seniors felt was important.

On behalf of the members of the Seniors' Secretariat I would also like to thank community members who participated in the Secretariat's town hall meetings in Souris, Montague, Charlottetown, Wellington and O'Leary over the past few months. It was wonderful to meet with you and hear about the issues that are especially important in your area. The information that you shared has helped the Secretariat provide advice to government, communities and service providers and has helped to shape this guide. In the pages that follow you can learn more about the Seniors' Secretariat and what we do.

Finally, seniors' organizations and service providers played a key role in providing input to the *Prince Edward Island Seniors' Guide* and in taking the time to contribute to this year's update - thank you for your support! If you have questions or concerns for the Seniors' Secretariat give us a call toll-free at 1-866-770-0588 or send us a message at [seniors@gov.pe.ca](mailto:seniors@gov.pe.ca) we look forward to hearing from you.

Regards,

*Mary Hughes*



# About the PEI Seniors' Secretariat

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## What does the PEI Seniors' Secretariat do?

The PEI Seniors' Secretariat is focused on fulfilling three main roles and responsibilities:

- Providing advice on policy and program development for seniors to government, business and community
- Offering public awareness and education on issues of importance to seniors and
- Research and information gathering to promote informed decisions.



## Who are the members of the Seniors' Secretariat?

The Seniors' Secretariat is composed of representatives from seniors organizations and service providers including members from: the Dental Association of PEI, PEI Senior Citizens' Federation, Royal Canadian Legion, Hospice PEI, Women's Institute, National Association of Federal Retirees, Les Francophone L'age D'or de Î.P.E., Mi'kmaq Confederacy of PEI, and Health PEI (Adult Protection).

Representatives provide information and advice that supports the work of the Secretariat and establish communications between the Secretariat and the member's organization.

## Areas of Action

The Seniors' Secretariat has identified a number of priority areas for action to improve the quality of life for older adults. These priorities include:

### Ageism and Promoting Positive Images of Aging

Ageism is any action, attitude, or prejudice that is applied to an individual or group of people based on age. Ageism is a form of discrimination and people who are subjected to this negative image eventually tend to adopt the image and behave in ways that conform to that image. The Secretariat attempts to combat ageism by increasing public awareness of this issue, challenging stereotypes (both positive and negative), and realistically portraying the diversity of Island seniors.

### Age-Friendly Communities

Age-friendly communities increase social and economic prosperity by ensuring that communities remain welcoming places for people of all ages and abilities. On PEI, work focuses on planning, developing, and maintaining Island communities that are '*great places to grow up and grow older in*'. The Secretariat seeks opportunities to work with community organizations and municipalities to promote age-friendly communities for Islanders.



## **Financial Security and Safety**

Planning for retirement, responding to changes in the economy, improving financial literacy, and protecting assets from fraud are a sampling of the issues facing older Islanders. The Seniors' Secretariat works with local organizations and agencies to distribute information related to financial security and preparedness.

Safety is important across the life span. For seniors and near seniors, specific safety issues include personal safety at home and in institutions; safe use, storage and disposal of medication; emergency preparedness; injury prevention and protection from abuse. The Seniors' Secretariat seeks to work with community organizations and governments to increase public awareness on safety issues.

## **Healthy Aging**

The Seniors' Secretariat believes that it is essential that older adults take an active role in maintaining their wellness, therefore the Secretariat's work in this area focuses on collaborating with partners to promote active living, healthy eating, tobacco control, and mental health.

## **Housing**

Affordable, accessible, acceptable, safe, and supportive seniors' housing options represent a key determinant of active aging. The Seniors' Secretariat promotes the creation of supportive housing environments that help people at all life stages and abilities to maintain their highest possible level of functioning.

## **Social Isolation**

Social isolation has been described as less social contact than an individual wishes. Although anyone can become socially isolated, seniors may be particularly at risk because of physical changes, environmental barriers to social participation, and changes in one's personal and social support networks. The Secretariat seeks opportunities to enhance seniors' social connections.



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# **PEI Seniors' Guide**

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## **Chapter 1**

### **Active Living and Learning**







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### **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 February 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.

..... 902-368-6570  
..... Toll-free: 1-800-247-6712  
..... Email: [vvuillemot@sportpei.pe.ca](mailto:vvuillemot@sportpei.pe.ca)  
..... Website: [www.pei55plusgamessociety.ca](http://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. Six to twelve weeks notice and proof of the birth or wedding are required.

..... Website: [www.gg.ca/contactus/](http://www.gg.ca/contactus/)

Greetings from the Governor General for birthdays of 90 years or more and anniversaries of 50 years or more can be arranged. Eight weeks notice is required.

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

..... Website: [www.gg.ca/contactus/](http://www.gg.ca/contactus/)

Greetings from the Lieutenant Governor for individuals celebrating birthdays of 80 years or more and anniversaries of 50 years or more can be arranged by contacting:

..... 902-368-5480

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### **Prime Minister of Canada**

Greetings from the Prime Minister of Canada can be arranged for birthdays of 65 years or more and anniversaries of 25 years or more. Contact your local Member of Parliament or the Prime Minister's office directly.

Mail: Congratulatory Messages

Executive Correspondence Unit, Langevin Block

Ottawa, ON

K1A 0A2

.....Email: [pm@pm.gc.ca](mailto:pm@pm.gc.ca)

.....Website: [www.pm.gc.ca/eng/request-greetings](http://www.pm.gc.ca/eng/request-greetings)

### **Premier of Prince Edward Island**

A special greeting from the Premier can be arranged for a birthday of 70 years or more, an anniversary of 25 years or more, retirement of 25 years or more or a special event. Six to eight weeks notice is required.

.....902-368-4400

.....Email: [txarsenault@gov.pe.ca](mailto:txarsenault@gov.pe.ca)

### **PEI Senior Islanders of the Year**

The PEI Senior Islanders of the Year Award was created to recognize and celebrate the many contributions of Island seniors. Each year, in October, the awards are presented to Islanders who have made a significant contribution in areas such as volunteerism, artistic achievement, community activities, education, professional achievement, fitness/recreation and other activities. To learn more about this award or to submit a nomination contact:

.....Toll-free: 1-866-770-0588

.....Email: [seniors@gov.pe.ca](mailto:seniors@gov.pe.ca)

.....[www.princeedwardisland.ca/seniors](http://www.princeedwardisland.ca/seniors)

### **Fishing and Hunting**

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

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**Fishing** - Fishing is permitted in PEI parks, ponds and streams. Islanders who are over the age of 60 can obtain a Courtesy Angling Fishing Licence free of charge after purchasing a Wildlife Conservation Fund. For information on fishing seasons and licences visit the website:

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

.. Search: Angling resources and information centre

**Trapping** - You must complete the Trapper Education Course. When you register for the course you will be given a PEI Trappers Manual. You must acquire a Trappers Licence in order to trap certain wildlife on PEI. There is a fee for a Trapping Licence. To register to attend a Trapper Education Course call:

..... 902-368-4683

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Trapping information centre

**Hunting** - You need a Firearms Safety Course, Hunter Safety Course and/or a Bow Hunting Safety Course to hunt on the Island. Hunters must register with Access PEI to take this course. There is a cost for this course. Upon successful completion of the Hunter Safety Course (on-line and field training day) you will receive a PEI Wildlife Card.

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Hunting information for residents

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

Registration, applications and licences are available at Access PEI Centers or from the Department of Communities, Land and Environment by calling 902-368-4683.

### 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.

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..... 902-894-7535

.....Email: [info@islandtrails.ca](mailto:info@islandtrails.ca)

..... Website: [www.islandtrails.ca](http://www.islandtrails.ca)

Island Trails is a not-for-profit group which promotes the use, development and care of trails. The group also coordinates trail events and volunteer programs, including recreational cycling events.

**Confederation Trail** - Four 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. To purchase a pass for snow mobile use on the trail (December 1 to March 31) contact the PEI Snowmobile Association.

..... Website: [www.peisa.ca](http://www.peisa.ca)

**Provincial Parks** - The province has 9 camping parks and 13 day-use parks which offer free access to beaches, nature trails, outdoor recreation and interpretive programs.

..... Website: [www.tourismpei.com/pei-provincial-parks](http://www.tourismpei.com/pei-provincial-parks)

**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.

..... 902-672-6350

.....Email: [pnipe.peinp@pc.gc.ca](mailto:pnipe.peinp@pc.gc.ca)

..... Website: [www.pc.gc.ca](http://www.pc.gc.ca)

### Newcomers

The PEI Association for Newcomers to Canada (PEIANC) helps immigrants and refugees settle in PEI.

The PEIANC:

- provides information, training and resources covering all aspects of settlement and integration to immigrant families and individuals;
- assists newcomers to become independent and helps in their search to find employment using an integrated cross-team model with interventions to overcome barriers to employment;

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- matches adult volunteers with newcomers for English language skills, Canadian workplace integration support and community connections; and
- educates and informs community, businesses and government departments about the needs of refugees and immigrants, and about the value diversity brings to PEI.

..... 902-628-6009

..... Email: [info@peianc.com](mailto:info@peianc.com)

..... Website: [www.peianc.com](http://www.peianc.com)

*Prince Edward Island Newcomers Guide* - This guide contains information to help people learn about the customs, laws and way of life on PEI. Free copies of this guide are available.

..... Website: [www.gov.pe.ca/photos/original/newcomerguide.pdf](http://www.gov.pe.ca/photos/original/newcomerguide.pdf)

## **Organized Clubs and Activities for Seniors**

### **Seniors' Friendly Visitors Program**

Are you looking for a new friend? Ready to be a friend to someone who needs a special visit? The Seniors' Friendly Visitor Program offers regular visits from trained volunteer seniors. Seniors being visited may be socially isolated due to illness, decreased mobility or personal circumstances. Volunteer visitors play cards or board games, read books and newspapers, or simply chat with the senior. If you know someone who is in need of a friendly visitor or if you would like more information about volunteering, please contact the PEI Senior Citizens' Federation.

..... 902-368-9008

..... Toll-free: 1-877-368-9008

..... Email: [peiscf@pei.aibn.com](mailto:peiscf@pei.aibn.com)

..... Website: [www.peiscf.com](http://www.peiscf.com)

### **Senior Citizens' Clubs**

#### **PEI Senior Citizens' Federation Inc.**

The Prince Edward Island Senior Citizens' Federation Inc. is a non-profit charitable organization that is managed by a volunteer Board of Directors. The mandate of the Federation is to act as a voice for seniors and advocate for a better quality of life on their behalf.



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The Federation includes member clubs, individuals and partner organizations from across Prince Edward Island. In partnership with *The Guardian*, the Federation publishes the *Voice for Island Seniors*, a monthly supplement to the Guardian newspaper. In addition, the Federation administers a variety of programs including: the 55 Alive Mature Driver Refresher Course, the Island Family Trees Program, Lifetime Membership Program, the Friendly Visitor Program, and the Learning Elders Arts Program (LEAP).

Member clubs and organizations host regular social activities including meetings, dinners, quilting and knitting groups, card parties, day trips, ceilidhs, exercise classes, computer classes and other group activities. For additional information about the PEI Senior Citizens' Federation or a club near to you, please contact the Federation office.

..... 902-368-9008

..... Toll-free: 1-877-368-9008

..... Email: [peiscf@pei.aibn.com](mailto:peiscf@pei.aibn.com)

..... Website: [www.peiscf.com](http://www.peiscf.com)

French language clubs are part of the Les francophones de l'âge 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.

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

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

..... 902-724-5123

..... Email: [calus@airtechca.com](mailto:calus@airtechca.com) or [mariarose@eastlink.ca](mailto:mariarose@eastlink.ca)

## **East Prince Seniors' Initiative**

The East Prince Seniors' Initiative provides information about programs, services and activities available in the East Prince area. The organization also offers community education sessions and weekly grandparents support group meetings. An information centre is located at Credit Union Place, 511 Notre Dame Street, Summerside.

..... 902-888-2177

..... Email: [eastprinceseniors@live.ca](mailto:eastprinceseniors@live.ca)

..... Website: [www.eastprinceseniorsinitiative.blogspot.ca](http://www.eastprinceseniorsinitiative.blogspot.ca)

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## Activities

There are many organized activities across PEI in local communities. Call your town office or community center to see what is happening in your area.

### go!PEI

go!PEI is a community based healthy living program that offers free physical activity and healthy eating programs for people of all ages and abilities across PEI. The go!PEI team works hard to provide information, opportunities and supports for Islanders wishing to make simple, yet long-lasting changes to improve their overall health and quality of life. The core programs focus on walking, running, biking, hiking and healthy eating activities. Visit the go!PEI website for more information on programs and to see a complete calendar of community events.



..... 902-892-5323

..... Email: [gopei@recreationpei.ca](mailto:gopei@recreationpei.ca)

..... [www.gopei.ca](http://www.gopei.ca)

## Charlottetown

**Murphy's Community Center** - Recreational, social, and health education programs are offered for seniors including a Seniors Bowling League, Olde Tyme Square Dancing Classes, and many Seniors' Socials throughout the year.

For more information call

..... 902-892-1719

..... Website: [www.murphyscommunitycentre.com](http://www.murphyscommunitycentre.com)

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

..... 902-368-1025  
..... Website: [www.city.charlottetown.pe.ca/parksprogrambrochure](http://www.city.charlottetown.pe.ca/parksprogrambrochure)

**Bell Aliant Centre** - This complex, owned and operated as a collaboration between the city of Charlottetown, UPEI, and the town of Stratford, is conveniently located on the university campus and offers free parking to all users. The Complex offers high quality aquatics programs designed for older adults as well as those who have joint pain. There are also regular open skates from October to May for a nominal fee. Seniors are invited to visit the Bell Aliant Centre for a guided tour.

