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# Seniors programs and services

Information guide



**PHONE:**

Alberta Supports Contact Centre Toll-free at 1-877-644-9992

TTY users may access information on Government of Alberta programs at:

Province-wide: 1-800-232-7215

In Edmonton: 780-427-9999

**ONLINE:**

[seniors-housing.alberta.ca/submit-documents](https://seniors-housing.alberta.ca/submit-documents)

**MAIL:**

Seniors and Housing

PO Box 3100

Edmonton, Alberta T5J 4W3

Fax: 780-422-5954

**WEBSITE:**

[alberta.ca](https://alberta.ca)

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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## Income support programs

### Provincial government programs

#### Seniors Financial Assistance programs

The Government of Alberta offers the following financial assistance programs for seniors:

- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Dental and Optical Assistance for Seniors
- Seniors Home Adaptation and Repair Program
- Seniors Property Tax Deferral Program

You should receive a Seniors Financial Assistance application package in the mail six months before your 65th birthday. If you do not, apply online at [sfa.alberta.ca](http://sfa.alberta.ca), or call the Alberta Supports Contact Centre at 1-877-644-9992.

The Seniors Financial Assistance application form will help you access the Alberta Seniors Benefit, Special Needs Assistance for Seniors program, and Alberta Health's Dental and Optical Assistance for Seniors programs. You need only apply once.

A separate application and agreement form must be completed to access the Seniors Home Adaptation and Repair Program and Seniors Property Tax Deferral Program.

#### General eligibility

You are eligible to apply for the seniors financial assistance programs, if you:

- are 65 years of age or older
- have lived in Alberta for at least three months immediately before applying
- are a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant)

If you meet all of the above eligibility requirements, your level of assistance will be determined based upon the specific criteria for each program.

#### Alberta Seniors Benefit

The Alberta Seniors Benefit program provides a monthly income supplement to federal income sources including Old Age Security (OAS) and Guaranteed Income Supplement (GIS).

Eligibility for a benefit is determined by:

- the type of accommodation you live in
- your marital/cohabitation status
- your income (combined with your spouse/partner's income if applicable)
- receiving the federal OAS pension (i.e., having lived in Canada for 10 years)

#### General eligibility

In general, a single senior with an annual income of \$29,630 or less, and senior couples with a combined annual income of \$48,120 or less, may be eligible for a cash benefit.

These income levels are guidelines only, and are for seniors whose income includes a full OAS pension.

#### Supplementary Accommodation Benefit

The Supplementary Accommodation Benefit supports eligible seniors who reside in a designated supportive living or long-term care facility with monthly accommodation charges. The amount received is based on:

- total income (line 15000 of the previous year's income tax return), combined with their spouse/partner's income (regardless of age);
- the maximum monthly accommodation charge as set by Alberta Health;



- the monthly disposable income amount of \$322 (used for personal expenses such as personal hygiene, telephone, cable, etc).

For couples, family income is combined and divided equally (50:50) before applying the single income threshold. Individuals whose monthly income from all sources is less than the current private room rate plus \$322 may receive a benefit.

The Supplementary Accommodation Benefit is combined with the Alberta Seniors Benefit. Seniors with low income not eligible for the federal Old Age Security pension, who are residents of designated supportive living and long-term care facilities, are considered for the benefit.

## Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides seniors with low income financial assistance toward a range of expenses including appliances and specific health and personal supports. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is \$5,105 in a benefit year (July to June).

### General eligibility

To be considered for the Special Needs Assistance for Seniors program, you must have completed the Seniors Financial Assistance application form. You may then send the Special Needs Assistance for Seniors program a receipt or estimate for the expense requested. A single senior with a total annual income of \$29,630 or less, or a senior couple with a total combined annual income of \$48,120 or less may receive assistance.

## Dental Assistance for Seniors program

Provides basic dental coverage up to a maximum of \$5,000 every five years. Includes: examinations, scaling/root planing, fillings, root canals, extractions and basic dentures. Dental providers may choose to charge a senior more than what the program covers. If this occurs, then it is the responsibility of the senior to pay the difference.

## Optical Assistance for Seniors program

Provides financial assistance for the purchase of prescription eyeglasses up to a maximum of \$230 every three years, depending on your eligibility at the time of purchase.

### General eligibility

To be considered for the dental and optical assistance programs, you must have completed the Seniors Financial Assistance application form. A single senior with a Total Annual Income of \$31,675 or less, or a senior couple with a Total Combined Income of \$63,350 or less, may receive assistance. The amount of coverage you receive is based on your Total Income (line 15000 of your personal tax form) as reported to the Canada Revenue Agency in the 2021 tax year.

### Receiving dental services

Prior to receiving a dental service, ask your dental provider to submit a predetermination (your cost estimate) to the Alberta Dental Service Corporation (ADSC). Your dental provider can determine how much the dental program will cover for your dental services and how much you will be responsible for.

If your dental provider does not offer direct billing, complete the ADSC reimbursement claim form and mail to ADSC. You can also submit the claim directly to the ADSC by creating an online account at [my.adsc.org/login](https://my.adsc.org/login). Your account will inform you of your remaining dental funding, if a previous claim has been paid, and allow you to update your address or banking information.

### Receiving optical services

Prior to receiving optical services, ask your optical provider to submit a predetermination (your cost estimate) to Alberta Blue Cross (ABC). Your optical provider can determine how much the optical program will cover for your optical services and how much you will be responsible for.

If your optical provider does not offer direct billing, complete the ABC reimbursement claim form and mail to ABC. If you create an online account at [ab.bluecross.ca/forms.php](https://ab.bluecross.ca/forms.php), you will be able to track if your claim has been paid.

#### Additional information regarding these programs can be found at:

Website:

[alberta.ca/dental-optical-assistance-seniors.aspx](https://alberta.ca/dental-optical-assistance-seniors.aspx)

#### For information about optical claims, or to download a claim form, contact:

Alberta Blue Cross

Toll-free: 1-800-661-6995

Edmonton area: 780-498-8000

Calgary area: 403-234-9666

Website: [ab.bluecross.ca](https://ab.bluecross.ca)

#### For information about dental claims, or to download a claim form, contact:

Alberta Dental Service Corporation

Toll-free: 1-800-232-1997

Edmonton area: 780-426-7526

Fax: 780-426-7581

Website: [adsc.org](https://adsc.org)

## Seniors Home Adaptation and Repair Program

The Seniors Home Adaptation and Repair Program is a low-interest home equity loan program to help senior homeowners finance home repairs, adaptations and renovations. Examples include but are not limited to; plumbing, heating, electrical, tree removal, windows, roof repairs, widening doorways and stair lifts. The program provides a maximum loan amount of \$40,000 and will be repaid upon the sale of the property, or earlier if you wish. Monthly payments are not required.

### General eligibility

To qualify for a loan under this program you must meet the following criteria:

- you must be age 65 years or older
- be an Alberta resident for at least three months
- have an annual household income of \$75,000 or less
- have at least 25 per cent equity after the loan is applied

This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment.

### Interest

Simple interest (not compounded) will be charged once a loan is approved. The interest rate is variable and is reviewed twice a year in April and October and may be adjusted accordingly.

### How to apply

You must complete and submit a Seniors Home Adaptation and Repair Program application form to apply to the program.

