Prince Edward Island Seniors' Guide

Information about programs and services for seniors

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

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Emergency Numbers

911
The 911 System links callers to emergency service providers, such as ambulance, police, the fire department, and/or poison control center.

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

Anderson House
An 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
An emergency shelter for Indigenous women and their children who are being abused or are homeless

Toll-free:1-855-297-2332

Crime Stoppers
Report information about a crime

Toll-free: 1-800-222-8477

Shelter Support Line
Toll-free: 1-833-220-4722

Environment
Report oil, pesticide, chemical spills, marine stranded mammals, illegal fishing activities, etc

Toll-free: 1-800-565-1633

LifeHouse Shelter
Transitional housing and emergency shelter for women and children in need from Summerside and surrounding areas

(902) 436-8943

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

Toll-free: 1-800-565-8161

Search and Rescue
Toll-free: 1-800-565-1582

Seniors Navigator

The role of the Seniors Navigator is to enhance access to information and the navigational experiences of near seniors, and their caregivers and family members. The work of the Seniors Navigator allows seniors to access programs and services from community organizations, municipal, provincial and federal governments in a timelier manner.

The Seniors Navigator can assist seniors by:

- Assisting with information on services and programs;
- Directing to the appropriate service and programs contacts;
- Helping with completing applications for services and programs;
- Helping to direct seniors' concerns to the appropriate avenue; and/or
- Promoting awareness of the services and programs for seniors.

www.PrinceEdwardIsland.ca/SeniorsNavigator

Phone (Toll Free) 1-866-770-0588
Phone: : 902-213-5820
Email: seniors@gov.pe.ca

211 PEI

211 PEI is a non-emergency information and referral service that is available online or by phone 24/7. This is a free, confidential service that aims to connect people effectively with the appropriate information and services to enable people to fully engage in their communities. 211 is available in 100+ languages.

Phone: 211
www.pe.211.ca

About the Seniors Guide

The 2022 Prince Edward Island Seniors Guide includes general information about programs and services provided by the federal and provincial governments, community organizations and other services providers.

The guide is organized into seven chapters and an appendix. It includes a table of contents at the front to help guide you to the program information. You can also look at the index at the back of the Seniors Guide to find a specific program or service.

For more information about services and programs for seniors, you can visit our website (PrinceEdwardIsland.ca), email (seniors@gov.pe.ca), or call toll free (at 1-866-770-0588).

Comments About the Guide

We welcome your comments on how to improve this guide to make it more useful. To provide your comments, or to request a hard copy of the Guide, please contact the Seniors' Secretariat:

Mail
Attn: Seniors' Secretariat
PO Box 2000
11 Kent Street, Charlottetown PE
C1A 7N8

Phone
902-620-3785 or 1-866-770-0588 (toll free)

Email
seniors@gov.pe.ca

Disclaimers

- 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.
- Contact information that is accurate at the time of printing or posting may change over time.
- 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 phone book or a website that lists the information.
- 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 of Social Development and Seniors

On behalf of members of the Seniors' Secretariat and my government colleagues, I am very pleased to present this edition of the Prince Edward Island Seniors' Guide.

My goal is to connect seniors with the many helpful programs and services in this guide, in a timely and efficient way.

Today's seniors are living longer, remaining more active, and embracing a vibrant outlook far into their senior years. In PEI, more than 19% of our population is aged 65 years and older, higher than the national average of 17.2%.

As Minister Responsible for Seniors, it is clear to me that the nearly 30,000 adults aged 65 and older who live in PEI are significant contributors to the economic and social well-being of their communities. Seniors provide valuable skills, knowledge and experience that we can all learn from.

In addition to the Seniors' Guide, I invite you to call our toll-free Seniors' Line, 1-866-770- 0588, or dial 2-1-1 to speak with qualified staff members who can provide information on programs and services. Additional information on programs and services for Island seniors can also be found at www.PrinceEdwardIsland.ca/seniors.

I hope you enjoy this guide, and I look forward to working with you.

Yours sincerely,

Barb Ramsay

Hon. Barb Ramsay
Minister of Social Development and Seniors

Message from the PEI Seniors' Secretariat

The Prince Edward Island (PEI) Seniors' Secretariat is pleased to present this 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 discovering a new program that may be of interest to a neighbor, friend or family member.

The Seniors' Secretariat is a group of volunteers, mainly comprised of seniors, who represent community based organizations and communities across PEI. The Seniors' Secretariat is mandated to provide policy and program advice to government and community, increase public awareness and education, and undertake research and information gathering.

The Seniors Guide, which is sponsored by the Seniors' Secretariat, fulfills a commitment to seniors, families, caregivers and 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 feel is important. This guide is organized into chapters by theme to make information easy to find.

Seniors' organizations and service providers played a key role in providing input to the PEI 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 an email at seniors@gov.pe.ca. We look forward to hearing from you.

Regards,

Audrey Morris

Chairperson, Prince Edward Island Seniors' Secretariat

Seniors' Secretariat of Prince Edward Island

About the PEI Seniors' Secretariat

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 three members at large, and representatives from: the Dental Association of PEI, PEI Senior Citizens' Federation, Hospice PEI, PEI Women's Institute, National Association of Federal Retirees, Les Francophone L'age D'or de Î.P.E., Mi'kmaq Confederacy of PEI, Health PEI (Geriatric Program), Age Friendly PEI, and Resource Abilities. Representatives provide information and advice that supports the work of the Seniors' Secretariat and establish communications between the Secretariat and the member's organization.

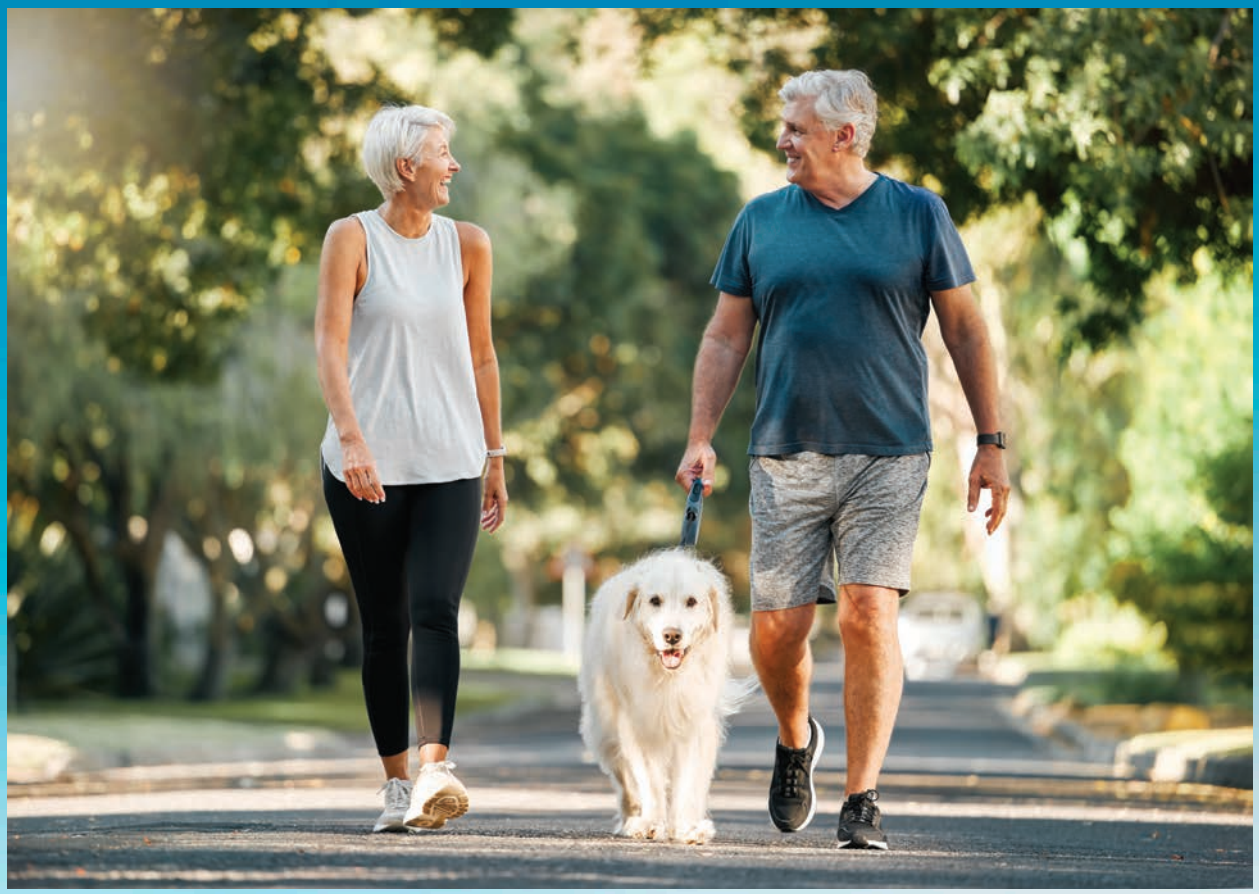
Areas of Action

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. 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.