..... 902-569-4584  
..... Website: [www.caricomplex.com](http://www.caricomplex.com)

**UPEI Chi-Wan Young Sports Centre** - The Athletics and Recreation department supports UPEI by providing leadership in the promotion and delivery of athletic excellence, quality physical activity programs and services that enhance health, wellness and a sense of community. The facility has a fitness centre, gymnasium, squash courts, indoor track and two new fitness class studios. A wide variety of programming for all ages is offered. For more information about senior memberships and programs contact:

..... 902-566-0606  
..... Email: [amarchbank@upei.ca](mailto:amarchbank@upei.ca)

**Seniors Active Living Center Inc.** - This center is located at UPEI within the Bell Aliant Centre. 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.

There is an annual membership fee. Parking is free and visitors are welcome.  
..... 902-628-8388  
..... Email: [salc@pei.aibn.com](mailto:salc@pei.aibn.com)

**Cornwall** - The Cornwall Parks and Recreation Department offers a variety of programs and activities:

For more information or to register for programs call ..... 902-628-6260  
..... Website: [www.cornwallpei.ca](http://www.cornwallpei.ca)

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### **Cornwall Curling Club (October to April)**

**Daytime Curling** - Takes place Monday to Friday from 10am-12pm at the Cornwall Curling Club. You do not have to be a member of the curling club to attend. You may pay a single day drop in fee or it is included in membership fee.

..... 902-566-4427

**Stratford** - The Stratford Recreation Department offers a variety of activities.

For more information, call

..... 902-569-2535

..... Website: [www.townofstratford.ca](http://www.townofstratford.ca)

**Fitness Center** - The Stratford Town Hall Fitness Center and Walking Track, 234 Shakespeare Drive includes a free fitness area and walking/running track that is available for use by all residents 15 years of age and older. Recreation staff offer a basic introduction to the fitness equipment free of charge.

..... 902-569-2535

The Mayflower Seniors' Club has dedicated meeting and activity space in the Cotton Centre (57 Bunbury Road). The club offers a variety of social and recreational activities. For more information call .....

902-569-2564

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

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

..... 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.

..... 902-888-8373

..... Website: [www.peimuseum.com](http://www.peimuseum.com)

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**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.

..... 902-432-1234  
..... Website: [www.cupevents.ca](http://www.cupevents.ca)

**Wilmot Community Centre**

The Wilmot Community Exercise Group offers free exercise classes twice weekly (Tuesday and Thursday, 10:00 a.m. - 11:00 a.m.).

Beginner Taoist Tai Chi® classes are also offered at the Community Center on Gillespie Avenue.

..... 902-436-2020

**Organizations**

**Provincial Command, Royal Canadian Legion**

..... 902-892-2161  
..... Email: [royalcanadianlegion@pei.aibn.com](mailto:royalcanadianlegion@pei.aibn.com)  
..... Website: [www.peilegion.com](http://www.peilegion.com)

**Retiree Associations:**

**Association of Holland College Retirees**

..... 902-569-4038  
..... Facebook: Holland College Alumni

**Association of Retired UPEI Employees**

..... Email: [upeiretirees@gmail.com](mailto:upeiretirees@gmail.com)  
..... Website: [www.upei.ca/retirees](http://www.upei.ca/retirees)

**National Association of Federal Retirees (FSNA) PEI Branch**

..... Charlottetown: 902-628-5150  
..... Email: [doug.shackell@islandtelecom.com](mailto:doug.shackell@islandtelecom.com)  
..... Summerside: 902-724-2302  
..... Website: [www.fsna.com](http://www.fsna.com)

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**Retired Teachers' Association** ..... 902-436-6960

**Telephone Pioneers** ..... 902-629-3481

Atlantic and National Seniors' Organizations:

**Active Living Coalition for Older Adults**

..... Toll-free: 1-800-549-9799

..... Website: [www.alcoa.ca](http://www.alcoa.ca)

**National Pensioners Federation**

..... Website: [nationalpensionersfederation.ca](http://nationalpensionersfederation.ca)

**Canadian Association of Retired Persons**

..... Toll-free: 1-800-363-9736

..... Website: [www.carp.ca](http://www.carp.ca)

**Canadian Snowbird Association**

..... Toll-free: 1-800-265-3200

..... Email: [csastaff@snowbirds.org](mailto:csastaff@snowbirds.org)

..... Website: [www.snowbirds.org](http://www.snowbirds.org)

**ElderDog**

..... 1-855-336-4226

..... Email: [elderdogpei@gmail.com](mailto:elderdogpei@gmail.com)

..... Website: [www.elderdog.ca](http://www.elderdog.ca)

**HelpAge Canada**

..... Toll-free: 1-800-648-1111

..... Website: [www.helpagecanada.ca](http://www.helpagecanada.ca)

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### Genealogy

**Public Archives and Records Office** - This office, located at 175 Richmond street in Charlottetown, 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.



..... 902-368-4290

..... Email: [archives@gov.pe.ca](mailto:archives@gov.pe.ca)

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Public archives guide to tracing your family history

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

..... 902-838-0880

..... Toll-free: 1-877-320-1253

### 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.

You can borrow most items for three weeks. You can borrow up to 40 items at one time. You can request books from any public library either in person, by phone or online.

The Home Library Service is available to anyone with a disability that prevents them from using the library regularly. This service delivers books, CDs, DVDs and Talking Books from the library's extensive collection directly to Islanders.

..... 902-961-7320

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Your library card



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## **Life Long Learning**

### **Community School**

More than 2,500 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.

.....Email: [info@communityschools.com](mailto:info@communityschools.com)

..... Website: [www.peicommunityschools.com](http://www.peicommunityschools.com)

### **Seniors College**

This is a membership-based organization offering over 100 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 people age 50+ to take as many or as few courses as they wish. A registration day is held in early September and on-line registration for courses is also available. 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.

#### **Charlottetown - Provincial Coordinator:**

.....902-894-2867

..... Email: [seniorscollege@upe.ca](mailto:seniorscollege@upe.ca)

..... Website: [www.seniorscollege.ca](http://www.seniorscollege.ca)

### **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.

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**Seniors' Bursary** - 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.

..... 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.

..... 902-566-0336  
..... Email: lifelong@upei.ca  
..... Website: www.lifelonglearning.upei.ca

**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.

..... Toll-free: 1-800-446-5265  
..... Website: www.hollandcollege.com (search: General interest)

**Road Scholar**

Road Scholar is the name for the programs developed and offered by Elderhostel Inc., a non-profit international organization dedicated to lifelong learning. Participants, mostly over the age of 50, grow and learn through new experiences and the active exploration of subjects and interests around the world. Learning experiences include history, culture, nature and music. Outdoor learning activities include walking, cycling, golf, tennis and study cruises. There are several programs on PEI.

For more information contact  
..... Toll-free: 1-800-454-5768  
..... Website: www.roadscholar.org

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### **Computer and Technology Training**

#### **East Prince Seniors Initiative - Senior Computer Club**

Come join the bi-weekly computer club that meets on Thursdays from 10:00 a.m. to noon at Credit Union Place. All levels of experience are welcome. One on one training is also available on computers, tablets, cell phone use and other technology.



..... 902-888-2177

..... Email: [eastprinceseniors@live.ca](mailto:eastprinceseniors@live.ca)

..... Website: <http://eastprinceseniorsinitiative.blogspot.ca>

..... Facebook: EPSI Initiative

#### **Seniors College of Prince Edward Island - Computer Courses**

A variety of computer courses are offered at Seniors College to help you to learn and improve your computer skills. Course offerings include: Computer I, II and III, Getting to Know Your Ipad, Ipad Advanced and Advanced Photo Editing.

There will also be six one week sessions on specific skills including: Getting the Most Out of Google, Itunes and Podcasts, Setting up Your Home Network, Introduction to Social Media - Facebook, Twitter; Using Skype, Google Hangout and Buying a New Computer. To learn more or to register for a course in your area visit the website:

..... 902-894-2867

..... Email: [seniorscollege@upei.ca](mailto:seniorscollege@upei.ca)

..... Website: [www.seniorscollege.ca](http://www.seniorscollege.ca)

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### **PEI Public Libraries**

Free computer access and wifi is available at all provincial library branches. There are also a number of programs offered at specific branches.

### **Digital Downloading Help**

Alberton Public Library ..... October 4 7:00 p.m.

### **Computer Skills for Seniors**

For six weeks, starting October 5

Confederation Centre Public Library ..... Wednesdays from 4:00 p.m. - 5:00 p.m.

### **Seniors' Computer Help**

Cornwall Public Library ..... Fridays 9:30 a.m. - 12:30 p.m.

### **One-on-One Tech Help**

Georgetown Genevieve Soloman Memorial Library

Registration is required ..... Wenesdays 11:30 a.m.-12:30 p.m.

### **Murray River Leona Giddings Memorial Library**

Registration is required ..... Tuesdays 2:00 p.m - 4:00 p.m.

### **Technology Training**

Hunter River Memorial Library ..... Wednesdays at 4:30 p.m.

### **Tech Help**

Morell Public Library ..... Thursdays 12:30 p.m. - 1:30 p.m.

Mount Stewart Public Library ..... Fridays 3:00 p.m.- 4:00 p.m.

### **Computer Help for Beginners**

O'Leary Public Library ..... Tuesdays at 3:00 p.m.

### **Computer Safety for Seniors**

O'Leary Public Library ..... Tuesday October 18 at 2:00 p.m.

### **Technology Support**

Tyne Valley Public Library ..... Thursdays 6:00 p.m. - 8:00 p.m.

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## **Volunteer**

Whether you are ready to take charge or you are at a point in life when you do not want to take on more responsibility there are a wide variety of volunteer opportunities available on PEI to suit your interests.

You can volunteer...

- From home   - In an office       - In a garden           - With family and friends
- On your own       - Just in the summer       - Once a year       - Every day
- Short-term               - Ongoing               - Occasionally

So learn a new skill, make a friend, expand your horizons, increase your social contacts, maintain your sense of belonging and lend a helping hand. Below are some ideas to get you started.

The East Prince Youth Development Centre has developed a list of PEI organizations seeking volunteers. This list includes contact information for the organizations.

..... Website: [www.epydc.org/vop.pdf](http://www.epydc.org/vop.pdf)

## **Engage PEI**

Government agencies, boards and commissions are frequently searching for board members to support their work. If you are interested in volunteering Engage PEI can help you find an organization that matches your interests and skills. Visit the web site to read descriptions of agencies, boards and commissions seeking volunteers.

..... 902-368-4502

..... Email: [engagepei@gov.pe.ca](mailto:engagepei@gov.pe.ca)

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Engage PEI

## **Health PEI**

If you are interested in volunteer opportunities in Island hospitals and nursing homes Health PEI can match you with an area of your interest.

..... Email: [healthinput@gov.pe.ca](mailto:healthinput@gov.pe.ca)

..... Website: [www.healthpei.ca/volunteer](http://www.healthpei.ca/volunteer)

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### **PEI Humane Society**

The Humane Society has a variety of volunteer positions available including animal care assistants, board members and foster family positions.

..... Email: [info@peihumanesociety.com](mailto:info@peihumanesociety.com)

..... Website: [www.pei.humanesociety.com](http://www.pei.humanesociety.com)









# PEI Seniors' Guide

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## Credit Counselling

Family Service 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 offices, however, if travel is difficult, then telephone, mail service or other arrangements can be made.

Charlottetown area: 155 Belvedere Avenue - Suite 6

..... 902-892-2441

Summerside area: 109 Water Street

..... 902-436-9171

..... Toll-free: 1-866-892-2441

..... Website: [www.familyservice.pe.ca](http://www.familyservice.pe.ca)

## 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.

The program covers approved medications that are prescribed by a doctor. You are responsible to pay \$8.25 towards the cost of medication (your co-pay) plus the pharmacy professional fee. The balance of the cost of the medication is paid directly to the pharmacy by the provincial government.

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

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, Diabetes Control Program or Department of Veteran Affairs

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

..... 902-368-4947  
..... Toll-free: 1-877-577-3737

## High Cost Drug Program

The high-cost drug program helps pay for approved medications for certain illnesses. Coverage is based on household income. Within this program are medications for multiple sclerosis, ankylosing spondylitis, wet age-related macular degeneration, pulmonary hypertension, Crohn’s Disease, plaque psoriasis, psoriatic arthritis, severe rheumatoid arthritis and some high-cost cancer medications.

For more information on this program contact

..... 902-368-4947  
..... Toll free: 1-877-577-3737  
..... Website: [www.healthpei.ca/drugprograms](http://www.healthpei.ca/drugprograms)

## Catastrophic Drug Program

This program limits your annual drug costs for eligible prescription medications at an amount not exceeding a set percentage of your household income. The list of medications Islanders can apply to receive under the program includes prescription medications on the list of drugs funded by the province ([healthpei.ca/formulary](http://healthpei.ca/formulary)), except for over the counter medications and those you are already receiving through another public drug program. To qualify for the program you must:

- Be a permanent resident of Prince Edward Island (a person who is present in the province for six months or more per year)
- File a Prince Edward Island tax return for the previous year for which you are applying to the program to claim benefits
- Have a valid Prince Edward Island Health Card.

Once a household has spent a certain percentage of its income on eligible drug costs, any further eligible drug costs will be paid through the Catastrophic Drug Program for the rest of the program year (July 1 to June 30). For example, for households earning up to \$20,000 per year, the cap for drug costs is set at 3% of the household annual income.