**For an application form or for information on the current interest rate, contact:**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/seniors-financial-assistance.aspx](http://alberta.ca/seniors-financial-assistance.aspx)

**To contact the Seniors Home Adaptation and Repair Program:**

Alberta Seniors and Housing  
PO Box 1050 Stn Main  
Edmonton, Alberta T5J 2M1

## Seniors Property Tax Deferral Program

The Seniors Property Tax Deferral Program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Government of Alberta. If you qualify, the program will pay your residential property taxes directly to your municipality on your behalf. You repay the loan, with interest, when you sell the home, or sooner if you wish. Monthly payments are not required.

### General eligibility

To qualify, your home must be your primary residence, where you live most of the time, and you must have a minimum of 25 per cent equity in your home. This means all charges registered against your home in a land titles office cannot exceed 75 per cent of your home's assessed value, as shown on your municipal assessment

### Interest

Interest charges start from the date the program pays your residential property taxes on your behalf to your municipality and ends when your loan has been repaid in full. The interest rate is variable

and is reviewed twice a year in April and October and may be adjusted accordingly. The program charges simple (not compounded) interest.

### How to apply

You must complete and submit a Seniors Property Tax Deferral program application form to apply to the program. All registered owners must sign the application form. You may apply at any time, however, to avoid late penalties, senior homeowners are encouraged to apply as early as possible before their residential property taxes are due.

**For an application form or for more information, contact:**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/seniors-financial-assistance.aspx](http://alberta.ca/seniors-financial-assistance.aspx)

**To contact the Seniors Property Tax Deferral program:**

Alberta Seniors and Housing  
PO Box 1200 Stn Main  
Edmonton, Alberta T5J 2M4

## Income support for non-seniors

Income support for non-seniors is available through Alberta Works and the Assured Income for the Severely Handicapped programs.

**For more information, contact:**

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/alberta-supports.aspx](http://alberta.ca/alberta-supports.aspx)



## Federal government programs

The Government of Canada administers the Old Age Security Pension, the Guaranteed Income Supplement and the Canada Pension Plan.

### Old Age Security pension

To be eligible for the federal Old Age Security pension (OAS), you must:

- be at least age 65  
(you do not need to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

You should apply for your OAS pension right away if you do not receive a notification letter from Service Canada advising of automatic enrolment the month after you turn 64 years old and wish to start receiving your OAS pension at age 65.

If you are 65 years of age or older and are not covered by the conditions above, you may still qualify for a pension since Canada has social security agreements with many countries. Call Service Canada for information.

#### **For more information, call:**

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Hours of operation: 8:30 a.m. – 4:30 p.m.

Website: [servicecanada.gc.ca](http://servicecanada.gc.ca)

Online services are available at: [canada.ca/en/employment-social-development/services/my-account/cpp-oas.html](http://canada.ca/en/employment-social-development/services/my-account/cpp-oas.html)

### Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security pension recipients who have low income and are living in Canada. You qualify for the GIS if you meet all of the following conditions:

- You are receiving an Old Age Security pension.
- Your annual income (or in the case of a couple, your combined income) is less than the maximum annual threshold.

Using your income information from your Federal Income Tax and Benefit Return, your eligibility for the GIS will be reviewed every year. If you still qualify, your benefit will automatically be renewed. In July, you will receive a letter telling you one of the following:

- Your benefit will be renewed.
- Your benefit will be stopped.
- Your income information is required.

If you do not receive a letter from Service Canada informing you that you were selected for OAS/GIS automatic enrolment, you must submit a GIS application. If you are already receiving the OAS pension and wish to be considered for GIS, you must submit an application.

## Allowance/Allowance for the Survivor

The Allowance is paid to the spouse or common-law partner of a senior receiving the Guaranteed Income Supplement. You may qualify for the Allowance if you meet all of the following conditions:

- You are aged 60 to 64.
- Your spouse or common-law partner receives an Old Age Security pension and is eligible for the Guaranteed Income Supplement.
- You are a Canadian citizen or a legal resident.
- You reside in Canada and have resided in Canada for at least 10 years since the age of 18.
- You and your spouse or common-law partner's annual combined income from the previous year is less than the maximum allowable annual threshold.

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and who are between the ages of 60 and 64.

You may qualify for the Allowance for the Survivor if you meet all of the following conditions:

- You are aged 60 to 64 (includes the month of your 65th birthday).
- You are a Canadian citizen or a legal resident.
- You reside in Canada and have resided in Canada for at least 10 years since the age of 18.
- Your spouse or common-law partner has died and you have not remarried or entered into a common-law relationship.
- Your annual income is less than the maximum annual threshold.

People who may be eligible for the Allowance or Allowance for the Survivor should apply six to 11 months before their 60th birthday. It may be applied for any time between ages 60 and 64 and can continue until the age of 65.

To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. If you continue to be eligible, your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your return, you must complete a Statement of Income form.

## Canada Pension Plan

The Government of Canada administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment.

### For more information, call:

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Hours of operation: 8:30 a.m. – 4:30 p.m.

Website: [servicecanada.gc.ca](http://servicecanada.gc.ca)

Online services are available at:

[canada.ca/en/employment-social-development/services/my-account/cpp-oas.html](http://canada.ca/en/employment-social-development/services/my-account/cpp-oas.html)

The most applicable CPP benefits for seniors are:

### **Retirement pension**

You may be eligible for a retirement pension if you worked and have made at least one valid contribution to the CPP. The pension may start at age 65, as early as the month following your 60th birthday, at a reduced rate, or as late as age 70 at an increased rate.

### **Post-retirement benefit**

If you continue to work while receiving your CPP retirement pension, and are under the age of 70, you can continue to participate in the CPP. Your CPP contributions will go toward post-retirement benefits, which will increase your retirement income.

### **Disability benefits**

The CPP disability benefit is a monthly payment you may receive, if you have a mental or physical disability that regularly stops you from doing any type of substantially gainful work.

### **Survivor's pension**

The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

### **Death benefit**

The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.

### **Children's benefit**

The children's benefit is a monthly benefit for dependent children of a disabled or deceased CPP contributor. Children must be younger than 18, or if 18 to 25, must be in school full-time.

### **For information on other CPP benefits, contact Service Canada at:**

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Hours of operation: 8:30 a.m. – 4:30 p.m.

Website: [servicecanada.gc.ca](http://servicecanada.gc.ca)

# Housing

## Provincial government programs

### Seniors Lodge Program

The Seniors Lodge Program offers private rooms for seniors who do not desire to maintain or are not capable of maintaining their own home. Supports provided in the Lodge Program include meals, housekeeping and recreational opportunities. A seniors lodge may be appropriate for those whose care needs would not otherwise be appropriately provided for in a health care facility.

Applicants must be over 65 years of age. Exceptions may be made for applicants with special circumstances. In addition, applicants must be functionally independent, with or without the assistance of community based services.

Management and resident selection responsibilities belong to local housing providers; however, applicants are prioritized for admission based on criteria, including income.

Each local housing provider sets their own lodge rates, and rates vary between regions. Regardless of the monthly lodge rate, each resident must be left with at least \$322 in monthly disposable income.

### For more information about the Seniors Lodge Program, contact:

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
TTY Toll-Free: 1-800-232-7215  
TTY Edmonton: 780-427-9999  
Website: [alberta.ca/affordable-housing-programs.aspx](http://alberta.ca/affordable-housing-programs.aspx)

Or email: [housing@gov.ab.ca](mailto:housing@gov.ab.ca)

Regular mail:  
Seniors and Housing  
PO Box 927  
Edmonton Alberta T5J 2L8

Your local housing management body has detailed information about seniors lodges in your area.