Seniors' Secretariat
of Prince Edward Island

- **Financial Security and Safety:** Planning for retirement, responding to changes in the economy, improving financial literacy, and protecting assets from fraud are a small 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. In addition, safety is important across the life span. For seniors and near seniors, specific safety issues include personal safety at home and in institutions; along with 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. The Secretariat's work in this area focuses on collaborating with partners to promote active living, healthy eating, tobacco control, and mental health.
- **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.



Chapter 1: Active Living and Learning

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

Congratulatory Messages

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

Governor General

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.

www.gg.ca/en/contact-us

Lieutenant Governor

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:

Phone: 902-368-5480

Prime Minister of Canada

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

Congratulatory Messages Executive
Correspondence Unit, Langevin Block
Ottawa, ON K1A 0A2

Email: pm@pm.gc.ca
www.pm.gc.ca/en/connect/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.

www.PrinceEdwardIsland.ca/en/service/request-a-milestone-certificate-from-the-premier
Phone: 902-368-4400

PEI Senior Islanders of the Year Awards

The PEI Senior Islanders of the Year Award recognizes and celebrates the many contributions of Island seniors. The awards are presented annually 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.

Toll free: 1-866-770-0588 or 902-620-3785
Email: seniors@gov.pe.ca

Fishing and Hunting

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

Fishing

Fishing is permitted in PEI parks, ponds and streams. Islanders who are over the age of 60 can obtain a Courtesy Angling Fishing License free of charge after purchasing a Wildlife Conservation License.

www.PrinceEdwardIsland.ca/Angling

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 License in order to trap certain wildlife on PEI. There is a fee for a Trapping License.

Phone: 902-368-4683
www.PrinceEdwardIsland.ca/Trapping

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.

www.PrinceEdwardIsland.ca/en/topic/hunting-and-firearms

Note: You also need a PEI Wildlife Conservation License as well as the fishing, hunting and trapping licenses. There is a fee for a Wildlife Conservation License. Registration, applications and licenses are available at Access PEI Centers or from the Department of Environment, Energy, and Climate Action by calling 902-368-4683.

Trails, Boardwalks and Parks

Island Trails

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

Phone: 902-894-7535
www.islandtrails.ca

Confederation Trail

Four hundred kilometers of groomed trails lead through farmlands, villages, wetland and hardwood groves. The Confederation Trail is part of the across 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.

www.peisa.ca

Provincial Parks

The province has 8 camping parks and 13 day-use parks which offer free access to beaches, nature trails, outdoor recreation and interpretive programs.

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.

Phone: 902-672-6350
Email: pnipe.peinp@pc.gc.ca
http://www.pc.gc.ca

Newcomers

The Immigrant and Refugee Services Association Prince Edward Island (IRSA) helps immigrants and refugees settle in PEI.

The IRSA:

- 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;
- 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.

Phone: 902-628-6009
www.irsapei.ca/en/home

Guide for Newcomers to Prince Edward Island

This guide contains information to help people learn about the customs, laws and way of life on PEI.

www.Irsapei.ca/en/guide-home

Visiting Programs, Organized Activities and Clubs

PEI Senior Citizens' Federation Inc.

The Prince Edward Island Senior Citizens' Federation Inc. is a non-profit charitable organization that acts as a voice for seniors and advocates for a better quality of life on their behalf.

The Federation includes member clubs, individuals and partner organizations from across Prince Edward Island. 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 you, please contact the Federation office.

Phone: 902-368-9008
Toll Free Phone: 1-877-368-9008
Email: peiscf@pei.aibn.com
www.peiscf.com/

Seniors' Friendly Visiting 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 needs a friendly visitor or if you would like more information about volunteering, please contact the PEI Senior Citizens' Federation.

Phone: 902-368-9008
Toll Free Phone: 1-877-368-9008
Email.peiscf@pei.aibn.com
www.peiscf.com/

Red Cross Friendly Calls Program

Are you feeling lonely or isolated? Would you like someone to connect with you on a regular basis? If so, join the Red Cross Friendly Calls Program!

A Red Cross volunteer will call you at a scheduled time to chat or to connect you to community resources. This is free and available to anyone aged 18 and over.

Phone 1-833-729-0144
www.redcross.ca

Les francophones de l'age d'or de l'Ile-du-Prince-Edouard

French language clubs are part of the Les francophones de l'age d'or de l'Ile-du-Prince- Edouard. They offer opportunities to gather and learn together as well as promote language, culture and intergenerational activities.

Phone: 902-724-5123
Email. calus@airtechca.com
or mariarose@eastlink.ca

Native Council of Prince Edward Island – Elders Program

The Native Council of PEI's Elders Program offers the opportunity to any Indigenous person residing off-reserve in PEI to access programming such as Monthly Elder meetings; Information sessions, knowledge sharing, social interaction, and traditional arts and crafts; Annual Mawi'omi (gathering).

The group gathers in friendship by sharing language, customs, tradition, and history. The Seven Teachings of Respect, Bravery, Honesty, Wisdom, Humility, Truth, and Love are guiding principles. Participants are generally over the age of 55 but others are encouraged to attend programming such as Indigenous youth.

Phone 902- 892- 5314
Email.capacity2@ncpei.com

Activities

There are many organized activities across PEI in local communities. Call your town office or local 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.

Phone: 902-892-5323
Email: gopei@recreationpei.ca
www.gopei.ca/

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.

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

Phone: 902-368-6570
Toll Free Number: 1-800-247-6712
Email: pei55plusgames@gmail.com
www.pei55plusgamessociety.ca/

Murphy's Community Centre (Charlottetown)

Recreational, social, and health education programs are offered for seniors including a Seniors Bowling League, Olde Tyme Square Dancing Classes, and Seniors' Socials.

Phone: 902-892-1719
www.murphyscommunitycentre.com/

Bell Aliant Centre (Charlottetown)

This complex is owned and operated as a collaboration between the city of Charlottetown, UPEI, and the town of Stratford, and 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.

Phone: 902-569-4584
www.bellaliantcentre.ca/

UPEI Chi-Wan Young Sports Centre (Charlottetown)

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 center, gymnasium, squash courts, indoor track and two fitness class studios. A wide variety of programming for all ages is offered.

Phone: 902-566-0368

Seniors Active Living Centre

Located in the Bell Aliant Centre, the Seniors Active Living Centre (SALC) provides a supportive and engaging environment promoting health and well-being for seniors. SALC hosts a variety of programs for its members, including cards, choir, crafts, dancing, fitness, foot clinics, guest speakers, luncheons, and travel.

Phone: 902-628-8388
Email: salc@pei.aibn.com

Cornwall Parks and Recreation Department

The Cornwall Parks and Recreation Department offers a number of programs for seniors, including a seniors' lunch on Thursdays for a nominal fee.

Phone: 902-628-6260
www.cornwallpe.ca

Daytime Curling (Cornwall Curling Club)

Takes place week day mornings between October and April 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.

Phone: 902-566-4427

The Stratford Recreation Department

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.

Phone: 902-569-2535
www.townofstratford.ca/

The Mayflower Seniors' Club (Stratford)

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

Phone: 902-569-2732

Historic Walking Tours (Summerside)

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

Phone: 902-432-1327

Eptek Art and Culture Centre (Summerside)

There are a variety of exhibits and programming offered by the Eptek Art and Culture Centre. In the winter months, there is a weekly film series, monthly book club, lectures and demonstrations. In the summer, there are weekday art and craft demonstrations.

Phone: 902-888-8373
Email: eptek@gov.pe.ca
www.PEImuseum.ca/visit/eptek-art-culture-centre

Credit Union Place (Summerside)

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

Phone: 902-432-1234
www.cupevents.ca

Provincial Command, Royal Canadian Legion

Phone: 902-892-2161
Email: royalcanadianlegion@pei.aibn.com
www.peilegion.com/

Association of Holland College Retirees

Phone: 902-566-9590

Association of Retired UPEI Employees

Email: upeiretirees@gmail.com
www.upei.ca/hr/resources-retirees

National Association of Federal Retirees (FSNA) PEI Branch

Email: for Charlottetown Chapter
federalretireescharlottetown@gmail.com
Email: for Summerside Chapter
Summerside83@gmail.com
www.federalretirees.ca/en

Retired Teachers' Association

Phone: 902-566-4680

National Pensioners Federation

This national, not for profit organization seeks to stimulate public interest in the welfare of aging Canadians through its membership of 1,000,000 seniors and retirees.

www.nationalpensionersfederation.ca

Canadian Association of Retired Persons

This national organization advocates for better healthcare, financial security and freedom from ageism.