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For more information on this program or to apply contact:

.....902-368-4947  
..... Toll free: 1-877-577-3737  
.....Website: [www.healthpei.ca/catastrophic](http://www.healthpei.ca/catastrophic)

## Employment Assistance

### Passport to Employment

Passport to Employment is a 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:

..... 1-877-491-4766  
..... Website: [skillsPEI.com](http://skillsPEI.com)

### PEI Career Development Services

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

- Make a career change
- Explore employment opportunities
- 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
- Job search workshops and information sessions

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

Bloomfield.....	902-859-2776	
.....	Email: bloomfield@cdspei.ca	
Charlottetown.....	902-626-2014	
Montague .....	902-838-5453	
.....	Email: montague@cdspei.ca	
Souris .....	902-687-1526	
.....	Email: souris@cdspei.ca	
Summerside .....	902-436-0706	
.....	Email: sside@cdspei.ca	
Wellington.....	48 Mill Road, Wellington	
.....	Website: www.cdspei.ca	

### Social Assistance Program

#### Social Assistance Program

The provincial government offers basic income support if you do not have adequate income to meet your basic needs.

This may include food, shelter, personal expenses, home rehabilitation, medical, dental and eye care, and assistance with funeral costs.

Social Assistance rates vary depending on specific circumstances, such as the number of dependants in the household and whether you owns your home. For more information contact the office nearest you:

Charlottetown.....	902-368-5338
Montague .....	902-838-0728
O’Leary .....	902-859-8835
Souris .....	902-687-7170
Summerside.....	902-888-8397

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## Income Tax

Even if you have little or no income, you should file an income tax return every year to ensure that you get any benefits to which you are entitled. Income tax returns may be filed by mailing the completed form to the local Canada Revenue Agency Tax Service Office or by filing electronically.

## Get your slips online

You can get your Old Age Security (OAS) or Canada Pension Plan (CPP) slips at My Service Canada Account: [www.servicecanada.gc.ca/msca](http://www.servicecanada.gc.ca/msca).

**NETFILE** - You may file your tax return electronically to Canada Revenue Agency using a certified software. To learn more:

..... Toll-free: 1-800-714-7257

..... Website: [www.netfile.gc.ca](http://www.netfile.gc.ca)

**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.

Note: When you contact 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

**Prince Edward Island Sales Tax Credit (PEISTC)** - This is a refundable credit, designed for households with low and modest incomes, to offset the increase in provincial sales tax which may result from the implementation of the harmonized sales tax (HST). This credit is paid quarterly. How much you receive will depend on your adjusted family income and your family situation. To apply for the PEISTC, you have to file an income tax return and select the **yes** box in the GST/HST credit application area.

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

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

..... Website: [www.cra.gc.ca](http://www.cra.gc.ca)

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



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For tax clinic dates and times, contact Canada Revenue Agency at:

..... Website: [www.cra-arc.gc.ca/volunteer](http://www.cra-arc.gc.ca/volunteer)

## Pension and Benefits

**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.

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

- Retirement benefits
- Death benefits
- Credit splitting for separated couples
- Disability benefits
- Survivor benefits
- Children's benefits

..... Toll-free: 1-800-277-9914

..... TTY: 1-800-255-4786

**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.

..... 902-892-9149

..... Toll-free: 1-888-473-4263

..... Email: [peicod@peicod.pe.ca](mailto:peicod@peicod.pe.ca)

..... Website: [www.peicod.pe.ca](http://www.peicod.pe.ca)

## Old Age Security Program (OAS)

The Old Age Security pension is a taxable monthly payment available to most people 65 years of age and older who meet the Canadian legal status and residence requirements. Your employment history is not a factor in determining eligibility. You can receive the OAS pension even if you have never worked outside the home or are still working.

In April 2013 Service Canada started a process to automatically enroll seniors who are

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eligible to receive the Old Age Security pension. If you can be automatically enrolled, Service Canada will send you a letter the month after you turn 64. If you do not receive this letter, you must apply for your Old Age Security pension.

You can delay receiving your Old Age Security pension for up to 60 months (five years) after the date you become eligible for the pension in exchange for a higher monthly amount. If you delay receiving your Old Age Security pension, your monthly pension payment will be increased by 0.6% for every month you delay receiving it, up to a maximum of 36% at age 70.

You may also qualify for one of the following benefits:

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

You must meet all of the following conditions:

- meet the age requirements
- be a legal resident of Canada
- receive an Old Age Security pension or be the spouse or common law partner of an Old Age Security pension recipient
- your annual income (or in the case of a couple, your combined income) is lower than the maximum annual income.

..... Toll-free: 1-800-277-9914 (English)  
..... 1-800-277-9915 (French)  
..... TTY: 1-800-255-4786

**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

**British State Pension for Canadian Residents** - If you or your spouse has ever worked in the United Kingdom, you may be eligible for a UK state pension. You need to have been employed or self-employed in the United Kingdom and/or have made National Insurance Contributions for a certain minimum number of years (which could include

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voluntary contributions or time spent in child care). A spouse or civil partner of someone receiving this pension may also be entitled to receive a pension, even if they have never worked in the UK, lived in or visited the UK themselves. For more information contact:

..... Toll-free: Canadian Alliance of British Pensioners 1-888-591-3964  
..... Website: [www.britishpensions.com](http://www.britishpensions.com)

## Employment Insurance Compassionate Care

Employment insurance provides compassionate care benefits to people who have to be away from work temporarily to provide care or support to a family member who is gravely ill with a significant risk of death. A maximum of 26 weeks of compassionate care benefits may be paid to eligible people.

Apply on-line at [www.esdc.gc.ca](http://www.esdc.gc.ca) or at any Service Canada Centre.

..... Toll-free: 1-800-206-7218  
..... TTY: 1-800-529-3742

## Seniors 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.

..... 902-368-4169  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: seniors property tax deferral program

**Disability Support Program** - If you enter 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 older.

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

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For more information, contact the Disability Support Program

Charlottetown.....	902-368-5996
Montague .....	902-838-0190
O’Leary .....	902-859-8824
Souris .....	902-687-7016
Summerside.....	902-432-2740

**Disability Tax Credit**

The disability tax credit is a non-refundable tax credit that a person with a severe and prolonged impairment in physical or mental functions can claim on their income tax return. Claiming this tax credit can help to reduce the amount of income tax that a person has to pay in a year. To be eligible for the disability tax credit Canada Revenue Agency must approve Form T2201, Disability Tax Credit Certificate. To learn more about this tax credit or watch a video series on tax measures for persons with disabilities, visit [www.cra.gc.ca/seniors](http://www.cra.gc.ca/seniors) (common credits for seniors).

..... Toll-free: 1-800-959-8281

**Veterans Affairs Canada**

Veterans Affairs Canada offer services and benefits to:

- Canadian and Allied War veterans
- Former and still serving members of the Canadian Forces and RCMP
- Certain civilians
- Eligible dependants

Veterans Affairs Canada offer the following to eligible clients:

**Disability Pensions and Awards** - Disability pensions and awards are available for conditions related to service in the Second World War or the Korean War (including war service veterans in the Merchant Navy), Canadian Forces, RCMP or those serving in support of the Canadian Forces in wartime or in Special Duty/Operations Areas.

**Funeral and Burial Program** - Funeral and burial benefits are available for eligible veterans and peacetime disabled pensioners who qualify. These benefits are provided by the Last Post Fund on behalf of Veterans Affairs Canada.

.....Toll-free: 1-800-465-7113

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**Health Benefits** - Fourteen different types of health benefits (called Programs of Choice) 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 required.

**Long-Term Care** - This program offers intermediate or chronic care to eligible Canadian and Allied war service veterans and certain civilians in Veterans Affairs contract facilities or in one of the 1500 community facilities across the country.

**Mental Health Services** - Support is offered to those who are suffering from operational stress injuries, such as post-traumatic stress disorder, anxiety, or depression, as a result of their service. Services are provided to still-serving or released members of the Canadian Forces or RCMP and their families.

**Veterans Independence Program (VIP)** - This is a national home care program that helps qualified veterans stay in their homes and communities longer. It offers help with housekeeping, home adaptations and grounds maintenance. Surviving spouses may be eligible to receive housekeeping and/or grounds maintenance services from the VIP program.

**War Veterans Allowance** - This allowance provides regular monthly payments to some low-income veterans of the 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. War Veterans Allowance recipients are eligible to apply for assistance fund grants of up to \$1000.00 annually to deal with emergency situations.

**To contact Veterans Affairs Canada:**

..... Toll-free: 1-866-522-2122 (English)  
..... 1-866-522-2022 (French)  
..... Website: [www.veterans.gc.ca](http://www.veterans.gc.ca)

**Prince Edward Island Command, The Royal Canadian Legion**

The PEI Command, Royal Canadian Legion has seventeen branches on Prince Edward Island and one in the Magdalene Islands.

The PEI Command Service officer can assist veterans, widows/widowers of veterans and ex-service personnel with applications to Veterans Affairs Canada for pensions, Veterans' Independence Program and other benefit programs.

# Chapter 2    Finances

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For more information contact

.....902-892-2161

..... Email: [royalcanadianlegion@pei.aibn.com](mailto:royalcanadianlegion@pei.aibn.com)

.....Website: [www.peilegion.com](http://www.peilegion.com)

# **PEI Seniors' Guide**

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## **Chapter 3**

### **Health Services**







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## Health Services Provided by Government

### 811

Islanders can receive free, confidential health information from a registered nurse by dialing 811 from any phone in PEI. This phone line is open every day and is available 24 hours a day. Call 811 any time that you need information on a health issue. A registered nurse will be available to answer your questions, send information by mail, fax or email and help you to decide whether you need to follow up with your regular doctor.

811 provides service in over 100 languages.

.....811  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: 811

### Addiction Services

Provincial Addiction Services provides addiction services to help Islanders live healthy, successful lives without relying on alcohol, drugs or addictive behaviors.

Referrals are accepted from individuals and professionals. Services include:

- Inpatient and outpatient detoxification
- Rehabilitation
- Programs for men, women and families
- Seniors support group - “Friends Supporting Friends” which offers group support and information to seniors who are being affected by a family member’s addiction.
- Gambling addiction programs
- Smoking cessation programs
- Methadone maintenance

Call the office nearest you:

..... Toll-free: 1-888-299-8399  
Alberton ..... 902-853-8670  
Alberton - St. Martha’s House (Ambulatory Withdrawl Management)  
..... 902-853-0401

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Provincial Addictions Treatment Facility.....	902-368-4120
Montague .....	902-838-0960
Souris .....	902-687-7110
Summerside.....	902-888-8380

**PEI Problem Gambling Helpline**

..... 1-855-255-4255

**Smokers' Help Line**

..... 1-877-513-5333

**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 or inactions that cause harm to people. It can happen once, or over a longer period of time. There are several types of abuse:

**Psychological or Emotional Abuse** includes behavior that causes distress, feelings of humiliation, insults, threats, manipulation of information or situations.

**Financial 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, verbal or suggestive behaviour 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.

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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
.....	Website: <a href="http://www.stopfamilyviolence.pe.ca">www.stopfamilyviolence.pe.ca</a>

## Cancer Screening Programs

**PEI Breast Screening Program** - is designed to detect early breast disease in people age 40 to 75 years. To book an appointment contact:

.....	1-888-592-9888
.....	Website: <a href="http://www.princeedwardisland.ca">www.princeedwardisland.ca</a>
.....	Search: breast screening

**PEI Cervical Cancer Screening Program** - this program is designed to detect abnormal cell changes in the cervix. Women are advised to continue cervical cancer screening after age 65 until they have had three negative screening tests in the last ten years.

.....	1-888-561-2233
.....	Website: <a href="http://www.princeedwardisland.ca">www.princeedwardisland.ca</a>
.....	Search: pap screening

**PEI Colorectal Cancer Screening Program** - is designed to detect pre-cancerous polyps (growths) or diagnose colon cancer at an early stage in Islanders age 50 to 74 years. For more information contact:

.....	1-888-561-2233
.....	Website: <a href="http://www.princeedwardisland.ca">www.princeedwardisland.ca</a>
.....	Search: colorectal

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## 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.

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

Charlottetown

Queens East..... 902-368-4959

Queens West.....902-569-7562

Montague and Souris ..... 902-838-0787

O’Leary ..... 902-859-8781

Summerside..... 902-432-2600

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: diabetes

## Organized Stroke Care Program

The PEI Organized Stroke Care Program provides information, education and support in the areas of:

- Prevention and early assessment
- Emergency care
- Inpatient care
- Rehabilitation
- Community support

A stroke is a **medical emergency**; if you think you (or someone with you) is having a stroke, call 9-1-1.

The Stroke Navigator helps people affected by stroke to move through the health system and connect with community resources. The navigator is available for:

- People newly diagnosed with stroke

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- People with a family member living with stroke
- People who have been living with the effects of a stroke for a number of years.