### For assistance contacting a housing management body, contact:

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
Website: [alberta.ca/alberta-supports.aspx](http://alberta.ca/alberta-supports.aspx)

## Seniors Apartments

Also known as the Seniors Self-contained Housing Program, this program provides apartment-style housing to seniors who are able to live independently with or without the assistance of community based services. Applicants are prioritized based on their income, current living situation, and other criteria.

Applicants must be over 65 years of age, however, exceptions may be made for applicants under 65 with special circumstances. A tenant's rent, which includes heat, water and sewer expenses, is based on 30% of a household's adjusted income. Rent does not include

electricity, phone, TV or any additional services such as parking.

Management and tenant selection responsibilities belong to local housing providers.

**A searchable list of housing and housing management bodies is available at:**

[findhousing.alberta.ca/](http://findhousing.alberta.ca/)

**For more information about the Seniors Self-contained Housing Program, contact:**

Alberta Seniors and Housing  
PO Box 927  
Edmonton, Alberta T5J 2L8

**Alberta Supports Contact Centre:**

Toll-free: 1-877-644-9992  
TTY Toll-Free: 1-800-232-7215  
TTY Edmonton: 780-427-9999  
Website: [alberta.ca/affordable-housing-programs.aspx](http://alberta.ca/affordable-housing-programs.aspx)

## Residential Access Modification Program (RAMP)

The Residential Access Modification Program (RAMP) provides grants to help lower-income Albertans with mobility challenges modify their homes so they can enter and move around more easily.

**For more information contact:**

RAMP  
PO Box 808, Edmonton Main  
Edmonton, Alberta T5J 2L4  
Phone: 1-877-427-5760  
E-mail: [css.ramp@gov.ab.ca](mailto:css.ramp@gov.ab.ca)  
Website: [alberta.ca/residential-access-modification-program.aspx](http://alberta.ca/residential-access-modification-program.aspx)

## Finding accommodation

### Seniors housing registries

**Provincial Seniors Housing Directory**

The Alberta Seniors & Community Housing Association (ASCHA) has a free online provincial housing directory, which allows for searches by location, organization, project, support services and application criteria.

**For more information:**

Phone: 780-439-6473  
Website: [ascha.com](http://ascha.com)

**Local registries**

Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation.

**Housing registries for seniors are located at:**

**CALGARY**

Kerby Centre  
1133 - 7 Avenue SW  
Calgary, Alberta T2P 1B2  
Phone: 403-705-3230  
Website: [kerbycentre.com](http://kerbycentre.com)

**EDMONTON**

SAGE (call before visiting)  
15 Sir Winston Churchill Square NW  
Edmonton, Alberta T5J 2E5  
Phone: 780-423-5510  
E-mail: [info@Mysage.ca](mailto:info@Mysage.ca)  
Website: [mysage.ca](http://mysage.ca)

**EDMONTON INDIGENOUS SENIORS CENTRE**

Cottage E  
10107 - 134 Avenue NW  
Edmonton, Alberta T5E 1J2  
Phone: 587-525-8969



If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 41–42
- a Family and Community Support Services Office, listed in your telephone directory
- the Alberta Supports Contact Centre, listed on page 15

## Supportive living and long-term care public reporting information

The Government of Alberta is responsible to oversee the provision of services in Alberta's continuing care accommodations.

Alberta Health monitors all licensed supportive living and long-term care accommodations for compliance to the Accommodation Standards and the requirements of the *Resident and Family Councils Act*. The Accommodation Standards support the provision of high quality accommodation services (e.g., meals, building maintenance, security and housekeeping) that promote the safety, security and quality of life of Albertans living in those accommodations. The *Resident and Family Councils Act* is intended to support residents and their families in establishing an effective Resident and Family Council.

This website provides current information about compliance and complaints related to the above in supportive living and long-term care accommodations to help Albertans make informed decisions.

### **For more information on compliance:**

Compliance and Monitoring Branch

Phone: 780-644-8428

Website: [standardsandlicensing.alberta.ca](http://standardsandlicensing.alberta.ca)

### **To report concerns or file a complaint:**

Phone: 1-888-357-9339, option 3

**For information on supportive living and long-term care**, please see pages 27–28 and page 32–33.

## Landlord and tenant information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants and security deposit requirements.

### **For more information or to obtain a copy of the tip sheet Information for Landlords and Information for Tenants, contact Service Alberta at:**

Toll-free: 1-877-427-4088

Edmonton: 780-427-4088

Website: [alberta.ca/landlords-tenants.aspx](http://alberta.ca/landlords-tenants.aspx)

The Residential Tenant and Landlord Dispute Resolution Service (RTDRS) is available for landlords and tenants involved in a dispute and can apply to this service to help resolve their dispute. RTDRS is a quasi-judicial tribunal with all hearings conducted by phone.

### **For more information:**

Phone: 780-644-3000

Toll free: 310-0000 before the phone number (in Alberta)

Fax: 780-644-2266

Email: [rtdrs@gov.ab.ca](mailto:rtdrs@gov.ab.ca)

## Government contacts

### Alberta Supports

Alberta Supports connects seniors, persons with disabilities, lower-income Albertans, and children and youth with benefits and services that can assist with daily living; employment and training; abuse, bullying, homelessness and other emergency situations. Seniors can get information about financial assistance and health benefit programs, housing resources, and much more.

To access Alberta Supports:

#### CALL

Alberta Supports Contact Centre  
Toll-free: 1-877-644-9992  
TDD/TTY toll-free: 1-800-232-7215  
Office hours: 7:30 a.m. – 8 p.m.  
(Monday to Friday, closed statutory holidays)

Please have your personal health number ready when calling.

#### CLICK

[myAlbertaSupports.ca](http://myAlbertaSupports.ca) to find benefits and services to meet your needs and apply online.

### Government of Alberta Contact Centre

#### Toll-free 310-0000

You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:15 a.m. to 4:30 p.m. excluding statutory holidays. To use this service anywhere in Alberta,

dial 310-0000 and enter the 10-digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

**Example:** If you are calling Alberta Health from outside the Edmonton area, dial toll-free 310-0000, and then 780-427-1432. (In Edmonton, dial 780-427-1432 directly.)

For toll-free, province wide access from a cellular telephone, enter #310 (Telus/Bell) or \*310 (for Rogers Wireless).

#### Hearing impaired callers only (requires TTY unit):

Toll-free: 1-800-232-7215  
Edmonton: 780-427-9999

### Service Alberta Contact Centre

The Service Alberta Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about consumer complaints.

Consumer tip sheets are available, at no charge, by calling the Service Alberta Contact Centre or visiting the department's website.

#### For more information, contact:

Toll-free: 1-877-427-4088  
Edmonton: 780-427-4088  
Website: [alberta.ca/public-safety-consumer-protection.aspx](http://alberta.ca/public-safety-consumer-protection.aspx)  
TTY users may access information on Government of Alberta programs at:  
Province-wide: 1-800-232-7215  
In Edmonton: 780-427-9999

## Contacting your MLA

An online listing of MLAs and contact information is located at:  
[streetkey.elections.ab.ca](http://streetkey.elections.ab.ca)

## Government of Canada

### Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact:

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

Hours of Operation: 8:30 a.m. – 4:30 p.m.

Website: [servicecanada.gc.ca](http://servicecanada.gc.ca)

### Service Canada Centres

The federal government has offices throughout the province that you can visit to obtain information about OAS and CPP benefits. For information about the location nearest you, call the Service Canada Call Centre at 1-800-277-9914.