Toll Free Phone: 1-800-363-9736
www.carp.ca/

Canadian Snowbird Association

This association focuses on defending and improving the rights and privileges of Canadian travelers.

Toll Free Phone: 1-800-265-3200
Email.csastaff@snowbirds.org
www.snowbirds.org/

Active Aging Canada

Active Aging Canada supports the lifelong healthy active aging of adult Canadians through participation, education, research and promotion.

Toll Free Phone: 1-800-549-9799
www.activeagingcanada.ca/

Help Age Canada

This organization works to improve and maintain the quality of life of vulnerable older persons and their community.

Toll Free Phone: 1-800-648-1111
https://helpagecanada.ca/

ElderDog

ElderDog PEI is part of a national, community based non-profit organization dedicated to the wellbeing of older people and older dogs. ElderDog welcomes volunteers and inquiries from individuals seeking support.

Toll Free Phone: 1-855-336-4226

Email:elderdogpei@gmail.com

https://elderdog.ca/

Facebook: ElderDog PEI

Genealogy and Vital Statistics

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.

Phone: 902-368-4290
Email: archives@gov.pe.ca

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.

Phone: 902-838-0880
Toll Free Phone: 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.

Phone: 902-961-7320
www.PrinceEdwardIsland.ca/en/information/education-and-lifelong-learning/your-library-card

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.

Toll Free Phone: 1-800-565-5629
Email: peicommunityschools@gmail.com
www.peicommunityschools.com/

Seniors College

This is a membership-based organization offering over 100 courses per year, mostly taught by seniors, at locations in Queens, Prince and Kings counties. Classes are typically one to ten 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 online registration for courses is also available. New members can join and sign up for available courses throughout the year.

Phone: 902-894-2867
Email: seniorscollege@upei.ca
www.seniorscollege.ca/

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

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.

Phone: 902-566-0439
Email: registrar@upei.ca
www.upei.ca/registrar

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 Phone: 1-800-446-5265
www.hollandcollege.com/

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.

Toll Free Phone: 1-800-454-5768
www.roadscholar.org/

Computer and Technology Training

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.

Phone: 902-894-2867
Email.seniorscollege@upei.ca
www.seniorscollege.ca/

PEI Public Libraries

Offer a number of programs at specific branches, including Individual Basics, Computer Skills for Seniors, and E-book help. For more information on programs in your area relating to computers and technology, contact the Public Library Service headquarters.

Phone: 902-961-7320
Email: plshq@gov.pe.ca

TechNTalk

The Office of Seniors and Big Brothers Big Sisters PEI have partnered together to host free digital literacy events for those 55 years and over at local libraries. Participants will be paired with a youth volunteer to learn more about their technology.

Phone: 902-620-3785
Email: seniors@gov.pe.ca
www.PrinceEdwardIsland.ca/TechNTalk

Computers for Success PEI

Government and the private sector donate surplus computers, equipment and software to Computers for Success (CFS) PEI to be repaired, refurbished and distributed to learning organizations throughout the Province. Students, libraries, registered not-for-profit, charities, organizations, low income, seniors, persons with disabilities and Indigenous communities may request refurbished equipment, cost free, as long as it will be used for learning purposes.

Phone 902-620-3226
Email: cfs@gov.pe.ca
www.PrinceEdwardIsland.ca/en/service/request-a-computer-for-a-non-profit-group-or-charity

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.

Volunteering can help you 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:

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.

Phone: 902-620-3198
Email: engagepei@gov.pe.ca
www.PrinceEdwardIsland.ca/EngagePEI

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: healthpei@gov.pe.ca
www.healthpei.ca/volunteer

PEI Humane Society

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

Email: info@peihumanesociety.com
www.pei.humanesociety.com

Big Brothers Big Sisters PEI

Big Brothers Big Sisters of Prince Edward Island has opportunities for seniors to volunteer as mentors with children and youth in one to one, in school, and group settings.

Phone: 1-877-411-3729
www.bbbspei.ca

Chapter 2: Business and Finances

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

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.

Phone:
Charlottetown: 902-892-2441
Summerside: 902-436-9171
www.fspei.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 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 a small portion of the total cost (for the medication and pharmacy professional fee). The remaining balance of the total cost of the medication is paid directly to the pharmacy by the provincial government.

Items that are not included under the plan:

- Most non-prescription medications such as cough and cold preparations, stomach and bowel preparations, vitamin and mineral supplements;
- Diagnostic agents, therapeutic nutrient supplements, prostheses and other medical devices;
- Any benefits already covered under any other program.

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

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

Toll Free Phone Number: 1-877-577-3737
www.PrinceEdwardIsland.ca/en/information/health-pei/seniors-drug-program

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, rheumatoid arthritis and some high-cost cancer medications.

Toll Free Phone Number: 1-877-577-3737
www.PrinceEdwardIsland.ca/en/information/health-pei/high-cost-drug-program

Catastrophic Drug Program

If the cost of your prescription medications is making it hard to cover your other living expenses this program may help. This program limits your annual drug costs for eligible prescription medications to 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), 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;
- Have a valid Prince Edward Island Health Card;
- Re-apply each year. The program runs from July 1 to June 30.

Phone: 902-368-4947
Toll Free Phone Number: 1-877-577-3737
www.PrinceEdwardIsland.ca/en/information/health-pei/catastrophic-drug-program

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.

Toll Free Phone Number: 1-877-491-4766
www.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, and/or
- Plan your educational goals to advance employment opportunities.

The service provides:

- Career counselling 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.

Bloomfield Location
902-859-2776, bloomfield@cdspei.ca

Summerside Location
902-436-0706, sside@cdspei.ca

Charlottetown Location
902-626-2014, chtown@cdspei.ca

Montague Location
902-838-5453, montague@cdspei.ca

Souris Location
902-687-1526, souris@cdspei.ca

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 assistive devices, dental and eye care, and assistance with funeral costs.

Social Assistance rates vary depending on specific circumstances, such as the number of dependents in the household and whether you own your home.

Toll Free Phone Number: 1-877-569-0546
Email: deptSDH@gov.pe.ca

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.

Slips

You can get your Old Age Security (OAS) or Canada Pension Plan (CPP) slips at My Service Canada Account.

Phone: 1-800-277-9914
www.canada.ca/en/employment-social-development/services/my-account.html

Netfile

You may file your tax return electronically to Canada Revenue Agency using a certified software.

Toll Free Phone Number: 1-800-959-8281

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 Phone Number: 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. 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, file an income tax return and select the "yes" box in the GST/HST credit application area.

Toll Free Phone Number: 1-800-387-1193

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.

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, and are minimum age 60, 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 are eligible for the following:

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

Toll Free Phone Number: 1-800-277-9914

The PEI Council of People with ResourceAbilities helps with filling in the CPP Disability forms and will assist with an appeal if the pension is denied.

Toll Free Phone Number: 1-888-473-4263
www.Resourceabilities.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 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 OAS 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

However, 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 Phone Number: 1-800-277-9914

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 Phone Number: 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 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.

Toll-free Phone Number (Canadian Alliance of British Pensioners) . 1-888-591-3964
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.

Toll Free Phone Number: 1-800-206-7218

Property Tax Deferral Program

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

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

Phone: 902-368-4070
www.PrinceEdwardIsland.ca/en/information/finance/seniors-property-tax-deferral-program-0

Support for Seniors with a Disability

AccessAbility Support Program

Seniors who are living with disabilities (including physical, intellectual, neurological, sensory, and mental) may be eligible for personal, housing, community, caregiver, and financial supports. A supports coordinator will navigate all available support services and develop a personalized plan to meet individual needs.

If you enter the AccessAbility Support Program before the age of 65, support will continue into your senior years. The AccessAbility Support Program does not provide for new applicants aged 65 or older.

Toll Free Phone Number: 902-368-4070
www.PrinceEdwardIsland.ca/AccessAbilitySupports

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:

Toll Free Phone Number: 1-800-959-8281
www.cra.gc.ca/disability

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; and
- Eligible dependents.

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.

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.

To contact Veterans Affairs Canada
Toll Free (English) 1-866-522-2122
Toll Free (French) 1-866-522-2022
www.veterans.gc.ca

Prince Edward Island Command, The Royal Canadian Legion

The PEI Command, Royal Canadian Legion has eighteen 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.