The Stroke Navigator can:

- Provide access to information booklets, websites and support groups
- Help you understand and answer questions about your stroke recovery
- Connect you with other health care professionals who can help
- Assist you to find community and stroke related resources

..... Toll-free: 1-844-871-0634  
..... Email: [strokenavigator@ihis.org](mailto:strokenavigator@ihis.org)  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: stroke

## Health Centres

Health Centres 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 Centres

<b>Alberton</b> - Western Hospital, 148 Poplar Street .....	902-853-0403
<b>Charlottetown</b> – Four Neighbourhoods Health Centre, 152 St. Peter’s Road, Medical Appointments and Clinic .....	902-569-7772
Primary Care Queen’s East - Polyclinic, 199 Grafton Street .....	902-620-3260
<b>Hunter River</b> – Central Queens Health Centre, 4276 Hopedale Road .....	902-621-3050
<b>Kensington</b> - Health Centre, 55 Victoria Street .....	902-836-0180
<b>Montague</b> – Montague Health Centre, 407 MacIntyre Ave .....	902-838-0830
<b>North Rustico</b> – Gulf Shore Health Centre, 7379 Cavendish Road .....	902-963-7835
<b>O’Leary</b> – O’Leary Health Centre, 14 MacKinnon Drive .....	902-859-3929
<b>Souris</b> – Eastern Kings Health Centre, 7 Green Street .....	902-687-7033
<b>Summerside</b> – Harbourside Health Centre, 243 Heather Moyse Drive .....	902-432-2600

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<b>Tyne Valley</b> – Tyne Valley Health Centre, 6905 Route 12 .....	902-831-5800
<b>Wellington</b> – Evangeline Health Centre, 48 Mill Road.....	902-854-7259

## Finding a Family Doctor

If you do not have a family doctor or nurse practitioner, you can put your name on the Patient Registry Program waiting list. The staff there help to connect Islanders who are without a family doctor to a doctor who is accepting new patients. Contact the Patient Registry if:

- you have no family doctor or nurse practitioner and would like to register for one
- you are currently on the Patient Registry and your contact information (phone/address) has changed
- you are on the Patient Registry and have found your own doctor.

..... Toll-free: 1-855-563-2101  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: patient registry

## Geriatric Programs

The Provincial Geriatric Program provides assessment for older adults with complex health problems. It offers assessment for people in clinics, hospitals, homes, long-term care facilities and other community settings. You may benefit from an assessment if you are having difficulties with memory, depression, mobility, daily care (bathing, grooming or cooking) or medications. Geriatricians respond to referrals from doctors requesting specialized assessment of their patients.

..... 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 plus a day each 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.

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You can get application forms for Medicare coverage from Health PEI, medical clinics, hospitals or a doctor’s office.

.....902-838-0900

.....Toll-free: 1-800-321-5492

.....www.princeedwardisland.ca

.....Search: health card

## 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 one to two days. Services are provided at no charge. You are responsible for providing any materials, supplies and equipment required for your 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** - assistance with daily activities such as help with bathing and dressing.

**Occupational Therapy** - help and training to people who are having difficulty with their daily living and may require special devices, equipment, or changes in the home to live safely and independently.

**Physiotherapy** - to maximize your independence, function and mobility.

**Nutrition Services** - a nutrition assessment and work with you and your family to provide information on a healthy diet that meets your needs.

**Social Work** - individual and family counseling to help cope with illness, loss, or end of life.

**Dialysis** - supports peritoneal dialysis at home.

**Long-term Care** - assessment for nursing home admission.

Call the Home Care office nearest you:

Charlottetown ..... 902-368-4790

Montague ..... 902-838-0786



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O’Leary .....	902-859-8730
Souris .....	902-687-7096
Summerside .....	902-888-8440

## Hospital Services

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

<b>Alberton</b> – Western Hospital.....	902-853-8650
<b>Charlottetown</b> –Hillsborough Hospital .....	902-368-5400
Queen Elizabeth Hospital.....	902-894-2111
<b>Montague</b> – Kings County Memorial Hospital.....	902-838-0777
<b>O’Leary</b> – Community Hospital O’Leary.....	902-859-8700
<b>Souris</b> – Souris Hospital.....	902-687-7150
<b>Summerside</b> – Prince County Hospital.....	902-438-4200

## Mental Health Services

The community mental health system includes centers that offer:

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

Call the **Island Helpline** at **1-800-218-2885** if you are in crisis, feeling depressed or thinking about suicide. Call the mental health service office near you for more information:

Alberton .....	902-853-8670
Charlottetown - Richmond Center .....	902-368-4430
McGill Center .....	902-368-4911

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Montague .....	902-838-0960
O’Leary .....	902-859-8781
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. 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.

Charlottetown:.....	902-368-4911
Summerside: .....	902-888-8180

## Restorative Care

**Restorative 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 restorative care. This is offered at the Prince Edward Home in Charlottetown. Community Care facilities also offer short-term support, depending on the availability of beds. Cost is calculated per day. Check with your family doctor to find out about this service.

Prince Edward Home .....	902-368-4607
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## 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.

### Charlottetown

The Downtown Walk-in Clinic .....	902-367-4444
Parkdale Medical Center, 20 St Peters Road .....	902-892-2111
Sherwood Medical Centre.....	902-628-8900

### Crapaud

Wholeness Family Clinic, Trans-Canada Hwy .....	902-658-2000
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## Hunter River

Central Queens Health Center ..... 902-621-3050

## Morell

Village Community..... 902-961-2900

## Souris

Eastern Kings Health Centre ..... 902-687-7033

Seaside Medical Centre..... 902-687-4567

## Stratford

Walk-in Clinic ..... 902-892-2111

## Summerside

Summerside Family Clinic..... 902-724-3210

**Note:** Please remember to take a list of your medications when you visit a clinic. Because clinic hours are subject to change without notice, we recommend that you call ahead.

## Health Services Provided by Others

### Community Organizations

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

#### AIDS PEI

AIDS PEI offers one on one confidential information about sexual health including information about sexually transmitted diseases, risk factors, symptoms, accessing testing and treatment.

..... 902-566-2437

..... Email: [outreach@aidspei.com](mailto:outreach@aidspei.com)

#### ALS Society of PEI

The ALS Society works to promote the best quality of life for people with Amyotrophic Lateral Sclerosis (ALS) and create public awareness of ALS.

..... Provincial Answering Service, Summerside: 902-439-1600

..... Email: [als\\_society\\_pei@hotmail.com](mailto:als_society_pei@hotmail.com)

..... Website: [www.alspei.ca](http://www.alspei.ca)

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## Alzheimer Society of PEI

Through information programs such as First Link® the society supports and assists Islanders and caregivers affected by Alzheimers disease and related dementias.

..... 902-628-2257  
..... Toll-free: 1-866-628-2257  
..... Email: [society@alzpei.ca](mailto:society@alzpei.ca)  
..... Website: [www.alzheimer.ca/pei](http://www.alzheimer.ca/pei)

## Arthritis Society

The society organizes a number of public forums and presentations to help people with arthritis connect with experts on current and emerging treatments, wellness and recent research

..... 902-628-2288  
..... Toll-free: 1-800-321-1433  
..... Email: [info@pe.arthritis.ca](mailto:info@pe.arthritis.ca)  
..... Website: [www.arthritis.ca](http://www.arthritis.ca)

## Canadian Cancer Society, PEI Division

The society offers a cancer information centre, peer support service, on-line community at [CancerConnection.ca](http://CancerConnection.ca) and a variety community services.

..... 902-566-4007  
..... Toll-free: 1-888-939-3333  
..... Email: [info@pei.cancer.ca](mailto:info@pei.cancer.ca)  
..... Website: [www.cancer.ca](http://www.cancer.ca)

## Canadian Celiac Association, PEI Chapter

The association provides information and support to people newly diagnosed with celiac disease and dermatitis herpetiformis. Meetings are held three times a year.

..... 902-961-2066  
..... Email: [info@celiacpei.ca](mailto:info@celiacpei.ca)  
..... Website: [www.celiacpei.ca](http://www.celiacpei.ca)

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## Canadian Diabetes Association, PEI Division

The Canadian Diabetes Association provides programs and support to help people living with or affected by diabetes navigate their care and self management.

..... 902-894-3205  
..... Email: [info@diabetes.ca](mailto:info@diabetes.ca)  
..... Website: [www.diabetes.ca](http://www.diabetes.ca)

## Canadian Hard of Hearing Association of PEI

This non-profit association, run by and for people who are hard of hearing, provides information about hard of hearing issues and solutions.

..... 902-855-2382  
..... Email: [annmerdon@pei.sympatico.ca](mailto:annmerdon@pei.sympatico.ca)  
..... Website: [www.chha.ca](http://www.chha.ca)

## Canadian Mental Health Association (CMHA)

The association offers a variety of programs and services designed to help Islanders improve their mental wellness.

Charlottetown ..... 902-566-3034  
Prince County Office ..... 902-436-7399  
West Prince Office ..... 902-853-4180  
..... Email: [cmhawest@cmha.pe.ca](mailto:cmhawest@cmha.pe.ca)  
..... Website: [www.pei.cmha.ca](http://www.pei.cmha.ca)

## Canadian National Institute for the Blind (CNIB)

The CNIB Library Partners Program provides free access to the CNIB Library's collection of over 80,000 titles for people with disabilities who don't read print. Register online for home delivery of books in alternative formats plus access to over 35,000 online resources through the CNIB Digital Library.

..... 902-566-2580  
..... Toll-free: 1-800-563-2642  
..... Email: [info@cnib.ca](mailto:info@cnib.ca)  
..... Website: [www.cnib.ca](http://www.cnib.ca)

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## Canadian Red Cross

Red Cross offers a variety of community programs and services including a loan program of hospital beds for home use, essential first aid and CPR skills training.

..... 902-628-6262  
..... Website: [www.redcross.ca](http://www.redcross.ca)

## Heart and Stroke Foundation of PEI

The Heart and Stroke Foundation offers community support groups for caregivers and stroke support groups and information on reducing your risk for heart disease.

..... 902-892-7441  
..... Toll-free: 1-888-473-4636  
..... Email: [info@hsfpei.ca](mailto:info@hsfpei.ca)  
..... Website: [www.heartandstroke.pe.ca](http://www.heartandstroke.pe.ca)

## Kidney Foundation of Canada - PEI Branch

The Kidney Foundation provides peer support, information and financial assistance for people affected by kidney disease.

..... 1-877-453-0533  
..... Email: [kidneyatlantic@kidney.ca](mailto:kidneyatlantic@kidney.ca)  
..... Website: [www.kidney.ca](http://www.kidney.ca)

## Hospice PEI

Hospice PEI helps prepare, support and care for those affected by a life limiting illness prior to and following death. You can obtain a copy of the Grief Support Directory at [www.hospicepei.ca](http://www.hospicepei.ca)

Charlottetown..... 902-368-4498  
..... Email: [hpca@hospicepei.ca](mailto:hpca@hospicepei.ca) or [griefsupport@hospicepei.ca](mailto:griefsupport@hospicepei.ca)  
West Prince ..... 902-859-2870  
..... Email: [westprince@hospicepei.ca](mailto:westprince@hospicepei.ca)  
Eastern Kings..... 902-687-1521

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East Prince ..... 902-438-4231  
..... Email: eastprince@hospicepei.ca

**Murphy’s Health Education Services**

Murphy’s Health Education Services (a division of Murphy’s Pharmacies) offers dietitian services, certified diabetes educators, weight loss clinics, flu and shingles vaccinations, travel vaccinations, and medication consultations.

..... 902-892-1210  
..... Website: www.murphyspharmacies.com

**Osteoporosis Canada, PEI Chapter**

..... Toll-free:1-800-463-6842 ext 2299  
..... Email: kosther@osteoporosis.ca  
..... Website: www.osteoporosis.ca

**PEI Council of People with Disabilities**

The council provides advocacy, support, information and community referral services to people affected by disabilities.

..... 902-892-9149  
..... Toll-free: 1-888-473-4263  
..... Email: peicod@peicod.pe.ca  
..... Website: www.peicod.pe.ca

Summerside..... 902-436-9259  
..... Email: summerside@peicod.pe.ca  
Montague ..... 902-838-5878  
..... Email: montague@peicod.pe.ca

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## **PEI Lung Association**

Contact the Lung Association for information on lung health, radon reduction and chronic obstructive pulmonary disease (COPD).

..... 902-892-5957  
..... Toll-free: 1-888-566-5864  
..... Email: [info@pei.lung.ca](mailto:info@pei.lung.ca)  
..... Website: [www.pei.lung.ca](http://www.pei.lung.ca)

## **Parkinson Society - Maritime Region**

The society offers programs, support groups, services and resources for people affected by Parkinson’s Disease and caregivers.

..... Toll-free: 1-800-663-2468  
..... Email: [psmr@parkinsonmaritimes.ca](mailto:psmr@parkinsonmaritimes.ca)  
..... Website: [www.parkinson.ca](http://www.parkinson.ca)

## **Seniors Oral Health**

The health of your teeth, gums and mouth is closely linked to overall health. As part of the Dental Assisting Program, Holland College offers a Patient Care Dental Clinic to provide a hands-on learning experience for students. Those who attend this clinic have an opportunity to receive limited dental services from Dental Assisting students within their scope of practice. This is done under the supervision of their instructors and an on-site dentist. The clinic may refer you for further dental services if necessary. The cost to attend this clinic is \$20 and appointments are required in advance. Please note: these appointments may take up to 3 hours.

For information call..... 902-566-9552

## **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. .... 902-628-2257  
..... Toll-free: 1-866-628-2257



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.....Email: [society@alzpei.ca](mailto:society@alzpei.ca)

.....Website: [www.alzheimer.ca](http://www.alzheimer.ca)

## **Catholic Family Services Bureau**

.....902-894-3515

.....Email: [admin@catholicfamilyservicesbureau.com](mailto:admin@catholicfamilyservicesbureau.com)

.....Website: [www.catholicfamilyservicesbureau.com](http://www.catholicfamilyservicesbureau.com)

## **Family Service PEI**

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

Charlottetown and Brudenell ..... 902-892-2441

Summerside ..... 902-436-9171

.....Toll-free: 1-866-892-2441

.....Website: [www.fspei.ca](http://www.fspei.ca)

## **PEI Rape and Sexual Assault Centre**

The centre provides free, confidential counselling to women and men who have experienced recent or past sexual assault and childhood sexual assault.