## Alberta Ombudsman

Every Albertan has the right to be treated fairly when trying to access public services. The fundamental purpose of the Ombudsman is to investigate complaints from citizens. Whether it is a disagreement stemming from an important decision or a delay in service, the Ombudsman's office listens to the issue and works toward a fair outcome.

Albertans may contact the Ombudsman with complaints of unfair treatment by provincial government authorities, municipalities, the Patient Concerns Resolution Process of Alberta Health

Services, health professions and other designated professional organizations. The Ombudsman's office ensures fair treatment through independent investigations, recommendations and education for all Albertans.

The Ombudsman:

- is impartial and independent from the government
- is respected, influential and effective
- promotes standards of administrative fairness
- is approachable and responsive
- provides services free of charge
- does not advocate for the complainant or the authority but recommends solutions that are fair for both sides

Complaints can be submitted at [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca) through a confidential online complaint form or by email, fax or mail.

For more information contact:

Toll-free: 1-888-455-2756

Edmonton: 780-427-2756

Calgary: 403-297-6185

Website: [www.ombudsman.ab.ca](http://www.ombudsman.ab.ca)

Email: [info@ombudsman.ab.ca](mailto:info@ombudsman.ab.ca)

## Office of the Public Guardian and Trustee

The Office of the Public Guardian and Trustee (OPGT) offers information and services about substitute decision-making for adults who lack decision-making capacity, including planning for the future with a personal directive and enduring power of attorney.

The OPGT may act as guardian and/or trustee for adults who lack the capacity to make their own personal and/or financial decisions when there is

no other person able, willing, or suitable to take on the role. The OPGT may also administer personal and/or financial decisions when there is no other person able, willing, or suitable to take on the role. The OPGT may also administer an estate if one of the beneficiaries is a minor child or a represented adult client of the public trustee. In addition, the OPGT protects the assets of minors (under 18 years) where required by law or where a minor is a beneficiary but there is no trustee named.

You can contact the OPGT for more information and help with the decision making options listed below.

## Supported decision making authorization

Adults with capacity can authorize a trusted person(s) to assist them with finding information, making decisions, and communicating their decisions.

May be helpful for people who face complex decisions or have difficulty communicating their decisions to others.

## Co-decision making order

The adult has some capacity limitations but could make personal decisions with guidance and support from someone else.

A co-decision making order may be appropriate if the assisted adult has a trusting, co-operative relationship with their co-decision maker(s).

## Guardianship and trusteeship orders

Court-appointed substitute decision-makers for adults who no longer have the capacity to make personal and/or financial decisions on their own.

## Personal directive

A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf if, in the future, you lose your ability to do so because of illness or injury. If you prepare this document, there is no need for your family to apply to be your guardian in the event you lose capacity.

For more information on personal directives and to download a form, visit:  
[alberta.ca/personal-directive.aspx](http://alberta.ca/personal-directive.aspx).

## Enduring power of attorney

An enduring power of attorney is a legal document you can use to appoint someone to make financial and legal decisions on your behalf. A power of attorney is “enduring” if it states its power continues after mental incapacity or it can be written to only take effect when mental capacity is lost. If you prepare this document, there is no need for your family to apply to be your trustee in the event you lose capacity.

**For more information on the Office of the Public Guardian and Trustee, visit:**  
[alberta.ca/office-public-guardian-trustee.aspx](http://alberta.ca/office-public-guardian-trustee.aspx),  
or contact the Office of the Public Guardian and Trustee.

## Office of the Public Guardian and Trustee locations

### NORTHERN ALBERTA

#### Grande Prairie Office

Room 1501, Provincial Building  
10320 99 Street  
Grande Prairie, Alberta T8V 6J4  
Phone: 780-833-4319

#### Lloydminster Office

Main Floor Provincial Building  
5124 - 50 Street  
Lloydminster, Alberta T9V 0M3  
Phone: 780-871-6490

#### St. Paul Office

318 Provincial Building  
5025 - 49 Avenue, Box 409  
St. Paul, Alberta T0A 3A4  
Phone: 780-645-6278

#### Edmonton Office

4th Floor, Brownlee Building  
10365 - 97 Street NW  
Edmonton, Alberta T5J 3Z8  
Phone: 780-427-2744

### CENTRAL ALBERTA

#### Red Deer Office

Room 203, Provincial Building  
4920 - 51 Street  
Red Deer, Alberta T4N 6K8  
Phone: 403-340-5165

#### Calgary

900 Barclay Centre  
444 - 7 Avenue SW  
Calgary, Alberta T2P 0X8  
Phone: 403-297-3364

### SOUTHERN ALBERTA

#### Lethbridge Office

500 Professional Building  
740 - 4 Avenue S  
Lethbridge, Alberta T1J 0N9  
Phone: 403-381-5648

#### Medicine Hat Office

Room 107, Provincial Building  
346 - 3 Street SE  
Medicine Hat, Alberta T1A 0G7  
Phone: 403-529-3744

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

## Alberta's health advocates

### Office of the Alberta Health Advocates

The Office of the Alberta Health Advocates is comprised of the Mental Health Patient Advocate (MHPA) and the Health Advocate. Together, providing a single point of access for Albertans, the Advocates help people by listening to health service-related concerns and assisting them in finding ways to resolve those concerns.





## Health Advocate

The Health Advocate promotes self-advocacy and supports Albertans in dealing with their concerns about health-related programs and services by:

- Listening to Albertans, assisting them in clearly identifying their concerns, looking into their experience and supporting them in finding ways to resolve concerns.
- Referring Albertans to the appropriate complaints resolution process, person or organization.
- Providing information about health-related services and programs.
- Reviewing or investigating complaints under the *Alberta Health Act*.
- Providing education about the *Alberta Health Charter*

## Mental Health Patient Advocate

The Mental Health Patient Advocate helps Albertans to understand and exercise their rights under the *Mental Health Act*. Mental health patient rights exist to help people who are or have been detained in hospital under Admission or Renewal Certificates, and people under Community Treatment Orders (CTO). The MHPA provides assistance to patients and others (including those acting on the patients' behalf) by:

- Listening to Albertans, assisting them in clearly identifying their concerns, looking into their experience and supporting them in finding ways to resolve concerns.
- Conducting investigations into complaints related to formal patients, person subject to a CTO and patient rights.
- Providing information about mental health-related services and programs.
- Providing education about patient rights under the *Mental Health Act*.

### For more information, the Office of the Alberta Health Advocates can be reached at:

Toll-free: 310-0000

Edmonton area: 780-422-1812

E-mail: [info@albertahealthadvocates.ca](mailto:info@albertahealthadvocates.ca)

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

## Utilities Consumer Advocate

The Utilities Consumer Advocate (UCA) educates, advocates, and mediates for Alberta's residential, farm, and small business electricity, natural gas and water consumers. The UCA educates through community outreach and advocates through representation at regulatory hearings.

The UCA's mediation team is available to resolve disputes between consumers and utility companies and provide advice and information on utility related issues like energy choice and the charges on your utility bill.

If you have been unable to reach a resolution with your utility provider directly, the UCA will investigate on your behalf.

### Contact the UCA:

In Alberta: 310-4UCA (310-4822)

Outside of Alberta: 780-644-5130

E-mail: [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca)

Website: [ucahelps.alberta.ca](http://ucahelps.alberta.ca)

## Health services

### Alberta Health Care Insurance Plan

#### Eligibility

You must be registered for Alberta Health Care Insurance Plan (AHCIP) coverage to receive insured hospital and physician services.