Phone: 902-892-2161
Email: royalcanadianlegion@pei.aibn.com
www.peilegion.com

Rural Action Centers

Rural Action Centers (RACs) are business and community development hubs, located in Alberton, Montague and Wellington. Business owners, future entrepreneurs, employers and community groups can find multiple federal, provincial and nongovernmental agencies under one roof at their local RAC. Whether it's funding programs, financing options, skills training, help with hiring employees, or how to write a business plan, your RAC is the place to start.

Phone Numbers
Alberton: 902-853-3616
Montague: 902-838-4030
Wellington: 902-854-3439

www.ruralactioncentres.ca

Chapter 3: Health Services

Prince Edward Island
CANADA

Seniors' Secretariat
of Prince Edward Island

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 24 hours a day. 811 provides service in over 100 languages.

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.

Phone Number: 811
TTY: 711
www.PrinceEdwardIsland.ca/en/information/health-and-wellness/811-telehealth

Addiction Services

Provincial Addiction Services provides a range of 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); and/or
- Methadone maintenance.

Addiction Services
Toll Free Number: 1-888-299-8399

Alberton: 902-853-8670

Provincial Addictions Treatment Facility: 902-368-4120

Montague: 902-838-0960

Souris: 902-687-7110

Summerside: 902-888-8380

PEI Problem Gambling Helpline
Toll Free Phone: 1-855-255-4255

PEI Smoking Cessation Program
Phone: 902-368-4319

Email: quitsmoking@gov.pe.ca

Smokers' Help Line
Toll Free Phone: 1-877-513-5333

Adult Protection Program

The Adult Protection Program provides help to vulnerable adults who are unable to protect themselves from abuse or neglect. A vulnerable adult may include someone who has had a head injury, physical or cognitive impairment, or dementia.

Home care workers receive and investigate referrals of neglect or abuse under the Adult Protection Act. If you suspect that a vulnerable adult is being neglected or abused report your concern to any Home Care office.

Charlottetown Home Care Office: 902-368-4790

Montague Home Care Office: 902-838-0786

O'Leary Home Care Office: 902-859-8730

Souris Home Care Office: 902-687-7096

Summerside Home Care Office: 902-888-8440

Asthma Education Centre

The Asthma Education Centre can help you learn more about your asthma and how to control and manage your symptoms. Your family doctor or nurse practitioner can refer you to the centre, which is located in the lower level of the Ambulatory Care Centre at the Queen Elizabeth Hospital.

Phone: 902-894-2240

Cancer Screening Programs

PEI Breast Screening Program
The PEI Breast Screening Program is designed to detect early breast disease in people ages 40 to 75 years. To book an appointment:

Phone: 1-888-592-9888
www.PrinceEdwardIsland.ca/en/information/health-pei/pei-breast-screening-program

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.

Phone: 1-888-561-2233
https://www.PrinceEdwardIsland.ca/en/information/health-pei/hpv-screening-and-cervical-cancer-prevention

PEI Colorectal Cancer Screening Program

The PEI Colorectal Cancer Screening Program is designed to detect pre-cancerous polyps (growths) or diagnose colon cancer at an early stage in all Islanders age 50 to 74 years at average risk for colorectal cancer. Talk with a health care professional about screening if you have a personal or family history of colorectal cancer or are experiencing changes in your usual bowel habits, blood in your stool, extreme vomiting, weight loss or fatigue.

For more information, or to order a FIT (Fecal Immunochemical Test) home test kit:

Phone: 1-888-561-2233
www.PrinceEdwardIsland.ca/GetScreened

Cancer Patient Navigator

The Cancer Patient Navigator can help you and your family find helpful programs and services and offer information to assist you if you have been diagnosed with cancer. No referral is required.

Phone: 1-877-511-5177

Email: cancerpatientnavigator@ihis.org

Community Organizations

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

ALS Society of PEI

Phone: 902-439-1600
Email als_society_pei@hotmail.com
www.alspei.ca

Alzheimer Society of PEI

Phone: 902-628-2257
Email society@alzpei.ca
www.alzheimer.ca/pei

Arthritis Society of PEI

Toll Free Phone: 1-800-321-1433
Email info@arthritis.ca
www.arthritis.ca

Canadian Cancer Society

Toll Free Phone: 1-888-939-3333
Email info@cancer.ca
www.cancer.ca

Canadian Celiac Association, PEI Chapter

Email info@celiacpei.ca
www.celiacpei.ca

Canadian Hard of Hearing Association, PEI Chapter

Toll Free Phone: 902-855-2382
Email hearpei@gmail.com
www.chha.ca

Canadian Mental Health Association (CMHA), PEI Division

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

Canadian National Institute for the Blind (CNIB)

Phone: 902-566-2580
Email info@cnib.ca
www.cnib.ca

Canadian Red Cross

Phone: 902-628-6262
www.redcross.ca/in-your-community/prince-edward-island

Diabetes Canada, PEI Division

Phone: 902-894-3205
Email info@diabetes.ca
www.diabetes.ca

Heart and Stroke Foundation of PEI
Phone: 902-892-7441
Email info@hsfpei.ca
www.heartandstroke.ca

Hospice PEI
Phone: 902-368-4498
Email hpca@hospicepei.ca
www.hospicepei.ca

Kidney Foundation of Canada, PEI Branch
Toll Free Phone: 1-877-453-0533
Email kidneyatlantic@kidney.ca
www.kidney.ca

Osteoporosis Canada
Toll Free Phone: 1-800-463-6842
www.osteoporosis.ca

Parkinson Canada
Toll Free Phone: 1-800-565-3000
www.parkinson.ca

PEERS Alliance
Phone: 902-566-2437
Email: info@peersalliance.ca
Www.peersalliance.ca

PEI Lung Association
Phone: 1-888-566-5864
Email info@lungsnspei.ca
www.lungsnspei.ca

ResourceAbilities
www.resourceabilities.ca

Charlottetown
Email: shelley@resourceabilities.ca
Phone: 902-892-9149

Montague
Email: teresa@resourceabilities.ca
Phone: 902-838-5878

Summerside
Email: chantel@resourceabilities.ca
Phone Number: 902-436-9259

Vision Loss Rehabilitation, PEI
Phone: 902-566-2580
www.visionlossrehab.ca

Counselling Services for Seniors

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

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

Family Service PEI
Individual and family counselling is offered for issues such as stress, anxiety, changes in health, grief and loss, workplace events, traumatic events or interpersonal problems.

Charlottetown Phone: 902-892-2441
Summerside Phone: 902-436-9171
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.

Phone: 902-368-8055
Toll Free Phone: 1-888-368-8055
www.peirsac.org

Private Counselling Services
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 (PEICA) to find a counsellor in your area.

www.peica.org

Seniors Mental Health Resource Team (SMHRT)

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

www.PrinceEdwardIsland.ca/en/information/health-pei/seniors-mental-health-resource-teams

Diabetes Program

The diabetes program is available for:

- People newly diagnosed with pre-diabetes or diabetes;
- People who have been living with diabetes for a number of years, and;
- People with a family member living with diabetes.

Individual assessment, counselling, educational classes, insulin instruction, insulin pump support and follow up are available.

East Prince Phone: 902-432-2600

Montague and Souris Phone: 902-838-0787

Queens East Phone: 902-368-4959

Queens West Phone: 902-569-7562

West Prince Phone: 902-859-8781

www.PrinceEdwardIsland.ca/en/information/health-pei/diabetes-program

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. Contact the Patient Registry Program if you:

- Do not have a family doctor or nurse practitioner and you want to register for one;
- Have moved within the province and are looking for a doctor or nurse practitioner in your new area;
- Are currently on the Patient Registry and your contact information (phone/address) has changed;
- Are on the Patient Registry and have found your own doctor.

Toll Free Phone: 1-855-563-2101
www.PrinceEdwardIsland.ca/RegisterForDoc

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 (Dr. Keith Bettles, Podiatrist): 902-892-7043

Charlottetown (Dr. Brian Johnson, Podiatrist): 902-569-8637

Charlottetown (Family Foot Centre): 902-569-8638

Charlottetown (Medic-Feet): 902-566-5774

Crapaud (South Shore Pharmacy): 902-658-2212

Mount Stewart (Fire Hall): 902-393-5150

Queens County: 902-892-6377

Summerside: 902-436-6135

Tignish (Health Centre): 902-724-2330

Geriatric Program

The Provincial Geriatric Program provides assessments 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 and gait, daily care (bathing, grooming or cooking) or medication management. Your family doctor can refer you to this program.

Phone: 902-432-2860

Health Card for Provincial Medicare Coverage

To be eligible for PEI Hospital and Medical Services Insurance or Medicare, you must live in PEI for at least six months 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. 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.