.....902-368-8055

.....Toll-free: 1-800-368-8055

.....Website: [www.peirsac.org](http://www.peirsac.org)

There are also many private counselling services available across PEI. An hourly fee is charged for these services. Check the Prince Edward Island Counselling Association to find a counsellor in your area.

.....Website: [www.peica.org](http://www.peica.org)

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## 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.

### Charlottetown

Home Visit Foot Care.....	902-892-0456 or cell 902-388-1713
Medic-Feet, 8 Mt. Edward Road .....	902-566-5774
Seniors Active Living Center.....	902-628-8388
Dr. Keith Bettles, Podiatrist .....	902-892-7043
Dr. Brian Johnson, Podiatrist.....	902-569-8637
<b>Cornwall - Seniors Unit</b> .....	902-368-7542
<b>Crapaud - Southshore Pharmacy</b> .....	902-658-2212
<b>Mt. Stewart Fire Hall</b> .....	902-676-2554
<b>Queens County</b> .....	902-892-6377
<b>Summerside</b> .....	902-436-6135
<b>Tignish - Health Center</b> .....	902-882-2260

**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. A referral from specific health care professionals is usually required.

### Canadian Red Cross Health Equipment Loan Program (HELP)

.....	902-628-6262
<b>East Prince Equipment Pool</b> .....	902-888-8440
<b>Montague Loan Cupboard</b> .....	902-838-0748
<b>Souris Home Equipment Loan</b> .....	902-687-7096

# Chapter 3    Health Services

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<b>Tignish Co-op Health Centre</b> .....	902-882-2260
<b>West Prince Equipment Loan</b> .....	902-859-8650

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

## Nutrition and Meal Delivery

**Meals-On-Wheels** - Seniors who experience illness, surgery, accidents, or do not wish or are unable to cook for themselves may receive meal delivery. 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  
..... 902-853-2794

**Charlottetown and Cornwall** ..... 902-569-7700

**Kensington** ..... 902-439-4365

**Montague** ..... 902-838-4060

**O’Leary** - Requires a referral from your doctor, nurse, or dietitian ..... 902-859-0250

**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.

..... 902-687-2825

**Summerside** ..... 902-436-9382

**Tyne Valley** ..... 902-831-2975

**Real Meals** - This Island company delivers frozen meals to Charlottetown residents.

..... 902-892-4257

..... Website: [www.realmeals.ca](http://www.realmeals.ca)

## Nutrition Education

Nutrition information and cooking courses are available at Atlantic Superstore and Sobeys  
- Check with the dietitian at the closest store for times and dates of courses.

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## Food Banks and Soup Kitchens

Food banks and soup kitchens provide emergency supplies of food. These services welcome donations of food, the support of volunteers and visits from Islanders who need these services. The hours and days of week that the services are available may be subject to change so you may want to contact the services directly:

### Charlottetown

Salvation Army, 158 Fitzoy Street	902-892-8870
Upper Room Hospitality Ministry, 33 Belmont Street (Food Bank)	902-892-7092
Upper Room Hospitality Ministry, 101 Richmond Street (Soup Kitchen)	902-892-1995

### Montague

Southern Kings and Queens Food Bank	902-838-3443
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### Souris

Royal Canadian Legion (lower level), Food Bank, 56 Main Street	902-687-2229
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### Summerside

Salvation Army Prince County Food Bank, 299 Pope Avenue	902-888-3870
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### West Prince

West Prince Caring Cupboard	902-853-3447
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## Private Home Care Services

In addition to the government Home Care Program, several private businesses offer services for seniors. Services range from companionship, housekeeping, personal care assistance, transportation, private nursing care and Alzheimer’s and dementia care. Services are recognized by insurance providers and approved for Department of Veteran’s Affairs as well as Disability Support Provider coverage and are disability tax credit eligible.

### Bayshore Home Health

	902-892-7355
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..... Website: [www.bayshore.ca](http://www.bayshore.ca)

### **Home Instead Senior Care**

..... Toll-free: 1-866-573-8787

..... Website: [www.homeinstead.ca/pei](http://www.homeinstead.ca/pei)

### **We Care Home Health Services**

Charlottetown

..... 902-894-3025

..... Toll-free: 1-800-897-9640

..... Website: [www.cbi.ca](http://www.cbi.ca)





# PEI Seniors' Guide

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## Chapter 4 Housing





[www.gov.pe.ca/ssh](http://www.gov.pe.ca/ssh)

## Seniors Safe @ Home



Family and  
Human Services





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## Seniors Home Repair Program

This program provides assistance for repairs to a senior’s principle residence. This program is available to people, 60 years of age or older, whose combined net income (including income of spouse) is less than \$35,000 per year (Line 236 on the Canada Revenue Agency Notice of Assessment).

The program provides 50 per cent of the cost of eligible repairs up to a maximum grant of \$2,000.

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

Provincial Housing Services ..... 902-368-4889  
..... Toll-free: 1-855-374-7366  
..... Email: [shrp@gov.pe.ca](mailto:shrp@gov.pe.ca)  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: Seniors home repair program

## Seniors Safe @ Home Program

This program helps Islanders, who own their own home, to access a lifetime grant of up to \$5,000 to assist with necessary repairs that improve home safety, accessibility and the ability to remain independent. This program is available to people, 60 years of age or older, whose combined net income (including income of spouse) is less than \$50,000 per year (Line 236 on the Canada Revenue Agency Notice of Assessment). For more information or to obtain a registration form, please contact the PEI Home Renovation Programs Office:

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: Seniors safe @ home program

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## PEI Home Renovation Programs

This program provides grants to support renovations to assist eligible low income Islanders, families or persons living with a disability to stay in their homes or with family members.

*Note:* The PEI Home Renovation Programs operate on a first come, first served basis until available funds are spent.

..... Toll-free: 1-855-374-7366  
..... Email: [homereno@gov.pe.ca](mailto:homereno@gov.pe.ca)  
..... [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: PEI home renovation programs

## Home Support Services

Home support services may include housekeeping, help with laundry, shopping, snow removal, lawn care and other general home maintenance. These services may be offered by businesses or individuals. Many companies advertise their services in the local yellow pages.

The Better Business Bureau advises that people purchasing services take three steps:

**Be informed** - do your homework by talking with friends and family to learn about their experiences with companies; check the telephone book's yellow pages for names of businesses; shop around and compare prices.

**Ask questions** - is the business licensed, bonded, have staff members undergone criminal records checks, does the company carry insurance; how long have they been in business? Ask (and check) references from other clients. Ask questions about the cost of services.

**Proceed only when you are comfortable** - get details of your agreement to purchase a home support service in writing, including what will be provided and what is not included and the cost. Don't feel pressured by sales tactics to sign any contract that you do not understand. Protect your personal information - don't give credit card or banking information to businesses that you don't know.

Check with the Better Business Bureau if you have questions about a company:

..... Toll-free: 1-877-663-2363  
..... Website: [www.atlanticprovinces.bbb.org](http://www.atlanticprovinces.bbb.org)

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**Bayshore Home Health** offers home support services including light housekeeping, meal preparation, laundry, personal care, and escort for shopping and errands. Bayshore caregivers are screened, trained, bonded and insured and nurse-supervised.

For more information

..... 902-892-7355  
.....Toll-free: 1-866-892-7355  
..... Website: [www.bayshore.ca](http://www.bayshore.ca)

**Go-For Services** offers services to seniors in the Charlottetown and surrounding area. Services include: household chores, personal shopping and running errands. Services are offered on a one-time and on-going basis. Go-For Services is bonded and insured.

For more information

..... 902-626-9815  
..... Email: [val@goforservices.ca](mailto:val@goforservices.ca)  
..... Website: [www.goforservices.ca](http://www.goforservices.ca)

**Odd Jobbers PEI** offers cleaning services (inside and outside the home), carpentry, property maintenance, snow removal, down sizing, painting, gardening, garbage removal and help with moving. Services are registered and insured.

..... 902-940-5234  
.....Email: [oddjobberspei@gmail.com](mailto:oddjobberspei@gmail.com)  
..... Website: [www.oddjobberspei.com](http://www.oddjobberspei.com)

**Home Instead Senior Care** is locally owned and operated. They offer services including, but not limited to, housekeeping, laundry, meal preparation, medication reminders, grocery shopping and errands, help with bathing, dressing and mobility as well as Alzheimer’s and dementia care. Home Instead CAREGivers are screened, regularly trained, bonded, insured and make a personal connection to their clients.

For more information

..... 1-866-573-8787  
..... Website: [www.homeinstead.ca/pei](http://www.homeinstead.ca/pei)

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**We Care Home Health Services** offers a full range of home support services including homemaking, meal preparation, personal care, and escort for appointments.

For more information

..... 902-894-3025  
..... Toll-free: 1-800-897-9640  
..... Website: [www.cbi.ca](http://www.cbi.ca)

## 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, Island Regulatory and Appeals Commission (IRAC). 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.irac.pe.ca](http://www.irac.pe.ca)

## Subsidized Seniors Housing

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

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

People aged 60 and those who are 55 and older who have a disability 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 and present housing situation.

Regional Housing Officers:

Charlottetown..... 902-368-5770  
Montague ..... 902-838-0796

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O’Leary .....	902-859-8837
Souris .....	902-687-7098
Summerside.....	902-888-8436

## Shelters

### Salvation Army Bedford MacDonald House

This shelter, located on 184 Weymouth Street, Charlottetown provides housing for men.  
..... 902-892-9242

### WrapAround Housing First

The John Howard Society offers an individualized planning process to help individuals and families meet their housing needs.  
..... 902-566-5425  
..... Website: [www.johnhoward.ca](http://www.johnhoward.ca)

## 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 in certain situations.

\* Some facilities provide both community care and nursing care.

<b>Alberton</b> – Rev. W.J. Phillips Residence .....	902-853-3109
<b>Belfast</b> – Dr. John Gillis Memorial Lodge* .....	902-659-2337

### Charlottetown

Andrews Lodge.....	902-368-2790
Bevan Lodge .....	902-894-5858
Champion Lodge.....	902-894-8968
Charlotte Residence .....	902-894-8134
Corrigan Home.....	902-894-9686
Elm Crest Lodge .....	902-566-5996

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Geneva Villa .....	902-628-6642
Grafton House Community Care .....	902-367-2875
Langille House .....	902-628-8228
Emerson Lodge .....	902-892-0791
Old Rose Lodge.....	902-368-8313
Park West Lodge* .....	902-566-2260
Smith Lodge.....	902-892-4220
Stamper Residence.....	902-894-3815
Tenderwood Lodge.....	902-566-5174
The Mount.....	902-370-8888
Valley House .....	902-628-8268
Whisperwood Villa* .....	902-566-5556
<b>Clinton</b> – Clinton View Lodge* .....	902-886-2276
<b>Clyde River</b> – Burnside Community Care.....	902-675-2393
<b>Crapaud</b> – South Shore Villa* .....	902-658-2228
<b>Georgetown</b> – Carroll’s Lodge.....	902-652-2369
<b>Hunter River</b> – Rosewood Residence.....	902-964-2436
<b>Kensington</b>	
Kensington Community Care Home.....	902-836-3019
MacEwen Mews .....	902-836-4678
<b>Miscouche</b> – Miscouche Villa .....	902-436-1946
<b>Montague</b>	
MacKinnon Pines Lodge .....	902-838-2656
Perrins Marina .....	902-838-4075
<b>O’Leary</b> – Lady Slipper Villa .....	902-859-3544

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### Souris

Bayview Lodge .....	902-687-3122
Hilltop Lodge .....	902-687-3315
<b>Stratford</b> – Andrews of Stratford .....	902-367-4100

### Summerside

Andrews Lodge.....	902-436-0859
Andrews of Park Hill Place.....	902-888-2273
<b>Tignish</b> – Seniors Home Care Cooperative .....	902-882-4663
<b>Tyne Valley</b> – Valley Lodge .....	902-831-3888
<b>Wellington</b> – Le Chez Nous Ltee .....	902-854-3426

### Nursing Homes

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

**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.

<b>Alberton</b> – Maplewood Manor.....	902-853-8610
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### Charlottetown

Beach Grove Home .....	902-368-6750
Prince Edward Home .....	902-368-4607
<b>Montague</b> – Riverview Manor .....	902-838-0772
<b>O’Leary</b> – Margaret Stewart Ellis Home .....	902-859-8752
<b>Souris</b> – Colville Manor .....	902-687-7090

### Summerside

Wedgewood Manor .....	902-888-8340
Summerset Manor.....	902-888-8310
<b>Tyne Valley</b> – Stewart Memorial Hospital .....	902-831-7900



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**Private Nursing Homes** - Licensed nursing homes are privately owned and operated establishments that provide nursing care services for people whose care needs are greater than the family or community care facility can 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 ..... 902-659-2337