Coverage is provided to eligible residents of Alberta who meet the following criteria:

- legally entitled to be or to remain in Canada and makes his/her permanent home in Alberta
- committed to being physically present in Alberta for at least 183 days in a 12 month period
- not claiming residency or obtaining benefits under a claim of residency in another province, territory or country
- any other person deemed by the regulations to be a resident not including a tourist, transient or visitor to Alberta

**Detailed information** on applying for AHCIP coverage is available on the Alberta Health website at [alberta.ca/ahcip.aspx](http://alberta.ca/ahcip.aspx).

Basic coverage includes:

- Full coverage for medically necessary insured services provided by physicians according to the Schedule of Medical Benefits.
- Medically necessary oral and maxillofacial surgical procedures and some specific dental procedures performed by an oral surgeon or dentist according to the Schedule of Oral and Maxillofacial Surgery Benefits.
- Some foot care services if provided in Alberta by a podiatrist. Benefits are limited for each service and payable according to the Schedule of Podiatry Benefits to a maximum payable per benefit year\* of \$250 (check with podiatrist prior to treatment).



- A podiatric surgery program that provides full coverage for medically necessary services provided by a podiatric surgeon in an Alberta hospital or non-hospital surgical facility under contract with Alberta Health Services according to the Schedule of Podiatric Surgery Benefits.
- Some optometry services, if provided in Alberta. Benefits are limited to one complete exam, one partial exam and one diagnostic procedure per benefit year\*.
- Some publicly funded physiotherapy services are provided through Alberta Health Services Ambulatory Community Physiotherapy program. The physiotherapist determines the number of treatments to be publicly funded based on the client's presenting condition or injury.

**For more information** about coverage for hospital and medical services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

*\*The benefit year for the Alberta Health Care Insurance Plan is from July 1 to June 30.*

#### Uninsured services

The AHCIP provides full coverage for medically necessary insured services provided by physicians.

However, uninsured services, such as the copying and transfer of medical records from one physician to another, are not covered. You can expect to pay the full fee for uninsured services and must be informed of this by your physician before the service is provided.

- The AHCIP is not a dental plan and as such it does not cover services such as office visits, X-rays, splints, models, orthodontic treatments, dentures and other dental services.
- Podiatrists may bill residents an amount in addition to the amount payable by the AHCIP.
- Patients are also responsible for the full cost of any uninsured services, including medical and surgical appliances, supplies and facility fees when provided in a podiatrist's clinic. Some services not covered by the AHCIP may be covered by other government sponsored or private supplementary health insurance.

## Hospital services

Alberta Health provides funding to Alberta Health Services for in-patient and out-patient hospital services. These services are not funded if obtained in a private facility. When you are admitted to an acute care hospital in Alberta for insured services, you will receive standard ward care, meals, nursing and other services while you are a patient in the hospital.

If you request a private or semi-private hospital room, a room charge may be applied by the hospital, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 29 for information on private insurers.

For more information about coverage for hospital and medical services, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta.

## Temporary absence from Alberta

Individuals must be physically present in Alberta for at least 183 days in a 12-month period to remain eligible for coverage from the AHCIP.

For details on basic coverage and services covered outside Alberta, contact Alberta Health.

## Recurring absence from Alberta

You may remain eligible for AHCIP coverage if, on a recurring basis, you are absent from Alberta for up to 212 days in a 12-month period for the purpose of vacation.

- Contact Alberta Health before you leave to ensure your coverage under the AHCIP remains current. Alberta Health covers only some limited physician and hospital expenses outside Alberta. It is strongly recommended that Alberta residents carry private supplementary insurance when travelling outside of Alberta to cover unforeseen emergency care and transportation, as these costs may be significant.
- Information about reimbursement for the cost of insured emergency physician and/or hospital services when travelling out of Canada can be found at [alberta.ca/ahcip-coverage-outside-canada.aspx](http://alberta.ca/ahcip-coverage-outside-canada.aspx).

**For details on temporary absence and extensions of coverage and services covered outside of Alberta, contact Alberta Health:**

### BY MAIL

Alberta Health  
Box 1360, Station Main  
Edmonton, Alberta T5J 2N3

### WEBSITE

[alberta.ca/health.aspx](http://alberta.ca/health.aspx)

### BY TELEPHONE

Edmonton: 780-427-1432

Outside the Edmonton area, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

## Dental and Optical Assistance for Seniors

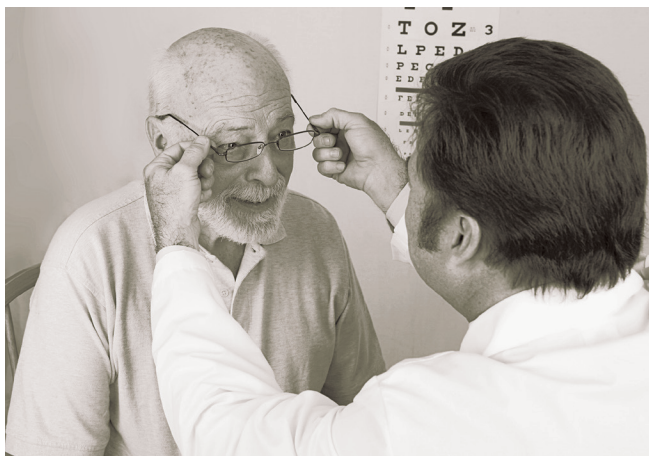
### Dental Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage up to a maximum of \$5,000 per eligible senior, every five years.

### Optical Assistance for Seniors

The Optical Assistance for Seniors program provides financial assistance for the purchase of prescription eyeglasses up to a maximum of \$230 every three years depending on your eligibility at the time of purchase.

Please see page 6–7 for program details.



## Alberta Aids to Daily Living (AADL)

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program to assist Albertans with a long-term disability, chronic illness or terminal illness to maintain independence by providing basic medical equipment and supplies to meet their clinically assessed needs.

You may be eligible for AADL benefits if you meet the following criteria:

- are an Alberta resident
- have a valid Alberta Personal Health Number
- reside at home or in a supportive living community
- require benefits due to a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer

You may not be eligible for AADL benefits if you are eligible to receive comparable benefits through another source. This includes the Non-Insured Health Benefits Program (NIHB), Health Canada, Workers' Compensation, Department of Veterans Affairs (Canada) Health Care Benefits – “A” Clients, federal programs such as the RCMP and armed forces, correctional institutions, and private insurers.

### How does the program work?

1. You must be assessed and authorized for AADL benefits before you receive them.

The assessment by an AADL authorizer or specialty assessor determines the clinical need for medical equipment and supplies that an Albertan may be eligible for through this program.

Please contact Alberta Health Services to locate an AADL authorizer or consult the vendor lists on the AADL website to locate an AADL specialty assessor.

An authorizer or specialty assessor may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech language pathologist or other health care professional. They may work in a community health care centre, hospital, long-term care centre, home-care program or private practice.

*Note: Medical doctors are not authorizers and do not determine eligibility. However, certain benefits require a doctor's prescription.*

2. Equipment and supplies must be purchased from an AADL-approved vendor.

Vendors are located within the province of Alberta, unless otherwise specified. A list of vendors is available on the AADL website.

3. AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of \$500 per individual/family, per benefit year (July 1 to June 30).