Phone: 902-838-0900
Toll Free Phone: 1-800-321-5492
www.PrinceEdwardIsland.ca/en/information/health-pei/pei-health-card

Health Centers

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

Alberton Health Centre: 902-853-0403

Charlottetown – Four Neighborhoods Health Centre: 902-569-7772

Charlottetown – Primary Care Queen's East (Polyclinic: 902-620-3260

Hunter River Central Queen's Health Centre : 902-621-3050

Kensington Health Centre: 902-836-0180

Montague Health Centre: 902-838-0830

North Rustico Gulf Shore Health Centre: 902-963-7835

O'Leary Health Centre: 902-859-3929

Souris Eastern Kings Health Centre: 902-687-7033

Summerside Harbourside Health Centre: 902-432-2600

Tyne Valley Health Centre: 902-831-5800

Wellington – Evangeline Health Centre: 902-854-7259

Hearing Aid Rebate Program

The program covers cost-effective hearing aids that meet the applicant's basic hearing needs to a maximum payable rebate of $3,000 per hearing aid. Hearing aids are payable once every 5 years. For eligibility criteria and/or to apply, call the Social Assistance Screening Line.

Toll Free: 1-877-569-0546

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. 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;
- Home Support;
- Occupational Therapy;
- Physiotherapy;
- Dietician Services;
- Social Work;
- Long-Term Care assessment.

Charlottetown Home Care Office: 902-368-4790

Montague Home Care Office: 902-838-0786

O'Leary Home Care Office: 902-859-8730

Souris Home Care Office: 902-687-7096

Summerside Home Care Office: 902-888-8440

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 typically required.

Canadian Red Cross Health Equipment Loan Program (HELP: 902-628-6262

East Prince Equipment Pool: 902-888-8440

Montague Loan Cupboard: 902-838-0748

Souris Home Equipment Loan: 902-687-7089

Tignish Co-Op Health Centre: 902-882-2260

West Prince Equipment Loan: 902-859-8730

In addition to the information above, several business and most pharmacies also have equipment for loan or purchase.

Hospital Services

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

Alberton (Western Hospital: 902-853-8650

Charlottetown (Hillsborough Hospital: 902-368-5400

Charlottetown (Queen Elizabeth Hospital:: 902-894-2111

Montague (Kings County Memorial Hospital: 902-838-0777

O'Leary (O'Leary Community Hospital: 902-859-8700

Souris (Souris Hospital: 902-687-7150

Summerside (Prince County Hospital: 902-438-4200

Medical Alert Services

Personal response or medical alert devices can provide safety and peace of mind to seniors and their families knowing that help is available at any time, 24 hours a day, 7 days a week. For more information on service and device options, as well as costs, contact the following providers:

Health Line

Phone: 902-892-5463
Toll Free Phone: 1-866-449-5463

Wilson Security Limited

Phone: 902-892-1078
www.wilsonsecurity.ca

Lifeline

Phone: 1-800-543-3546
www.lifeline.ca

Alzheimer Society of PEI

Specialized technology is available for seniors with Alzheimer's Disease or Dementia.

Toll Free Phone: 1-866-628-2257

Life Call

Toll Free Phone: 1-800-661-5433
www.lifecall.ca

Health Alert

Phone: 902-892-5276

PEI Monitoring

Phone: 902-628-5439
www.peimonitoring.ca/

Mental Health Services

The community mental health system includes centers that offer assessment, consultation, treatment, crisis intervention, medication, and/or outreach and ongoing support for people with mild to moderate mental health problems.

If you are in crisis, feeling depressed, or thinking about suicide, call the Island Helpline at 1-800-218-2885.

For more information about mental health services:

Alberton Mental Health Service Office: 902-853-8670

Charlottetown (McGill Centre: 902-368-4911

Charlottetown (Richmond Centre: 902-368-4430

Montague Mental Health Service Office: 902-838-0960

O'Leary Mental Health Service Office: 902-853-8670

Souris Mental Health Service Office: 902-687-7110

Summerside Mental Health Service Office: 902-888-8180

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, and the meals are delivered by volunteers. There is a cost for meals.

www.mealsonwheelspei.ca

Alberton Chapter Phone: 902-853-3115

Charlottetown Chapter Phone: 902-368-7337

Evangeline Chapter Phone: 902-439-3100

Kensington Chapter Phone: 902-439-4365

Montague Chapter Phone: 902-326-1440

O'Leary Chapter Phone: 902-859-0250

Souris Chapter Phone: 902-687-7096

Summerside Chapter Phone: 902-888-8335

Tyne Valley Chapter Phone: 902-831-2525

Fuel Your Body

Phone: 902-394-5561
www.eatfyb.ca/
Email: info@eatfyb.ca

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.

Charlottetown
Salvation Army: 902-892-8870
Upper Room Food Bank: 902-892-7092
Upper Room Soup Kitchen: 902-892-1995

Montague
Southern Kings and Queens Food Bank: 902-838-3191

Souris
Royal Canadian Legion Food Bank: 902-687-2996

Summerside
Salvation Army: 902-888-3870

West Prince
Caring Cupboard: 902-853-3447

Gifts from the Heart Inc.

Gifts from the Heart Inc. meets the needs of low income Island residents and those going through hardships by offering free clothing, food, toys, household furniture and personal items. They also offer a food pantry which is open Monday – Friday from 10:00am – 4:00pm and for emergencies as needed. They are located at 10 Maple Hills Avenue in Charlottetown.

Phone: 902-628-6871
www.giftsfromtheheartinc.com/

PEI Community Fridges

Email: peicommunityfridge@gmail.com
Phone: 902-393-1993

Patient Navigator

The Patient Navigator can help you and your family find helpful programs and services and offer information about the health system to assist you.

Toll Free Phone: 1-844-882-3141
Email: patientnavigator@gov.pe.ca

Pharmacy Plus

Pharmacists can help PEI residents get the care they need in their neighborhood by assessing for certain ailments and conditions, and prescribing some medications.

Phone: 902-368-6414
www.pharmacypluspei.princeedwardisland.ca

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
Phone: 902-892-7355
www.bayshore.ca/locations/bayshore-home-health-charlottetown-pe/

Provincial Dental Care Program

PEI residents and their dependents (including residents in a Long Term Care Facility) who have an active PEI Health Card and are receiving social assistance income or meet the financial threshold are eligible for the Provincial Dental Care Program.

Phone: 1-902-368-5460
Toll Free Phone: 1-866-368-5460

Renal Program

The PEI Renal Program offers peritoneal and hemodialysis. Support and assistance is offered through the Provincial Renal Program Coordinator.

Alberton: 902 853-8650, ext 275
Charlottetown: 902-368-6763
Souris: 902-687-7085
Summerside: 902-888-8215

Restorative Care

This is the care that is provided during a period of healing and rehabilitation to those who will be returning to their community. Restorative Care 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 more about this service.

Prince Edward Home: 902-368-4607

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

Spinal Cord Injury PEI

The mission of Spinal Cord Injury PEI is to assist people with spinal cord injuries and other physical disabilities to help them achieve independence and self-reliance, and to promote full community awareness and participation. This is accomplished by providing peer support, community advocacy, as well as providing resources to both our members and the community.

www.sci-pei.ca
Phone: 902-370-9523

Stay Cool PEI

Scout Environmental, a not for profit organization, has developed an educational guide with information on the risks of extreme heat on health and how to protect yourself.

www.StayCoolPEI.ca

Stroke Care Program

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

The PEI Stroke Care Program provides information,

education and support in the areas of:

- Prevention and early assessment;
- Emergency care;
- Inpatient care;
- Rehabilitation; and/or
- Community support.

Phone: 902-218-0549
Email:
provincialstrokecoordination@ihis.org
www.PrinceEdwardIsland.ca/en/information/health-pei/stroke-care-program

Stroke Navigator

The Stroke Navigator is a service that supports stroke survivors and caregivers to get help from health care professionals and connect with community resources.

The Stroke Navigator can:

- Connect you with health care professionals who can support you;
- Help you find and access community resources;
- Provide you with access to informative booklets, websites and support groups;
- Answer your questions about stroke recovery.

Toll Free Phone: 1-844-871-0634
Email: strokenavigator@ihis.org

Vaccinations

Immunizations allow adults to stay healthy. There are a number of vaccines available to seniors 65 and over, with the majority being free of charge.

To find out what vaccines you might need, complete the confidential PEI Adult Immunization Self-Assessment Tool online at https://www.canimmunize.ca/en/pei-assessment-tool.

For more information about vaccines and where you can access them in PEI, contact Public Health Nursing, your local pharmacist, or your primary care provider.

Alberton Public Health Nursing Office
902-859-8720

Charlottetown Public Health Nursing Office
902-368-4530

Montague Public Health Nursing Office
902-838-0762

O'Leary Public Health Nursing Office
902-859-8720

Souris Public Health Nursing Office
902-687-7049

Summerside Public Health Nursing Office
902-888-8160

Tignish Public Health Nursing Office
902-859-8720

Wellington Public Health Nursing Office
902-854-7259

Walk-in Clinics

If your doctor is on holidays or you do not have a family doctor, you can go to an afterhours walk-in clinic for non-urgent care.