**Clinton** – Clinton View Lodge ..... 902-886-2276

**Crapaud** – South Shore Villa ..... 902-658-2228

### **Charlottetown**

Garden Home ..... 902-892-4131

MacMillan Lodge ..... 902-894-7173

Mount Continuing Care Community ..... 902-370-8888

Park West Lodge ..... 902-566-2260

PEI Atlantic Baptist Home ..... 902-566-5975

Whisperwood Villa ..... 902-566-5556

### **Summerside**

Andrews of Summerside ..... 902-436-0859

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

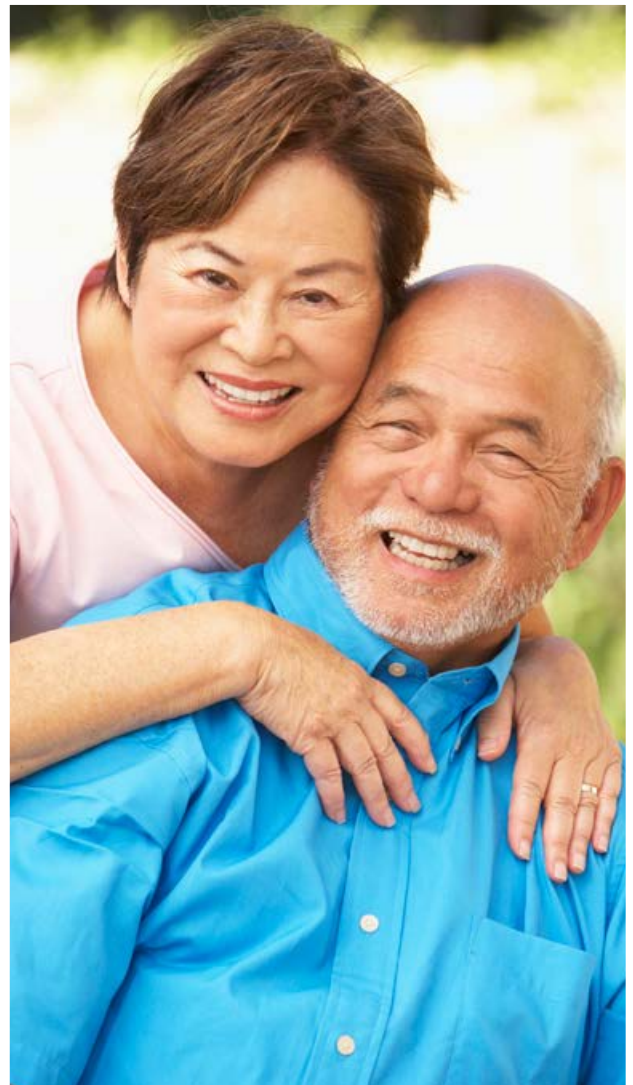


# PEI Seniors' Guide

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## Chapter 5 Caregiving





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## Chapter 5    Caregiving

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### Are you a Caregiver?

Many of us take on a new role as we age - the role of caregiver to a family member, friend or neighbour. Caregivers do many tasks, which may include providing help around the home, assistance with bathing, feeding and self care, giving medications, managing finances, offering transportation and emotional support as some examples. You may be providing care to someone older or younger than yourself who may live in your home, neighbourhood or at a distance, in another province. Some people provide caregiving help to more than one person at a time (for example, caring for an older parent and children).

Each caregiving situation is unique but if you are currently a caregiver or you are thinking about a time in the future when you may become a caregiver it is important to know where to find supports and services that may be helpful. It is especially important to access supports and services when you find:

- you are taking on new or more intensive caregiving duties
- you are feeling overwhelmed and need help or a break
- the person that you are caring for needs more help than you are able to provide.

Caregiving can be unpredictable, especially when caring for an older relative or someone with a chronic illness. There may be times when an urgent situation unexpectedly requires your full attention. This is normal and the good news is that by planning ahead and taking care of yourself you can be better prepared to cope with challenges that arise.

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**Did you know?** More than six million people – 35% of the workforce provides care while balancing job responsibilities.

Source: *When Work and Caregiving Collide 2015*

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## Chapter 5    Caregiving

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### **Taking Care of Yourself**

A caregiver is a very important person in the life of the person receiving care and so it is important that you stay physically and emotionally healthy in order to be well prepared to provide care.

**Take care of your physical health** - by eating regularly, choosing healthy foods, getting enough rest and exercise. This may involve finding ways to be physically active with the person that you are providing care to or taking time for a rest when they are resting. Taking care of your health builds a solid foundation that will support you to be able to provide care for other people so remember to schedule regular appointments with your health care team, dentist and eye doctor to ensure that you are maintaining your health.

**Take care of your emotional health** - one of the most challenging aspects of being a caregiver is learning to cope with feelings. It is normal to feel a range of emotions, at times you may feel frustrated, upset or sad, angry, guilty, or afraid. These emotions may be personal or they may be a reflection of how the person you are caring for is feeling. If you can accept your feelings, recognize that you are doing your best and understand that there are some things that you cannot change this can help you to refocus on what you can do. Maintaining a strong support network is a way to gain some perspective on your situation by being reminded of the successes rather than problems.

**Learn to recognize signs of stress** - everyone has their unique signs of stress and there are also some common signs of stress:

- difficulty concentrating
- exhaustion
- health problems
- weight gain or loss
- denial or anger
- social withdrawal
- excessive worry

These are signals that it is time to talk to family, friends, health care providers and the community and seek out support. Taking a break, asking for help or giving up tasks to another person are all ways to recognize and respect your limits as a caregiver. Taking steps to reduce stress can prevent burnout in the future.



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**Maintain a support system of other people in your life** - though your time for socializing may be limited, it is important to avoid becoming socially isolated by maintaining contact with other family members, friends and neighbours. Other people in your life can be a source of information, advice, comfort and practical support to help you get things done. Remember, people generally want to help - they are often just looking for ways to be helpful. Keeping in contact by telephone, email, video, mail or visiting are all ways to keep in touch with people. You may also find a health care provider or a support group offers an opportunity to share experiences, gain practical tips and advice.

**Prepare for the future** - planning for the future can help to reduce daily stress by reducing the uncertainty of what would happen if an emergency occurred. There are two parts to this planning - your plan, as a caregiver and the future plan of the person receiving care. Your plan should include:

- a back-up plan which identifies providers, tasks and key contacts if you were unable to provide care
- key legal documents: a will, power of attorney and advance care plan.

It is also important to discuss the future with your care receiver and ensure that they have prepared a will, power of attorney and advance care plan that reflects their wishes.

For more help with planning for the future complete the *Thinking about the Future? Plan now to age in place* checklist.

..... Website: <http://www.seniors.gc.ca/eng/working/fptf/paip-cl.shtml>

**Keep learning** - become well informed about the health problems that your care receiver may have so you can better understand what to expect and anticipate changes. The more you know the more prepared that you will be to communicate with the health care team and support your family member. This knowledge can also help you plan for future financial needs, supportive equipment and home modifications. To learn more about community supports for caregivers continue reading.

### Community Programs and Services for Caregivers

#### Financial Assistance

**Employment Insurance Compassionate Care Benefits** - This program provides up to 26 weeks of Employment Insurance benefits to people who have to be away from work temporarily to provide care to a family member (or someone who considers you a family member such as a close friend or neighbour). The person receiving care must be seriously ill and have a high risk of death within 26 weeks (six months).



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If you are unemployed or already receiving EI benefits you can also apply for compassionate care benefits.

You can apply on-line at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) as soon as you stop working or apply in person at a Service Canada office.

.....Toll-free: 1-800-206-7218

.....TTY: 1-800-529-3742

.....Website: [www.esdc.gc.ca](http://www.esdc.gc.ca) (see Compassionate Care Benefits)

**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 Tax Credit (Line 315). The amount of the credit depends on how much the caregiver earns. For more information, consult the General Income Tax and Benefit Guide.

.....Toll-free: 1-800-959-8281

.....Website: [www.cra.gc.ca/forms](http://www.cra.gc.ca/forms)

**Caring for People with High Medical Needs: Live in Caregiver Program** - this program offers a pathway to permanent residency for professional caregivers who provide care for seniors, those with disabilities or chronic disease. Live-in caregivers must live in the private home where they work. For more information on this program and application forms visit:

.....Website: [www.esdc.gc.ca](http://www.esdc.gc.ca)

.....Search: Hire a temporary worker as an in-home caregiver

## **Respite Programs and Services**

Respite services offer caregivers a break or a rest from the daily routine of caregiving while providing programs and services for the individual receiving care. Respite services may be arranged informally through family, friends and neighbours who help the caregiver or more formally through day programs, home support services for household chores or short term breaks through nursing home admission.

## **Day Programs for Seniors**

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 ..... 902-859-8730

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## Charlottetown

Brecken House ..... 902-368-4790

## Montague

Stay-a-while, Riverview Manor ..... 902-838-0786

## Souris

Stay-a-while, Colville Manor ..... 902-687-7096

## Summerside

Chapman Center, Summerset Manor ..... 902-888-8440

## Home Support Services

Home support services may include housekeeping, help with laundry, shopping, snow removal, lawn care and other general home maintenance. These services may be offered by businesses or individuals. There is a fee for home support services.

**Bayshore Home Health** offers home support services including light housekeeping, meal preparation, laundry, personal care, and escort for shopping and errands. Bayshore caregivers are screened, trained, bonded and insured and nurse-supervised.

..... 902-892-7355

..... Toll-free: 1-866-892-7355

..... Website: [www.bayshore.ca](http://www.bayshore.ca)

**Go-For Services** offers services in Charlottetown and surrounding areas. Services include: household chores, personal shopping and running errands. Services are offered on a one-time and on-going basis. Go-For Services is bonded and insured.

For more information  
..... 902-626-9815

..... Email: [val@goforservices.ca](mailto:val@goforservices.ca)

..... Website: [www.goforservices.ca](http://www.goforservices.ca)

**Odd Jobbers PEI** offers cleaning services (inside and outside the home), carpentry, property maintenance, snow removal, down sizing, painting, gardening, garbage removal and help with moving. Services are registered and insured.

..... 902-940-5234

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.....Email: oddjobberspei@gmail.com

.....Website: www.oddjobberspei.com

**Home Instead Senior Care** offers services including such as housekeeping, laundry, meal preparation, medication reminders, grocery shopping and errands, help with bathing, dressing and mobility as well as Alzheimer’s and dementia care. Home Instead CAREGivers are screened, regularly trained, bonded, insured and make a personal connection to their clients.

.....1-866-573-8787

.....Website: www.homeinstead.ca/pei

**We Care Home Health Services** offers a full range of home support services including homemaking, meal preparation, personal care, and escort for appointments.

.....902-894-3025

.....Toll-free: 1-800-897-9640

.....Website: www.cbi.ca

**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

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## Support Groups

Joining a support group offers an opportunity to share experiences with other caregivers, learn more about the health condition that is affecting your family member, gain practical advice to help you in your role and share your thoughts and feelings without judgement. Support groups may be sponsored by groups that focus on the condition affecting your family member or be a general support group for caregivers. Some examples of PEI support groups follows.

**Alzheimer Caregiver Support Groups** are available in Charlottetown, Montague, and Summerside. Meetings may be available in other communities upon request. For more information contact the Alzheimer Society:

..... 1-866-628-2257

**Grandparents Peer Support Group** provides information and support for grandparents who are providing care to grandchildren.

..... 902-888-2177

..... Website: [www.eastprinceseniorsinitiative.blogspot.com](http://www.eastprinceseniorsinitiative.blogspot.com)

**Multiple Sclerosis Society Caregiver Network** provides newsletters and updates on caregiving and multiple sclerosis.

.....Email: [emily.knight@mssociety.ca](mailto:emily.knight@mssociety.ca)

**Parkinson’s Disease Support Group** offers regular meetings for caregivers and people affected by Parkinson’s.

..... 902-368-5652 (Charlottetown)

..... 902-838-4749 (Montague)

..... Caregivers webinar: [www.parkinson.ca](http://www.parkinson.ca)

**Peer Support Service** connects people living with cancer and their caregivers with support services.

..... Toll-free: 1-888-939-3333

..... Email: [info@cis.cancer.ca](mailto:info@cis.cancer.ca)

**Community Support Group for Caregivers** meets to offer support, discuss successes and challenges and share helpful tools and resources. All caregivers are welcome.

..... 902-439-5480

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## **Preparing to Move to a Community Care Facility or Nursing Home**

As part of your planning for the future you may want to learn more about community care facilities and nursing homes. The Community Legal Information Association (CLIA) has a booklet that provides more information on choosing a community care facility or nursing home. Contact CLIA for a copy of *Moving to a Community Care Facility or Nursing Home* or view this booklet online:

..... Toll free 1-800-240-9798  
..... Website: [www.cliapei.ca](http://www.cliapei.ca)

## **End of Life Care**

### **Advance Care Plan**

Advance care planning is a process to develop a document that states 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. An advance care plan allows you to name another person, as proxy, to make decisions for you if you are unable to make decisions or communicate them yourself. Health care providers must ask if you have an advance care plan and are required to follow your plan unless they consider it unethical or illegal. Your advance care is legal in other provinces. It is important to ensure that you have given copies of your plan to your doctor, clergy, closest relatives and friends and carry one if you are traveling. You cannot use an advance care plan to request assisted dying.

..... 902-620-3045  
..... Website: [www.advancereplanning.ca](http://www.advancereplanning.ca)

**Palliative Care** - This term refers to comfort care for anyone living with a life threatening illness, with emphasis on a 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 Hospice PEI. For more information on volunteer services in palliative care and bereavement services, call 902-368-4498 or [www.hospicepei.ca](http://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

# Chapter 5    Caregiving

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and volunteers. The program can provide medical, nursing, the paramedics providing palliative care at home program and other care for pain and symptom management, respite care, emotional support, spiritual support, counseling and ongoing bereavement support after the death of a loved one

Provincial Integrated Palliative Care Program.....	902-368-4781
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.....	902-888-2709

## What to do when someone has died

**Service Canada** has collected information about what needs to be done in the event that someone dies. This information includes advice on cancelling services, key documents and arranging for survivor benefits. For more information visit:

..... Website: [www.servicecanada.gc.ca/eng/lifeevents/loss](http://www.servicecanada.gc.ca/eng/lifeevents/loss)

**Canada Revenue Agency** has collected information and frequently asked questions about what needs to be done, regarding taxation, benefits and financial matters, when someone dies.