Low-income Albertans, below qualifying income thresholds, are exempt from cost-sharing. Your authorizer, specialty assessor, or local community health-care centre should have a cost-share exemption application or temporary cost-share exemption application for you to complete and submit to the address on the form. The forms are also available on the AADL website.

Respiratory benefits are not subject to cost share.

If you are exempt from cost-sharing, your authorizer and vendor will be notified through the AADL system.

If you choose an upgraded item, you are also responsible for paying any additional amount.

AADL cannot refund clients who purchase their own medical equipment and supplies before being assessed and authorized for equipment and supplies

### **What is covered?**

A variety of medical equipment and supplies are provided. Information and product lists are available on the AADL website.

### **Hearing aids**

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only. When visiting a hearing aid supplier, please ensure that they are registered with AADL as an approved vendor.

- If you are a cost-share client, AADL contributes \$900 toward one hearing aid only. If you are exempt from cost sharing, AADL will contribute up to \$1,200 per affected ear. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for paying the difference.

### **Medical/surgical supplies, prosthetics, orthotics, footwear, mobility and respiratory equipment**

An AADL authorizer or specialty assessor must assess your need and eligibility for equipment and supplies and submit a completed authorization. Some items may require a doctor's prescription.

Program authorizers and specialty suppliers have access to benefits, assigned according to clinical discipline and AADL approval. Benefits that are funded through the program are listed on AADL approved product lists.



The program does not provide coverage for canes (with the exception of 4-point canes for a chronic condition), grabbers/reachers, off-the-shelf foot orthotics, scooters, CPAP machines, eyeglasses, diabetic supplies, wound care supplies, prescription drugs, dental care or dentures.

**For more information about registered vendors, go to:**

[alberta.ca/aadl-approved-vendors-list.aspx](http://alberta.ca/aadl-approved-vendors-list.aspx)

**Product information is available at:**

[alberta.ca/aadl-program-manual-and-product-lists.aspx](http://alberta.ca/aadl-program-manual-and-product-lists.aspx). Benefits are subject to quantity and frequency limitations.

**For details on specific supplies and equipment covered by AADL, contact your health care provider, Alberta Health Services or:**

Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

Website at: [alberta.ca/alberta-aids-to-daily-living.aspx](http://alberta.ca/alberta-aids-to-daily-living.aspx)

## Coverage for Seniors

Alberta Health provides premium-free coverage for some health-related services not covered by the Alberta Health Care Insurance Plan through Coverage for Seniors. This coverage is available to all Albertans 65 years of age and older. Coverage for Seniors starts the first month after you turn 65.

Once you are registered with Alberta Health and your date of birth has been validated, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for seniors uses the same benefit year as Alberta Health – July 1 to June 30.

## Ambulance services

Ambulance service charges to the maximum rate established by Alberta Health for transportation to or from a health facility in the event of illness or injury are covered. Transportation must be provided by a licensed ambulance operator in a ground vehicle approved under the *Emergency Health Services Act* and regulations.

*Note: Inter-facility transfers are not covered under Coverage for Seniors. Inter-facility transfers are covered by Alberta Health Services.*

## Prescription drugs

Alberta Health covers 70 per cent of the cost of prescription drugs listed in the Alberta Drug Benefit List. You pay the other 30 per cent, up to a maximum of \$25 per prescription or refill. The pharmacy bills Alberta Blue Cross directly.

*Note: If an interchangeable or generic drug product is available, Coverage for Seniors will pay the least-cost alternative price.*

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Coverage for Seniors also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To

be reimbursed, sign into the Alberta Blue Cross member services website to submit your claims for instant claims processing, or send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

### **Diabetic supplies**

Depending on the patient's method of diabetes management, eligible individuals may have coverage up to \$2,400 each benefit year, for eligible diabetes supplies purchased from a licensed pharmacy. Eligible diabetes supplies include needles, syringes, lancets and blood glucose and urine testing strips. Additional financial assistance for low-income seniors is available through the Special Needs Assistance for Seniors program. Please see page 6 for details.

### **Chiropractic services**

Up to \$25, per visit to a maximum of \$200, per person each benefit year, for services provided by a chiropractor who is lawfully entitled to practice.

### **Clinical psychological services**

Up to \$60 per visit, to a maximum of \$300 per family each benefit year, for treatment of mental or emotional illness by a registered chartered psychologist.

### **Home nursing care**

Coverage up to \$200, per family each benefit year, for nursing care provided in the patient's home by written order of a physician. Home nursing care must be provided by a registered nurse or licensed practical nurse who is not a relative of the patient.

For more information about Alberta Blue Cross, visit [ab.bluecross.ca](http://ab.bluecross.ca) or contact your nearest Alberta Blue Cross Office.

## **ALBERTA BLUE CROSS OFFICES**

### **Calgary**

510, 715 - 5 Avenue SW  
Calgary, Alberta T2P 0N2  
Phone: 403-234-9666

### **Edmonton**

Blue Cross Place, 10009 - 108 Street NW  
Edmonton, Alberta T5J 3C5  
Phone: 780-498-8000

### **Grande Prairie**

108, 10126 - 120 Avenue  
Grande Prairie, Alberta T8V 8H9  
Phone: 780-532-3505

### **Lethbridge**

470 Chancery Court  
220 - 4 Street S  
Lethbridge, Alberta T1J 4J7  
Phone: 403-328-1785

### **Red Deer**

103 Elements at Rivers Edge, 5002 - 55 Street  
Red Deer, Alberta T4N 7A4  
Phone: 403-343-7009

People living outside these areas can call toll-free:

**1-800-661-6995**

(Customer services)



## Continuing care services

Alberta's continuing care system includes health, personal care and accommodation services Albertans need to support their independence and quality of life.

Continuing care services include assistance with dressing, eating and bathing, respite, wound care, medication administration, and various other health, personal care and support services.

Continuing care services are provided in three streams:

- home living
- supportive living
- long-term care

Alberta Health Services may be able to offer various models of care within these streams, including group homes, special units for individuals with dementia, transitional living settings and various types of seniors day programs.

Individuals looking to receive publicly-funded health services through Alberta Health Services will undergo a needs assessment by a health-care professional to determine their care and service needs. Anyone can request this assessment. Once a request is made, a case manager will meet

with the person and discuss the situation. The case manager will work with other Alberta Health Services staff, the individual and family to find the service or facility that best meets the client's needs. Alberta Health Services' goal is to make sure individuals get the right services in the right place in a timely manner.

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at [albertahealthservices.ca/cc/Page15487.aspx](http://albertahealthservices.ca/cc/Page15487.aspx).

## Home living/home care services

Home care services are designed to support individuals living in their own homes, apartments, condominiums or other independent living options that require care.

Alberta Health Services is responsible for assessing clients and providing the home care services necessary to meet the unmet needs of individuals, no matter their age, diagnosis or the length of time they need support. Home care services help people remain well, safe and independent in their home for as long as possible.

Individuals can access home care services through self-referral or a referral made by friends, family, health-care providers or other community agencies acting on their behalf.

Assessed home care services provided at no charge include professional case management, professional health care, personal care, caregiver support and respite care. Client charges may apply to some assessed home and community support services.

More information about the Alberta Health Services home care program is available at [albertahealthservices.ca/cc/Page15488.aspx](http://albertahealthservices.ca/cc/Page15488.aspx).

An assessment can be arranged by contacting Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta. More information about accessing continuing care is available at [albertahealthservices.ca/cc/Page15487.aspx](http://albertahealthservices.ca/cc/Page15487.aspx).