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.

Charlottetown (Downtown Walk-In Clinic: 902-367-4444

Charlottetown (Parkdale Medical Centre: 902-892-2111

Charlottetown (Sherwood Medical Centre: 902-628-8900

Crapaud (South Shore Health and Wellness Centre: 902-658-2212

Hunter River (Central Queens Health Centre: 902-621-3050

Morell (Village Community): 902-620-3260

Souris (Eastern Kings Health Centre: 902-687-7033

Stratford (Stratford Walk in Clinic: 902-892-2111

Summerside (Summerside Family Clinic: 902-724-3210

Women's Wellness Program

Toll Free Number: 1-844-365-8258
www.healthpei.ca/womenswellness

Chapter 4: Housing Services and Supports

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

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.

Phone: 902-368-6414
Email: deptHW@gov.pe.ca
www.PrinceEdwardIsland.ca/en/information/health-and-wellness/community-care-facilities-and-private-nursing-homes

Long Term Care Facilities

Long Term Care facilities (or "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.

Public Facilities (Government Run)

These facilities are publicly-funded nursing homes. A screening process determines eligibility for admission. The public nursing homes in PEI include:

- Maplewood Manor (Alberton);
- Beach Grove Home (Charlottetown);
- Prince Edward Home (Charlottetown);
- Riverview Manor (Montague);
- Margaret Stewart Ellis Home (O'Leary);
- Colville Manor (Souris);
- Somerset Manor (Summerside);
- Wedgewood Manor (Summerside), and;
- Stewart Memorial Hospital (Tyne Valley).

Private

These licensed facilities are privately owned and operated. The private nursing homes in PEI include:

- Andrews of Park West (Charlottetown);
- Andrews of Stratford (Stratford);
- Andrews of Summerside (Summerside);
- Clinton View Lodge (Kensington);
- Dr. John Gillis Memorial Lodge (Belfast);
- Garden Home (Charlottetown);
- PEI Atlantic Baptist Home (Charlottetown);
- South Shore Villa (Crapaud);
- The Mount Continuing Care Community (Charlottetown), and;
- Whisperwood Villa (Charlottetown).

For more information about nursing homes in PEI:

Phone: 902-368-5313
www.PrinceEdwardIsland.ca/en/information/health-pei/long-term-care

Home Support Services

Considerations for Hiring in-Home Services

For seniors who purchase in-home support services such as lawn care, snow removal, or house cleaning offered by private businesses or individuals, the Better Business Bureau recommends the following three steps:

1. 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.
2. 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.
3. 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.

Better Business Bureau

Phone: 902-422-6581
www.bbb.org/atlantic-provinces

Bayshore Home Health (Provider)

Bayshore 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.

Phone: 902-892-7355
www.bayshore.ca/locations/bayshore-home-health-charlottetown-pe/

Shelters

Shelter Support Line

Toll Free Phone: 1-833-220-4722

Anderson House (Charlottetown, female identifying & non-binary & children)

Crisis Line: 902-892-0960
Business Line: 902-368-8686

Bedford MacDonald House Salvation Army (Charlottetown, male identifying)

Phone: 902-892-9242

Blooming House (Charlottetown, female identifying)

Phone: 902-213-9969

Chief Mary Bernard Memorial Shelter (Lennox Island, female identifying & non-binary)

Phone: 902-831-2332

Deacon House (Charlottetown, male identifying)

Phone: 902-368-4036

LifeHouse Emergency Shelter (Summerside, female identifying & children)

Phone: 902-436-8943

Park Street Emergency Shelter (Charlottetown, any gender, 18+)

Toll Free Phone: 1-833-220-4722

Winter Street Men's Shelter (Summerside, male identifying)

Phone: 902-436-2502

WrapAround Housing First

The John Howard Society offers an individualized planning process to help individuals and families meet their housing needs.

Phone: 902-569-7682
www.pei.johnhoward.ca

Housing Navigator

Phone: 1-877-368-5770
Email: housing@gov.pe.ca

Subsidized Seniors Housing

The government(s) provide funding for seniors' public housing projects. There are senior citizens' public housing units in communities across PEI.

For more information on subsidized seniors housing:

Charlottetown: 902-368-5770
Montague: 902-838-0796
Souris: 902-687-7098
Summerside: 902-888-8436

Landlord and Tenant Information

IRAC

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 tenant 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 Number : 902-892-3501
Toll Free Number: 1-800-501-6286
www.irac.pe.ca

Renting PEI

Renting PEI is a project of Community Legal Information (CLI); CLI helps tenants and landlords on Prince Edward Island by providing plain language legal information, low-cost lawyer referrals, and support during the rental hearing process. CLI also delivers workshops on the rights and responsibilities of landlords and tenants.

Phone: 902-940-5368
www.rentingpei.ca

Seniors Independence Initiative

The Seniors Independence Initiative (SII) provides financial assistance for practical services making it easier for seniors to remain in their own homes and communities. Help is available for services such as light housing keeping, meal preparation, lawn mowing, or snow removal, and complements supports provided to seniors by Home Care or family members for daily unmet needs.

Toll Free Phone: 1-877-569-0546
www.PrinceEdwardIsland.ca/SeniorsIndependenceInitiative

PEI Home Renovation Programs

Seniors Home Repair Program

This program provides financial assistance for repairs to a senior's principle residence (up to $4000.00).

Seniors Safe @ Home Program

This program provides financial assistance to help with the cost of renovations that are required to improve accessibility and promote seniors residing safely at home (up to $10,000.00).

Contact Information for both programs:

Phone: 902-368-4889

Toll Free Phone: 1-855-374-7366

Email: homereno@gov.pe.ca

www.PrinceEdwardIsland.ca/HomeRenoPrograms

Federal Home Accessibility Tax Credit (HATC)

The HATC is a non-refundable tax credit for eligible home renovation or alteration expenses that allow a qualifying individual to gain access to, or to be mobile or functional within the

eligible dwelling or reduce the risk of harm to the qualifying individual within the dwelling or in

gaining access to the dwelling. You may be able to claim this credit if you are a qualifying

individual or an eligible individual.

www.canada.ca/en/revenue-agency/programs/about-canada-revenue-agency-cra/federal-government-budgets/budget-2022-plan-grow-economy-make-life-more-affordable/home-accessibility-tax-credit.html

Efficiency Rebate Programs

Efficiency PEI offers a variety of rebates and programs to help eligible Islanders improve their home's energy-efficiency. A more efficient home means reducing costs and creating a greener home.

Phone : 902-620-3690

Toll Free Phone: 1-855-374-7366

Email efficiencypei@gov.pe.ca

Winter Warming Program

Assistance is available for low-to-moderate-income Islanders to make their homes more energy efficient in winter. The Winter Warming Program provides free air sealing and other energy efficient upgrades to a residence including:

- Installing a programmable thermostat;
- Installing a low-flow shower head;
- Providing a voucher for a free heating system cleaning (up to $115 value);
- Providing ENERGY STAR® LED light bulbs.

Phone: 902-620-3690

www.PrinceEdwardIsland.ca/WinterWarming

Free Heat Pump Program

Islanders with an annual household net income of $75,000 or less may be eligible for a free heat pump for their home. To be eligible, you must own your home, it must be your principle residence, and the property must be valued at $300,000 or less (tax assessed value).

Phone: 1-833-734-1873
www.PrinceEdwardIsland.ca/en/service/free-heat-pump-program

Salvation Army Home Heating Program

In partnership with the Government of PEI, The Salvation Army is helping Islanders heat their homes this winter through The Home Heating Program. The program provides assistance for the following heat sources; oil, wood, electric, wood pellets, and propane. The Home Heating Program offers maximum assistance in the amount of $1200 per calendar year for individuals and families.

Qualified applicants include those who meet the following criteria:

- You live in PEI and are within the following income threshold
  - o $45,000 for one-person households, (subject to change)
  - o $60,000 for two persons and up (subject to change)
- Applicants cannot be in receipt of social assistance
- Your household is experiencing an emergency heating situation

Phone Number: 902-218-1212 or 902-916-0648

Email: mar.homeheatingpei@salvationarmy.ca

www.salvationarmy.ca/maritime/home/programs/home-heating-pei

Chapter 5: Caregiving

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

Many of us take on a new role as we age - the role of caregiver to a family member, friend or neighbor. Caregivers help in many ways, which may include providing help around the home, assistance with bathing, feeding, giving medications, managing finances, offering transportation and emotional support are some examples. You may be providing care to someone older or younger than yourself who may live in your home, neighborhood or at a distance, in another province. Some people provide caregiving support 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.