..... Website: <http://www.cra-arc.gc.ca/deceased>

## Obtaining a death certificate

When a person dies (at home or in hospital) a **medical certificate of death** must be completed by a medical practitioner or coroner.

After the medical certificate of death has been completed then a burial permit can be issued for release of the body. The **burial permit** is a legal document that is issued by funeral directors on PEI. The funeral director completes a death registration form and sends this document to Vital Statistics.

The **death certificate** is an official document that contains information taken from the death registration. This certificate can be obtained from Vital Statistics after the death registration form has been processed. A death certificate is required to file for death benefits, access the financial accounts of the deceased and insurance benefits. For more

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information about obtaining a death certificate contact:

.....902-838-0880  
..... Toll-free: 1-877-320-1253  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: Apply for a death certificate

## **Additional information for Caregivers**

**Self Care for Caregivers** - The Public Health Agency of Canada offers a booklet on *Self Care for Caregivers*.

..... Website: [www.phac-aspc.gc.ca](http://www.phac-aspc.gc.ca)

The federal government provides an interactive website that offers information for caregivers. This website is helpful to learn about programs, services and supports locally and in other provinces and territories.

..... Website: <http://www.seniors.gc.ca>

**My Benefits Finder** - is a website that offers information on federal and provincial services and benefits of support to caregivers.

..... <http://www.canadabenefits.gc.ca>

**Saint Elizabeth Health Care** - offers a comprehensive website of information for caregivers including a podcast series, newsletter, articles and a *Caregiver Compass* (a free guide providing tips and tools for caregivers.)

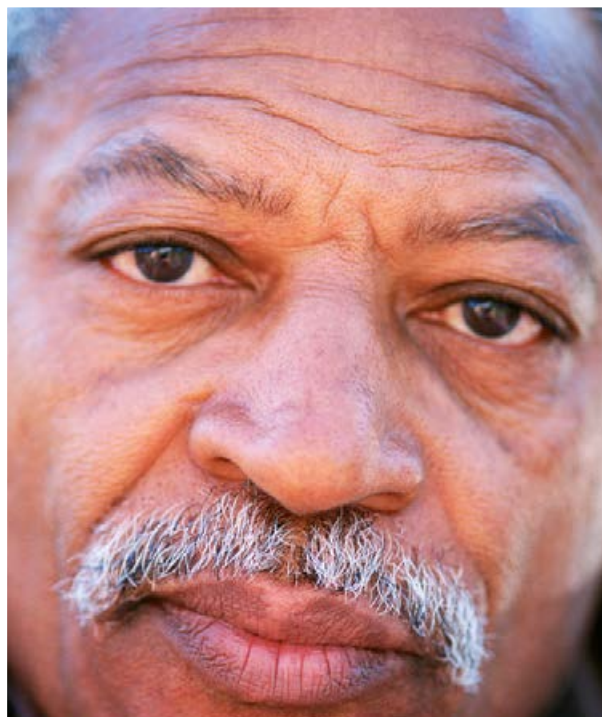
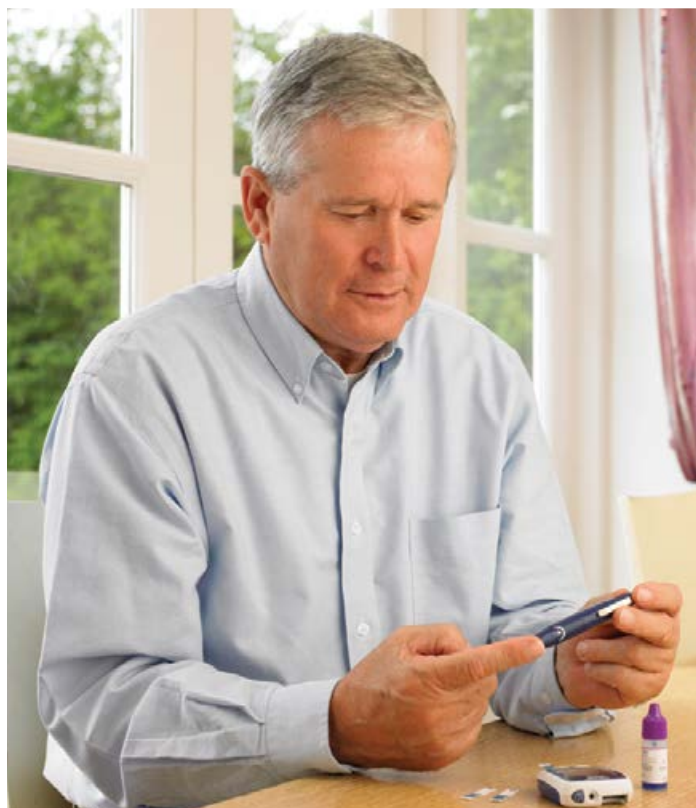
..... Website: [www.saintelizabeth.com/Caring-for-Family](http://www.saintelizabeth.com/Caring-for-Family)

**When Dementia is in the House** - provides information for caregivers, youth and teens on dementia and managing challenges.

..... Website: [lifeandminds.ca/whendementiaisinthehouse](http://lifeandminds.ca/whendementiaisinthehouse)

**Dementia** - the Alzheimer Society of Canada offers an extensive on-line library of brochures and fact sheets on Alzheimer Disease and related dementias (early, middle and late stage) which provide information on care.

..... Website: [www.alzheimer.ca/en/We-can-help/Resources](http://www.alzheimer.ca/en/We-can-help/Resources)





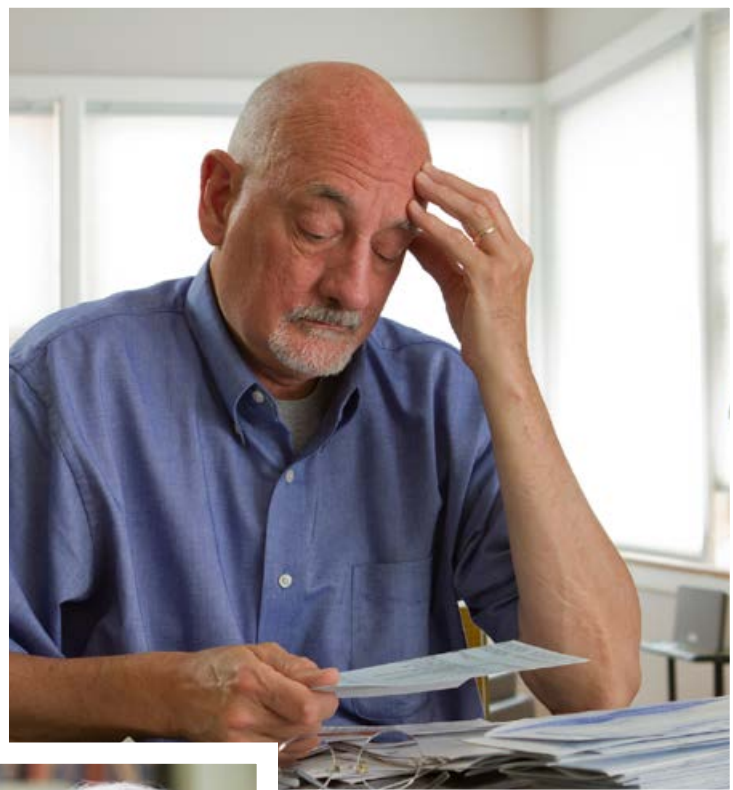
# **PEI Seniors' Guide**

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## **Chapter 6**

### **Personal Security and Legal Services**





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**MedicAlert® Safely Home®** The Alzheimer Society partners with the Canadian MedicAlert Foundation to offer MedicAlert® Safely Home®, a nationwide program designed to help identify the person with dementia who is lost and assist with a safe return home. Personal information and a hotline number are engraved on a MedicAlert bracelet that is worn full-time by the person with dementia. Should the individual ever go missing, police can quickly identify them by calling the MedicAlert 24-hour emergency hotline, whose emergency hotline specialists immediately contact caregivers to let them know the situation and location of their loved one.

For further information contact the Alzheimer Society of PEI:

..... 902-628-2257  
..... Toll-free:1-866-628-2257  
..... Email: [society@alzpei.ca](mailto:society@alzpei.ca)  
..... Website: [www.alzheimer.ca/pei](http://www.alzheimer.ca/pei)

**Community Legal Information Association (CLIA)**

This association provides Islanders with understandable, useful information about our laws and the justice system. CLIA works with community groups, lawyers, government departments and interested members of the general public. Legal information is available on all subjects. Designed for older adults, the *Putting Your Affairs in Order at Any Age* series of booklets explain a number of important issues of interest to seniors including: new relationships, you and your grandchildren, preventing abuse, wills and health care directives. Services are provided free of charge.

..... 902-892-0853  
..... Toll-free:1-800-240-9798  
..... Email: [clia@cliapei.ca](mailto:clia@cliapei.ca)  
..... Website: [www.cliapei.ca](http://www.cliapei.ca)

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## Consumer Information and Complaints

The Consumer Services Section of the Department of Justice and Public Safety 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 consumers to the appropriate department or agency. They also provide consumers with information so that they can make informed decisions.

..... 902-368-4550  
..... Email: [ccs@gov.pe.ca](mailto:ccs@gov.pe.ca)  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: Consumer services

## Elder Mediation

Elder mediators are specially trained individuals that apply their knowledge on aging to the issues facing older people. Through a cooperative, neutral process trained elder mediators help people to develop mutually agreeable solutions to conflicts. In addition, mediators can help facilitate an alternate process to legal proceedings. For information about this service contact Mediation PEI.

..... 902-892-7667  
..... Email: [ereagh@eastlink.ca](mailto:ereagh@eastlink.ca)  
..... Website: [www.mediationpei.com](http://www.mediationpei.com)

## 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.

..... 902-368-4180  
..... Toll-free: 1-800-237-5031  
..... Email: [contact@peihumanrights.ca](mailto:contact@peihumanrights.ca)

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## 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 name of a lawyer. You arrange an appointment for an interview of up to forty-five minutes at a charge of \$25 (plus tax). 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.

..... 902-892-0853  
..... Toll-free: 1-800-240-9798  
..... Email: [clia@cliapei.ca](mailto:clia@cliapei.ca)

**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..... 902-368-6656  
Summerside  
..... Family law: 902-888-8066  
..... Criminal law: 902-888-8219  
..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)  
..... Search: Legal aid

**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 benefit from available services. 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 ..... 902-888-8218

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## Emergency Preparedness

Preparing for an emergency is important and it is something that every Islander can do. The Office of Public Safety advises all residents to take three simple steps to become better prepared to face a range of emergencies and reduce the impact on yourself and your community.

- 1. Know the risks** - although the results of disasters can be similar, knowing the risks specific to this region (such as what to do in the case of hurricanes, storm surge and power failure) can help you better prepare.
- 2. Make a plan** - every Island household needs an emergency plan. It will help you and your family know what to do if disaster strikes.
- 3. Get an emergency kit** - during an emergency you need some basic supplies and to be prepared to be self-sufficient for at least 72 hours.

To receive your copy of the Emergency Preparedness Guide or the Emergency Preparedness Guide for People with Disabilities or Special needs go to [www.getprepared.ca](http://www.getprepared.ca) or call the toll free seniors line at 1-866-770-0588.

## Personal Emergency Response Services

**Home Security Systems** - Home alarm services are available that can alert you to 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.

ADT Security Services Canada Inc

..... 1-877-627-0504

..... Website: [www.adt.ca/en/home-security](http://www.adt.ca/en/home-security)

Alliance Security System

..... 902-892-2519

..... Website: [www.alliancesecurity.ca](http://www.alliancesecurity.ca)

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Connolly Security System	
.....	1-800-431-8779
.....	Website: <a href="http://www.connollysecurity.pe.ca">www.connollysecurity.pe.ca</a>
Eastern Alarms	
.....	902-892-9098
.....	Website: <a href="http://www.easternalarms.net">www.easternalarms.net</a>
Island Alarms	
.....	902-629-1449
PEI Monitoring	
.....	902-894-7233
.....	Website: <a href="http://www.peimonitoring.ca">www.peimonitoring.ca</a>
Pro-Tech Alarms	
.....	902-393-0545
.....	Website: <a href="http://www.peialarm.ca">www.peialarm.ca</a>
Security First:	
Charlottetown.....	902-368-3082
Summerside.....	902-888-9838
Stewart Security	
.....	902-569-2191
.....	Website: <a href="http://www.stewartsecurity.ca">www.stewartsecurity.ca</a>

**Medic Alert** - When you 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.

You will receive a Medic Alert medical identification product engraved with your key medical information, member ID number and the Medic Alert 24-hour Emergency Response Hotline number.

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



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.....Website: [www.medicalert.ca](http://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 PEI..... 902-892-5463

Health Alert..... 902-892-5276

Life Call

.....Toll-free: 1-800-661-5433

.....Website: [www.lifecall.ca](http://www.lifecall.ca)

Lifeline System

..... Toll-free: 1-866-784-1992

..... Website: [www.lifeline.ca](http://www.lifeline.ca)

## **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.

The Community Legal Information Association (CLIA) has a booklet that provides more information on power of attorney. Contact CLIA for a copy of *Putting Your Affairs in Order: Powers of Attorney* or view this booklet online:

..... Toll free 1-800-240-9798

..... Website: [www.cliapei.ca](http://www.cliapei.ca)

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## Public Guardianship Program

Individuals are recommended for guardianship when they are incapable of managing their personal affairs such as: health care, legal proceedings, social contacts, and or training. 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.