## Supportive living

Supportive living combines accommodation services with other supports and care. It is designed to assist individuals in maintaining a level of independence and includes seniors' residences, seniors' lodges, group homes for individuals with developmental disabilities and designated supportive living facilities. Supportive living is not intended for individuals who have highly complex health-care needs.

In addition to providing a place to live, services in supportive living accommodations can include meals, housekeeping and social activities. Residents of supportive living settings may receive home care services.

Individuals can access supportive living by contacting the operator directly (except for designated supportive living, where access is managed by Alberta Health Services).

### More information on supportive living is available at:

Website: [alberta.ca/about-continuing-care.aspx](http://alberta.ca/about-continuing-care.aspx)

### The Alberta Seniors & Community Housing Association (ASCHA)

Phone: 780-439-6473

Website: [ascha.com](http://ascha.com)

### Calgary

#### Kerby Centre

Phone: 403-265-0661

Website: [kerbycentre.com](http://kerbycentre.com)

### Edmonton

#### SAGE

Phone: 780-423-5510

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

## Designated supportive living

Designated supportive living is a type of supportive living. Alberta Health Services manages access to designated supportive living and requires individuals to be assessed by a health professional to determine their health needs before they can move in.

Professional health-care services and personal care assistance for residents of designated supportive living is publicly funded and facilities are operated either directly by Alberta Health Services or by contracted care providers. The amount and type of care provided to residents is based on their assessed unmet care needs. All designated supportive living accommodations provide 24-hour publicly funded health and personal care support on-site.

All designated supportive living facilities across Alberta are operated either directly by Alberta Health Services or by contracted care providers. Some facilities may be stand-alone buildings, while others may be in sites where a range of services are provided.

For more information about designated supportive living accommodations, or to arrange an assessment, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta or visit [albertahealthservices.ca/cc/Page15490.aspx](http://albertahealthservices.ca/cc/Page15490.aspx).

Individuals living in designated supportive living facilities are responsible for paying accommodation charges for housing and hospitality services. Charges vary according to the type of room and increase annually.

The rates as of July 1, 2021 are shown below.

Low-income seniors may be eligible for financial assistance for accommodation charge costs through the Alberta Seniors Benefit program.

## Facility living/long-term care facilities

Long-term care facilities provide support to individuals who require 24-hour nursing support to meet medical needs associated with chronic disease or frailty. Long-term care facility living offers accommodation in a secure living arrangement along with personal care, health services, and support with activities of daily living.

In Alberta, long-term care facilities include nursing homes and auxiliary hospitals. All long-term care facilities across Alberta are operated either directly by Alberta Health Services or by contracted care providers. Some facilities may be stand-alone buildings, while others may be in sites where a range of services are provided.

Admission to long-term care facilities is determined by Alberta Health Services, by conducting an assessment of the individual's health needs. Based on this assessment, publicly funded health and personal care support services are provided.

For more information about long-term care accommodations, or to arrange an assessment, please contact Alberta Health Services through Health Link by dialing 811 from anywhere in Alberta or visit [albertahealthservices.ca/cc/Page15491.aspx](http://albertahealthservices.ca/cc/Page15491.aspx).

Individuals living in long-term care facilities are responsible for paying accommodation charges for housing and hospitality services. Charges vary according to the type of room and increase annually.

The rates as of July 1, 2021 are shown below.

Low-income seniors may be eligible for financial assistance for accommodation charge costs through the Alberta Seniors Benefit program.

### For information, contact:

Toll-free: 1-877-644-9992

Website: [alberta.ca/alberta-seniors-benefit.aspx](http://alberta.ca/alberta-seniors-benefit.aspx)

Individuals living in designated supportive living or long-term care facilities are responsible for the following rates as of July 1, 2021:

- \$57.65/day for standard accommodation (three or four beds in one room)
- \$60.65/day for semi-private accommodation (two individuals in one room)
- \$70.10/day for private accommodation

Rate shown is subject to change after October 1, 2022. Visit [alberta.ca/continuing-care-accommodation-charges.aspx](http://alberta.ca/continuing-care-accommodation-charges.aspx)

## Adult Day Programs

Adult Day Programs are designed for adults over the age of 18 who may have physical and/or memory challenges or are living with a chronic illness. They play a key role in allowing people to remain living in the community as long as possible



by optimizing their level of physical, spiritual, social, and emotional function. Adult Day Programs also provide respite and education for caregivers.

## Geriatric assessment and rehabilitation programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact Alberta Health Services.

**For more information about Alberta Health Services programs and services,** visit [albertahealthservices.ca/cc/Page15339.aspx](http://albertahealthservices.ca/cc/Page15339.aspx)

## Public health services

Public health services are available to all Albertans through Alberta Health Services.

These may include:

- immunization against diseases such as influenza
- health education and counselling
- nutrition education
- dental hygiene education
- sexual health education and counselling
- speech-language pathology services

**For more information contact:**

Health Link Alberta  
by dialing 811 (24 hours, 7 days a week)  
Website: [myhealth.alberta.ca](http://myhealth.alberta.ca)



## Mental health services

A variety of mental health services are available to Albertans of all ages. These include mental health information and education, assessment, counselling, treatment and follow-up services.

**For more information, contact**

Alberta Health Services or the Alberta Mental Health Help Line at 1-877-303-2642.

## Private health insurers

Private health insurance companies offer health benefit plans to complement seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits.

**For more information,** visit the Canadian Life and Health Insurance Association website at [clhia.ca](http://clhia.ca).

## Community agencies

### Funding opportunities

#### Provincial grants

Non-profit and charitable organizations in Alberta help to make a positive difference for many people. The Government of Alberta has several grant programs and foundations that assist these groups in their efforts.

Funding may be available through:

##### Community Initiatives Program

Toll-free: 1-800-642-3855

##### Community Facility Enhancement Program

Toll-free: 1-800-642-3855

##### Alberta Historical Resources Foundation

Edmonton: 780-431-2305

##### Alberta Foundation for the Arts

Edmonton: 780-427-9968

#### For more information about these and other available grant programs, contact:

Toll-free: 310-0000

Website: [alberta.ca/culture-multiculturalism-and-status-of-women.aspx](http://alberta.ca/culture-multiculturalism-and-status-of-women.aspx)

### Federal grants

#### New Horizons for Seniors Program

The New Horizons for Seniors Program is a federal grants and contributions program that supports projects led or inspired by seniors who want to make a difference in the lives of others and in their communities.

#### For more information, contact:

1-855-312-0400

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

### Family and Community Support Services (FCSS)

The provincial FCSS program is a unique 80/20 funding partnership between the Government of Alberta and participating municipalities and Metis Settlements to deliver preventive social supports in communities across Alberta.

Under the FCSS funding program, the Government of Alberta provides funding to municipalities and Metis Settlements who are then responsible for designing and delivering preventive social programs in their communities.

In communities, FCSS programs promote and enhance well-being among individuals, families and communities. FCSS programs are intended to help individuals adopt healthy lifestyles, improve their quality of life and build capacity to prevent and/or deal with crisis situations should they arise. FCSS also ensures that individuals and families have access to social supports and work to reduce isolation through social inclusion and community connection.

FCSS offers a range of support for people of all ages. Examples of FCSS services that may be provided for seniors include: information and referral, home support, snow removal, meals on wheels, and seniors outreach programs for social well-being and emotional wellness.

For further information, contact the FCSS or Community Services office listed in your local telephone directory.