Taking Care of Yourself

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

Take care of your physical health

You can do this 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 reflect 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 challenges.

Learn to recognize signs of stress

While everyone has their unique signs of stress, common signs can include:

- 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.

Maintain contact with 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 neighbors. 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), and;
- Key legal documents (such as a will, power of attorney and advance care plan).

Take time 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:

www.canada.ca/en/employment-social-development/corporate/seniors/forum/aging-checklist.html

For information on Power of Attorney, Wills, and Advance Care Planning (Medical Directives)

Contact Community Legal Information (CLI):

Toll Free Phone Number: 1-800-240-9798
www.legalinfopei.ca

For more information on Advance Care Planning:

www.PrinceEdwardIsland.ca/ACP

Workbook
www.PrinceEdwardIsland.ca/sites/default/files/publications/advance_care_planning_workbook.pdf

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.

Financial Programs and Services for Caregivers

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 neighbor). The person receiving care must be seriously ill and have a high risk of death within 26 weeks (six months).

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

You can apply through Service Canada:

www.esdc.gc.ca
(see Compassionate Care Benefits)

Toll Free Phone: 1-800-206-7218

In Person: Service Canada offices (Charlottetown, Summerside, Montague, O'Leary, Souris)

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.

www.cra.gc.ca/forms
Toll Free Phone: 1-800-959-8281

My Benefits Finder

This is a website that offers information on federal and provincial services and benefits of support to caregivers.

www.canadabenefits.gc.ca

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 activity. To participate, or find out more information, contact the Home Care office in your area.

Alberton (Welcome Program, Maplewood Manor): 902-859-8730

Charlottetown (Brecken House): 902-368-4790

Montague (Stay-a-while Program, Riverview Manor): 902-838-0786

Souris (Stay-a-while Program, Colville Manor): 902-687-7096

Summerside (Summerset Manor): 902-888-8440

Short-Term Care

Temporary nursing care beds are available at long-term care homes for respite care. Beds can be used by anyone whose caregiver may need a short-term break from their role at home.

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 the provincial Home Care office in your area.

Charlottetown Home Care Office: 902-368-4790

Montague Home Care Office: 902-838-0786

O'Leary Home Care Office: 902-859-8730

Souris Home Care Office: 902-687-7096

Summerside Home Care Office : 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 Government, businesses or individuals. There may be a fee for home support services.

Bayshore Home Health

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

Phone: 902-892-7355
www.bayshore.ca/locations/bayshore-home-health-charlottetown-pe/

Seniors Independence Initiative

The Seniors Independence Initiative (SII) provides financial assistance for practical services making it easier for seniors to remain in their own homes and communities. Help is available for services such as light housing keeping, meal preparation, snow removal, or transportation. This complements the supports provided to seniors by Home Care or family members for daily unmet needs.

Toll Free Phone: 1-877-569-0546
www.PrinceEdwardIsland.ca/SeniorsIndependenceInitiative

Support Groups and Caregiver Networks

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.

Alzheimer Caregiver Support Groups

This support group meets in Charlottetown, Montague, and Summerside. Meetings may be available in other communities upon request.

Phone: 1-866-628-2257

Multiple Sclerosis Society Caregiver Network

Provides newsletters and updates on caregiving and multiple sclerosis.

MS Navigator Toll Free Phone:
1-844-859-6789

Peer Support Toll Free Phone:
1-800-268-7582

www.mssociety.ca

Parkinson's Disease Support Group

Offers regular meetings for caregivers and people affected by Parkinson's.

www.parkinson.ca

Phone
Charlottetown: 902-892-7998
Montague: 902-838-4749

Peer Support Service (Cancer)

Connects people living with cancer and their caregivers with support services.

Toll Free Phone: 1-888-939-3333
Email: info@cis.cancer.ca

End of Life Care

Advance Care Plan

Advance care planning is a process to develop a plan 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.

Phone: 902-620-3045
www.advancecareplanningpei.ca

Integrated Palliative Care Program

The Integrated Palliative Care Program is designed to comfort and support individuals through a caregiving team of family, friends, health care professionals and volunteers. The program provides medical, nursing, palliative care, pain and symptom management, respite, emotional support, spiritual support, counseling and ongoing bereavement support after the death of a loved one.

In-home care and support is available after hours through the Paramedics Providing Palliative Care at Home Program by calling 9-1-1. People who are registered with the Integrated Palliative Care Program can receive this service at no cost.

Phone: 902-368-4781
Email: palliativeadmin@ihis.org
www.PrinceEdwardIsland.ca/en/information/health-pei/palliative-care-program

Hospice PEI

Hospice PEI provides a variety of services for both individuals with life-limiting or palliative diagnoses, as well as their caregivers/families. Services include hospice services, grief support services, and caregiver support.

Phone: 902-368-4498
Email: hpca@hospicepei.ca
www.hospicepei.ca

After Death

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.

Phone: 902-838-0880
Toll Free Phone: 1-877-320-1253
www.PrinceEdwardIsland.ca/en/service/apply-for-a-death-certificate

Service Canada

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.

www.canada.ca/en/revenue-agency/services/forms-publications/publications/rc4111/canada-revenue-agency-what-following-a-death.html
Phone: 1-800-959-8281

Canada Revenue Agency (CRA)

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

www.canada.ca/en/revenue-agency/services/tax/individuals/life-events/what-when-someone-died.html

Additional Information and Supports for Caregivers

Government of Canada

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.

www.seniors.gc.ca

Public Health Agency of Canada

The Public Health Agency of Canada offers a booklet on self-care for caregivers.

www.canada.ca/en/public-health/services/reports-publications/responding-stressful-events/self-care-caregivers.html

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).

www.sehc.com

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.

www.alzheimer.ca/en/We-can-help/Resources

Building GRAND-Families Inc.

Building GRAND-Families Inc. is a non-profit that aims to provide support, information and/or resources to grandparents who are raising their grandchildren and great grandchildren in PEI.

Email: info@grandfamiliesinc.ca
www.grandfamiliesinc.ca/

Chapter 6: Personal Security and Legal Services

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

Adult Protection Services

Adult Protection offers confidential information, services and support to assist adults (18+) who are unable to protect themselves.

www.PrinceEdwardIsland.ca/en/information/health-pei/adult-protection-program
You can make a confidential referral to Adult Protection by contacting your local Home Care office.

Charlottetown Home Care Office: 902-368-4790

Montague Home Care Office: 902-838-0786

O'Leary Home Care Office: 902-859-8730

Souris Home Care Office: 902-687-7096

Summerside Home Care Office : 902-888-8440

Child Protection Services

People of any age can be affected by abuse or neglect. On PEI it is the law that all Islanders must call Child Protection Services if they think a child is being abused or neglected.

Phone Number (during business hours) 1-877-341-3101

Phone Number (after business hours) 1-800-341-6868

Community Legal Information (CLI)

This association provides Islanders with understandable, useful information about our laws and the justice system. CLI 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 including new relationships, you and your grandchildren, preventing abuse, wills and health care directives. Services are provided free of charge.

Phone: 902-892-0853
Toll Free Number: 1-800-240-9798
www.legalinfopei.ca

Consumer Information and Complaints

The Consumer Services 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.

Phone: 902-368-4550
Email: ccs@gov.pe.ca

Elder Abuse Awareness

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, including:

- 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.
- Neglect is the failure to provide a safe, clean living environment, appropriate food, clothes, glasses and medications.
- Physical Abuse is the causing of physical pain, discomfort or injury by pushing, hitting or rough handling
- Psychological or Emotional Abuse includes behavior that causes distress, feelings of humiliation, insults, threats, manipulation of information or situations.
- 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.
- Sexual Abuse is sexual contact, verbal or suggestive behaviour of any kind that is unwelcome.

If you or a neighbour, friend or family member are experiencing abuse help is available.

www.stopfamilyviolence.pe.ca
If you believe that someone is in immediate danger, call 911.

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.

Phone: 902-626-9787
www.mediationpei.com

Emergency Preparedness

Preparing for an emergency 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. Be aware that if you live in a rural area you may need to prepare to be self-sufficient for a longer period of time.

To receive your copy of the Emergency Preparedness Guide or the Emergency Preparedness Guide for People with Disabilities or Special Needs:

Phone: 1-866-770-0588
www.getprepared.ca

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

Alliance Security System: 902-892-2519

Connolly Security System: 902-892-5276

Eastern Alarms: 902-892-9098

Island Alarms: 902-629-1449

Medic Alert: 1-800-668-1507

PEI Monitoring: www.peimonitoring.ca

Pro-Tech Alarms: 902-393-0545

Security First: 902-368-3082

Stewart Security: 902-569-2191

Family Violence Prevention Services

This organization provides confidential support services and empowerment programs for women and children affected by family violence. These services include Anderson House, a provincial emergency shelter for women who need safety because of violence in their lives. A 24-hour toll-free crisis and support line is available.