..... 902-368-6281

..... Website: [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Public trustee, public and official guardian

## 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 may be appointed after a person has been declared incompetent if no prior arrangements about your financial affairs have been made and/or where there are concerns about how your power of attorney is being used. The Public Trustee has the power to take over administration of your finances if your attorney has not been acting in your best interest.

..... 902-368-6281

Website: ..... [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Public trustee, public and official guardian

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## 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** ..... 902-892-9149

..... Email: [info@peicod.pe.ca](mailto:info@peicod.pe.ca)

**Montague** ..... 902-838-5878

..... Email: [montague@peicod.pe.ca](mailto:montague@peicod.pe.ca)

**Summerside** ..... 902-436-9259

..... Email: [summerside@peicod.pe.ca](mailto:summerside@peicod.pe.ca)

To access an application form:

..... [www.peicod.pe.ca/programs\\_parking.php](http://www.peicod.pe.ca/programs_parking.php)

## 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 Island EMS. There is no fee for emergency ground ambulance services for people 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. 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:

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- 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** - 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.

Emergency Health Services Manager ..... 902-368-6719

**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 within PEI.

You must pay the full cost if you arrange your own ambulance service and are not deemed to medically require ambulance transportation.

.....902-892-9995 (for billing inquiries)

## **Out of Province Travel Support Program**

This program provides travel assistance through the Maritime Bus Company to eligible Islanders travelling to New Brunswick or Nova Scotia for medical appointments. Those approved will have the cost of their bus ticket subsidized by 50% or 100% depending on income.

To be eligible you must:

- be a permanent resident and hold a valid PEI Health Card
- complete an application form and submit a current Canada Revenue Agency Notice of Assessment
- be approved by Health PEI for out of province medical services
- not be receiving support for travel expenses from other non-provincial government sources

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- have an annual net household income of less than \$50,000

For more information, or to apply contact:

..... 902-368-5918

..... [www.princeedwardisland.ca](http://www.princeedwardisland.ca)

..... Search: Out of province travel support program

### **Bus Services and Shuttle Services**

Maritime Bus - For bus fares and schedules

..... 1-800-575-1807

..... Website: [www.maritimebus.com](http://www.maritimebus.com)

Advance Shuttle Service - Transportation daily between PEI and Halifax, NS

..... Toll free: 1-877-886-3322

..... Website: [www.advanceshuttle.ca](http://www.advanceshuttle.ca)

Greyhound Canada - Transportation between PEI and other places in Canada

..... Toll free: 1-877-643-6446

..... Website: [www.greyhound.ca](http://www.greyhound.ca)

East Connection Shuttle - Transportation between Charlottetown and Souris, Montague and St. Peters area.

..... 902-892-6760

Montague Rotary Bus - Transportation in the Montague area and monthly trips to Charlottetown.

..... 902-838-2412

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

..... Toll free: 1-888-842-7245

..... Website: [www.viarail.ca](http://www.viarail.ca)

### **Ferry Service**

A 75-minute ferry route runs between Wood Islands, PEI and Caribou, Nova Scotia from 1 May to 20 December. For schedules and fare information contact:



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..... 1-877-762-7245

..... Website: [www.ferries.ca](http://www.ferries.ca)

## **Driver Refresher Course**

### **55 Alive/Mature Driving Program**

The 55 Alive/Mature Driving Program is a refresher course designed to help Canadians 55 years and over maintain their independence and retain their driving privileges. With aging, changes occur in hearing, vision, flexibility and reaction time. This course teaches participants to adjust their skills to compensate for physical changes. The six-hour program is conducted in a classroom setting using a PowerPoint presentation, student workbooks, and group discussions guided by the instructor.

The course is offered in both French and English at various location across the Island. A fee of \$10 per person covers the cost of the course manual and refreshments. To register or for additional information, call the PEI Senior Citizens' Federation.

..... 902-368-9008

..... Toll-free: 1-877-368-9008

..... Website: [www.peiscf.com](http://www.peiscf.com)

## **Health Coverage When Traveling**

### **Coverage for Out of Province Medical Services - within Canada**

Health PEI covers the cost of out of province in-patient and/or out-patient medical services outside the province in the instance of extreme emergency or sudden illness. Except in the care of an extreme emergency or sudden illness written approval is required from Health PEI to obtain in-patient and/or out-patient services.

Residents can apply for prior approval to receive out of province medical services through their physician. Each approval is effective for a 12 month period, providing the referral is for the same diagnosis and the same physician.

Applications may be approved in the following circumstances:

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

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## Services Received Outside Canada

Payment may be provided by Health PEI for eligible residents of PEI to obtain in-patient and/or out-patient medical services outside Canada in the case of extreme emergency or sudden illness occurring while outside the country.

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

If you are referred by a PEI physician to an out of country hospital or physician for a service not available in Canada and have received prior written approval from Health PEI **call Health PEI before leaving the country for the medical service.**

..... 902-368-6516

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

Halifax..... Toll-free: 1-866-232-3042

Moncton ..... Toll-free: 1-855-860-2246

## Travel Clinics

**PEI Travel Clinic** - 199 Grafton Street, Charlottetown

This clinic provides travellers with an opportunity to obtain information, receive immunizations and other prescriptions.

.....902-629-8846

**Murphy's Travel Health Clinic** - 24 St. Peters Road

The travel clinic offers full travel consultations to plan travel vaccinations.

..... 902-894-8553 extension #3

## Passports

On PEI, Service Canada Centres in Charlottetown, Montague, O'Leary, Souris and Summerside can accept general passport applications, review your application to make sure it is complete, collect fees and supporting documents and send the application to the Passport Program for processing.

.....Website: [www.cic.gc.ca](http://www.cic.gc.ca)

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## 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.

..... 902-436-3394

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

..... 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.

..... 902-894-3339

..... Email: [pat.e@pei.sympatico.ca](mailto:pat.e@pei.sympatico.ca)

..... Website: [www.patandtheelephant.org](http://www.patandtheelephant.org)

**Transportation West Inc.** - This service provides transportation in the West Prince area and is available for seniors. All buses are wheelchair accessible making this service available for persons with disabilities.

..... 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.

### Public Transportation

Public transit buses provide service within the city of Charlottetown (daily), within the city of Summerside (Monday to Friday), connections between Cornwall, Stratford and Charlottetown (Monday to Friday) and areas between Summerside and Charlottetown

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(Monday to Friday). Transit passengers may transfer between the Charlottetown and Stratford transit systems once they have paid the fare.

The fare for Charlottetown, Summerside, Cornwall and Stratford transit is \$2.25 with special rates available for frequent travelers, seniors and students. The one way fare between Summerside and Charlottetown is \$9, Hunter River to Summerside is \$7 and to Kensington to Summerside is \$5. There are both high and low floor transit buses.

There is no transit service on major holidays including : New Year’s Day, Islander Day, Good Friday, Canada Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

For schedule information ..... 902-566-9962

..... Website: [www.triustransit.ca](http://www.triustransit.ca)

# PEI Seniors' Guide

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## Appendix - Tips





## Appendix    Tips

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### How to Find Government Services

**Access PEI** - Located across the Island, these centers are a place to obtain information about provincial government programs and services. You can pay property tax, get a drivers licence 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..... 902-853-8622

..... Email: [accesspeialberton@gov.pe.ca](mailto:accesspeialberton@gov.pe.ca)

**Charlottetown**, 33 Riverside Drive..... 902-368-5200

..... Email: [accesspeicharlottetown@gov.pe.ca](mailto:accesspeicharlottetown@gov.pe.ca)

**Montague**, 41 Wood Islands Hill..... 902-838-0600

..... Email: [accesspeimontague@gov.pe.ca](mailto:accesspeimontague@gov.pe.ca)

**O’Leary**, 45 East Drive ..... 902-859-8800

..... Email: [accesspeioley@gov.pe.ca](mailto:accesspeioley@gov.pe.ca)

**Souris**, 15 Green Street..... 902-687-7000

..... Email: [accesspeisouris@gov.pe.ca](mailto:accesspeisouris@gov.pe.ca)

**Summerside**, 120 Heather Moyse Drive ..... 902-888-8000

..... Email: [accesspeisummerside@gov.pe.ca](mailto:accesspeisummerside@gov.pe.ca)

**Tignish**, 103 School Street..... 902-882-7351

..... Email: [accesspeitignish@gov.pe.ca](mailto:accesspeitignish@gov.pe.ca)

**Wellington**, 48 Mill Road ..... 902-854-7250

..... Email: [accesspeiwellington@gov.pe.ca](mailto:accesspeiwellington@gov.pe.ca)

**Island Information Service (IIS)** - IIS offers a bilingual telephone information service, answering inquiries regarding programs and services offered by the provincial government.

..... 902-368-4000

..... Toll-free: 1-800-236-5196

..... Email: [island@gov.pe.ca](mailto:island@gov.pe.ca)

## Appendix    Tips

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**Service Canada** - You can get information about federal government programs and services from Service Canada. When you phone you get personal service, in English and French, between 8:00 a.m. to 8:00 p.m.

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

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

..... Website: [www.esdc.gc.ca](http://www.esdc.gc.ca)

### Using Telephone, Internet and Email

**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.
- 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.

### Email

Tips:

- Email is best designed for brief messages. If the information that you wish to share is lengthy or detailed then a telephone call may be more effective.
- Remember email isn't necessarily private. Your message may be forwarded to other people or could be received by the wrong person so avoid sending personal or private information.

**Internet** - Many public libraries have Internet services available at no charge.

Tips:

- You can find information on almost any topic by searching on the Internet through search engines. Google, Bing, Yahoo!Search, Ask and WebCrawler are some of the most commonly used search engines.
- For example, to use Google for a search, type [www.google.com](http://www.google.com) in the address box 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.



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- 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

### **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 a walk-in 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 walk-in clinics and outpatient departments. Use the walk-in 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
- Unusual shortness of breath
- Severe abdominal pain
- Prolonged and persistent headache or dizziness
- 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.

### **When to call 911 versus 811**

Call 811 in non-emergency situations, when you have health concerns or need health information.

Call 911 (for ambulance, fire or police) when you are in an Emergency situation:

- Immediate Ambulance assistance is needed when medical attention or transport is required for victims of serious accidents or illness such as a heart attack

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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:**

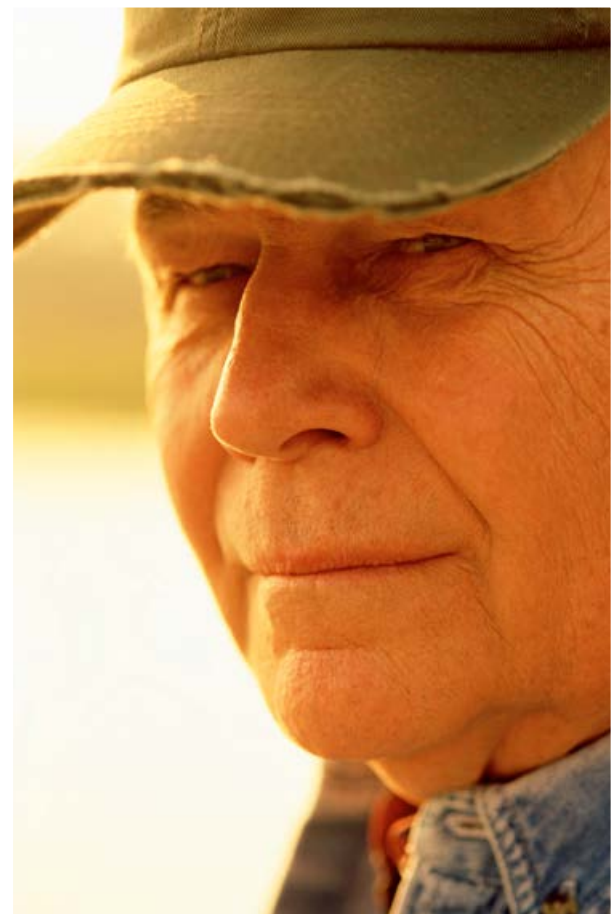
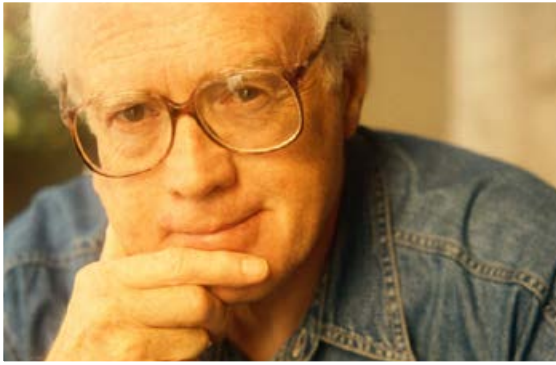
<b>Alberton - RCMP</b>	902-853-9300
<b>Charlottetown - City Police</b>	902-629-4172
<b>Charlottetown - RCMP</b>	902-368-9300
<b>Kensington - Police</b>	902-836-4499
<b>Montague - RCMP</b>	902-838-9300
<b>Stratford - RCMP</b>	902-368-9300
<b>Souris - RCMP</b>	902-687-9300
<b>Summerside - City Police</b>	902-432-1201
<b>Summerside - RCMP</b>	902-436-9300

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For information on provincial government programs  
or services for seniors, please contact:

**Prince Edward Island Seniors' Secretariat**

(902) 569-0588

toll-free 1-866-770-0588

email: [seniors@gov.pe.ca](mailto:seniors@gov.pe.ca)

*[www.princeedwardisland.ca](http://www.princeedwardisland.ca)*

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