Toll Free Phone: 1-800-240-9894
www.fvps.ca

Human Rights Commission

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

Phone: 902-368-4180
Toll Free Number: 1-800-237-5031
Email: contact@peihumanrights.ca

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 they think you have a legal problem, what is involved, how long it should take to solve the problem and approximately how much legal services would cost.

Phone: 902-892-0853
Toll Free Phone: 1-800-240-9798

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
Family Law: 902-368-6656
Criminal Law: 902-368-6043

Summerside
Family Law: 902-888-8066
Criminal Law: 902-888-8219

www.PrinceEdwardIsland.ca/LegalAid

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.

Phone: 902-628-2257
Toll Free Phone: 1-866-628-2257
Email: society@alzpei.ca
www.alzheimer.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 (CLI) has a booklet that provides more information on power of attorney. Contact CLI for a copy of Putting Your Affairs in Order: Powers of Attorney or view this booklet online. CLI also offers a do-it-yourself Power of Attorney kit.

Phone: 902-892-0853
Toll Free Number 1-800-240-9798
www.legalinfopei.ca

Public Guardianship Program

The Public Guardian is a person appointed by the provincial government to help people who have been declared incompetent to look after their personal affairs. 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.

Phone: 902-368-6281
www.PrinceEdwardIsland.ca/en/information/justice-and-public-safety/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.

Phone: 902-368-6281
www.PrinceEdwardIsland.ca/en/information/justice-and-public-safety/public-trustee-public-and-official-guardian

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.

Phone Number (Queens and Kings Counties)
902-368-4582

Phone Number (Prince County)
902-888-8218

www.PrinceEdwardIsland.ca/en/information/justice-and-public-safety/victim-services

Chapter 7: Transportation and Travel

Prince Edward Island CANADA

Seniors' Secretariat of Prince Edward Island

55 Alive / Mature Driving Program

The 55 Alive / Mature Driving Program is a refresher course designed to help you maintain independence and retain driving privileges. With aging, changes occur in hearing, vision, flexibility and reaction time. This course teaches you how to adjust your skills to compensate for physical changes. The six-hour program is conducted in a classroom setting using a 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:

Phone: 902-368-9008

Toll Free Phone: 1-877-368-9008

Email: peiscf@pei.aibn.com

www.peiscf.com

Accessible Parking Permits

The Designated Parking Permit Program is offered by ResourceAbilities. 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.

www.resourceabilities.ca

Charlottetown
Email: shelley@resourceabilities.ca
Phone: 902-892-9149

Montague
Email: teresa@resourceabilities.ca
Phone: 902-838-5878

Summerside
Email: chantel@resourceabilities.ca

Phone: 902-436-9259

Ambulance Services

911

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

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.

www.PrinceEdwardIsland.ca/AmbulanceServices

Phone: 902-368-6705

Email: emergency@gov.pe.ca

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.

www.PrinceEdwardIsland.ca/AmbulanceServices

Phone: 902-368-6705

Email: emergency@gov.pe.ca

Hope Air

This national charity provides free flights, Confederation Bridge toll passes and Northumberland Ferry passes for eligible PEI residents (with a valid PEI Health Card) who are required to travel for medical services in another province. Hope Air reviews all requests for travel support and considers household income, expenditures, number of dependents in the household and other factors.

Toll Free Phone: 1-877-346-4673
www.hopeair.ca

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.

Phone: 902-368-6516

Bus, Train and Shuttle Services

East Connection Shuttle: 902-892-6760

Greyhound Canada: 1-800-661-8747

Maritime Bus: 1-800-575-1807 or 902-892-6760

Montague Rotary Bus: 902-838-2412

Transit PEI: www.transitpei.ca/

Via Rail Canada: 1-888-842-7245

Driver's Handbook

The PEI Driver's Handbook is available online in English, French, Arabic and Chinese. Copies of the PEI Driver's Handbook (French and English) can be purchased at Access PEI for $20.00 + HST.

www.PrinceEdwardIsland.ca/en/publication/drivers-handbook

Ferry Service

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

Phone: 1-877-762-7245
www.ferries.ca

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 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.
- Special circumstances exist that permit services to be provided in another province or territory.

Coverage for Out of Province Medical Services (Outside of 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.

Phone: 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.

Toll Free (Halifax): 1-866-232-3042
Toll Free (Moncton) 1-855-860-2246

Out of Province Travel Support Program

This program provides travel assistance through the Maritime Bus Company or Hope Air 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.

Phone: 902-368-5918
www.PrinceEdwardIsland.ca/en/information/health-pei/financial-assistance-for-out-of-province-medical-travel

Passports

Service Canada centers 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.

www.cic.gc.ca

Private Transportation

Donna's Transport Ltd.

This service transports seniors as well as people with mental and physical disabilities between Charlottetown and Summerside for medical appointments.

Phone: 902-436-3394

Montague Rotary Bus Service

The bus transports seniors to church, doctor's appointments and shopping. Call ahead to book this service.

Phone: 902-838-2412

Pat and the Elephant

This service offers specialized transportation anywhere in the province or the mainland. The service is provided for persons with any mobility

impairments (visual, physical, etc.). Non-emergency stretcher service available. Service is available outside Charlottetown and province by arrangement.

Phone: 902-894-3339
Email: pat.e@pei.sympatico.ca
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.

Phone: 902-853-6010

Public Transportation

T3 Transit (Rural and Urban)

Public transit buses that provide service to urban centres (Cornwall, Charlottetown, Stratford and Summerside) and rural centres (Georgetown, Montague, Souris, St. Peter's, Summerside, Borden, O'Leary, Alberton, Tignish and Charlottetown).

For more information on routes, schedules and fares:

Phone: 902-566-9962
Email: bookings@islandtransitpei.ca
www.t3transit.ca

Travel Clinics

Murphy's Travel Health Clinic

This clinic (Charlottetown) offers full consultations to plan travel vaccinations.

Phone: 902 894 8553 ext 3

PEI Travel Clinic

This clinic (Charlottetown) provides travelers with an opportunity to obtain information, receive immunizations and other prescriptions.

Phone: 902-629-8846

Appendix: Tips

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 driver's license, or arrange to have your water tested. Centers are open Monday to Friday from 8:30 a.m. to 5:00 p.m. in the winter and 8:00 a.m. to 4:00 p.m. in the summer.

Locations include:

Alberton 902-853-8622,
accesspeialberton@gov.pe.ca

Charlottetown 902-368-5200
accesspeicharlottetown@gov.pe.ca

Montague 902-838-0600,
accesspeimontague@gov.pe.ca

O'Leary 902-859-8800
accesspeioleary@gov.pe.ca

Souris 902-687-7000
accesspeisouris@gov.pe.ca

Summerside 902-888-8000
accesspeisummerside@gov.pe.ca

Tignish 902-882-7351
accesspeitignish@gov.pe.ca

Wellington 902-854-7250
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.

Phone: 902-368-4000
Toll Free: 1-800-236-5196

211 PEI

This is an information and referral service that helps Islanders connect to community, social, and government supports and services available across PEI quickly and easily. 211 PEI helps with both everyday needs and times of crisis and is free, confidential, and available in more than 100 languages 24/7, 365 days a year.

Phone: 211
www.pe.211.ca

Seniors Navigator

The role of the Seniors Navigator is to enhance access to information and the navigational experiences of near seniors, and their caregivers and family members. The Seniors Navigator can:

- Assist with information on services and programs;
- Direct to the appropriate service and programs contacts;
- Help with completing applications for services and programs;
- Help to direct seniors' concerns to the appropriate avenue; and/or
- Promote awareness of the services and programs for seniors.

www.PrinceEdwardIsland.ca/
SeniorsNavigator

Phone (Toll Free): 1-866-770-0588

Phone: 902-213-5820

Email: seniors@gov.pe.ca

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 5:00 p.m.

Toll Free: 1-800-O Canada (622-6232)
www.servicecanada.gc.ca

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;
- Immediate fire assistance is needed when reporting a fire at home or any other location.

For non-emergency situations:

Alberton (RCMP) .: 902-853-9300

Charlottetown (City Police) : 902-629-4172

Charlottetown (RCMP) .: 902-368-9300

Kensington (Police) .: 902-836-4499

Montague (RCMP).: 902-838-9300

Stratford (RCMP): 902-368-9300

Souris (RCMP): 902-687-9300

Summerside (City Police).: 902-432-1201

Summerside (RCMP).: 902-436-9300

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