### Meals on Wheels

Meals on Wheels is a non-profit organization that provides home-delivered, low-cost meals. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link by dialing 811 or 1-866-408-LINK (5465).

## Protecting you and your information

### Elder abuse

Elder abuse is a form of family violence. Like other types of family violence, the dynamics of elder abuse are complex. Abuse is a pattern of controlling behaviour. In families, an abusive person can use many ways to gain power over another family member. Shame or guilt may stop an older adult from revealing abuse.

Sometimes victims simply do not have the capacity to report it.

More information is available at: [alberta.ca/get-help-elder-abuse.aspx](https://alberta.ca/get-help-elder-abuse.aspx)

If you or someone you know is being abused and is in imminent danger, dial 911 or call your local police detachment.

### Family Violence Info Line

Toll-free: 310-1818 (24 hours)  
Service provided in more than 170 languages

### Additional resources

#### Alberta Elder Abuse Awareness Council (AEAAC)

The Alberta Elder Abuse Awareness Council is a group of Albertans dedicated to increasing awareness and supporting a community response to elder abuse.

More information about the Alberta Elder Abuse Awareness Council is available at [albertaelderabuse.ca](https://albertaelderabuse.ca)

#### Health Link Alberta

Provides telephone advice and information on health related topics. Dial 811 or 1-866-408-5465 (24 hours)

#### Office of the Public Guardian and Trustee

To report a serious concern about a guardian, co-decision maker, trustee or agent. Phone: 1-877-427-4525

### Protection for Persons in Care

The Protection for Persons in Care (PPC) office addresses reports of abuse and administers the *Protection for Persons in Care Act*. This Act promotes the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The act requires that all service providers protect clients from abuse and maintain a reasonable level of safety. The act also requires that all abuse be reported to either PPC, the police or regulatory body. Every allegation received by PPC is reviewed by a complaints officer.

The Protection for Persons in Care office responds to reports of abuse of adults receiving care or support services from publicly funded service providers, including, hospitals, seniors lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

#### To report abuse, contact:

Information and Reporting Line

Toll-free: 1-888-357-9339

Hours: 8:15 a.m. - 4:30 p.m., Monday to Friday.

Website: [alberta.ca/about-protection-for-persons-in-care.aspx](https://alberta.ca/about-protection-for-persons-in-care.aspx)

### Continuing care facility directory

The Alberta Health Services' Continuing Care Facility Directory provides current information on each designated supportive living and long-term care accommodation in Alberta, and is updated every six months. This online tool is designed to simplify the process of finding information on continuing care facilities. Information includes:

- Services and available amenities;
- Accommodation charges;
- Information about quality and standards, such as resident and family experience survey and audit outcomes; and,
- Photos, maps and contact information to help with the decision-making process.

Website: [ahs.ca/continuingcare](https://ahs.ca/continuingcare)

## Continuing Care Health Services Standards

The Continuing Care Health Services Standards apply to all publicly funded continuing care health services regardless of whether they are provided directly by, or under contract to, Alberta Health Services.

Alberta Health and Alberta Health Services are responsible for ensuring that Continuing Care Health Service Standards are met. These standards apply where publicly funded continuing care health care services are provided, namely by home care providers and facility operators.

If you have concerns about the quality of health services provided through homecare or in a publicly funded continuing care facility (such as designated supporting living or long-term care), raise them first with the facility administrator or care provider. If you feel your concerns have not been sufficiently addressed, you may wish to contact Alberta Health Services' Patient Relations Department at 1-855-550-2555 or [albertahealthservices.ca/about/patientfeedback.aspx](https://albertahealthservices.ca/about/patientfeedback.aspx).

### For more information on health service standards and enforcement, contact:

Alberta Health  
Attn: Compliance and Monitoring Branch  
PO Box 1360, Station Main,

Edmonton, Alberta T5J 2N3  
Phone: 780-644-8428  
Toll-free: 310-1000  
E-mail: [ASAL@gov.ab.ca](mailto:ASAL@gov.ab.ca)  
Website: [alberta.ca/continuing-care.aspx](https://alberta.ca/continuing-care.aspx)

## Supportive living and long-term care accommodation standards

The Government of Alberta ensures that supportive living and long-term care facilities meet accommodation standards set by the government. The accommodation standards are designed to support a safe and comfortable environment for residents and set expectations for the quality of accommodation and related services, such as meals, housekeeping and maintenance. Supportive living facility are licensed and long-term care facilities are monitored for their compliance with the standards.

For more information on accommodation and health service standards, please visit [alberta.ca/continuing-care-accommodation-and-health-service-standards.aspx](https://alberta.ca/continuing-care-accommodation-and-health-service-standards.aspx)

## Supportive living and long-term care public reporting

The Government of Alberta has an online public reporting site Albertans can use to see how supportive living and long-term care facilities comply with the facility standards. Please visit [standardsandlicensing.alberta.ca](https://standardsandlicensing.alberta.ca).

The public reporting website provides current information on each supportive living and long-term care accommodation, including:

- location and contact details
- site inspection visit information and compliance history since April 1, 2013 to the Accommodation

Standards, the *Resident and Family Councils Act*, the Continuing Care Health Service Standards, and the Chief Medical Officer of Health's Orders.

**For more information about the public reporting site or the supportive living accommodation standards and licensing, contact:**

Compliance and Monitoring Branch  
PO Box 1360, Station Main  
Edmonton, Alberta T5J 2N3  
Phone: 780-644-8428  
E-mail: [ASAL@gov.ab.ca](mailto:ASAL@gov.ab.ca)  
Website: [alberta.ca/continuing-care.aspx](http://alberta.ca/continuing-care.aspx)  
Public reporting site:  
[standardsandlicensing.alberta.ca](http://standardsandlicensing.alberta.ca)

If you have concerns about the quality of accommodations in a supportive living or long-term care facility, raise them first with the provider. If you are not satisfied, you may contact the accommodation complaint line toll-free at 1-888-357-9339.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman – see page 16.

## Resident and family councils

The Government of Alberta ensures that residents of long-term care and supportive facilities, and their families, have the right to establish self-governing councils.

Through the *Resident and Family Councils Act*, facility operators are required to make residents and their families aware of their right to establish a council and to help residents form and maintain a council if requested.

Councils provide an opportunity for residents and families to discuss matters with agency or operator staff including:

- maintaining and enhancing residents' quality of life; and
- requests, concerns and solutions.

Once a council has been established, operators or their representatives must provide support to the councils (such as providing space for meetings, sharing information regarding the facility, responding to resident and family requests and concerns) and attend meetings upon request.

A toolkit is available to help residents and families set up and maintain resident and family councils and to assist operators in supporting resident and family councils.

**For more information about the Act and to access the toolkit visit:**

Website:  
[alberta.ca/resident-family-councils.aspx](http://alberta.ca/resident-family-councils.aspx)





## Alberta Human Rights Commission

The Alberta Human Rights Commission administers the *Alberta Human Rights Act*, which protects Albertans from discrimination in certain areas based on specified grounds. The commission provides free, confidential information, a complaint resolution service, education programs and services that educate and engage Albertans and Alberta organizations on human rights, diversity, and rights and responsibilities under Alberta's human rights law.

### For more information, contact:

Alberta Human Rights Commission  
Confidential Inquiry Line: 780-427-7661 or  
Email: [AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca) (include a daytime phone number where you can be reached)

For general information:  
E-mail: [humanrights@gov.ab.ca](mailto:humanrights@gov.ab.ca)  
Website: [albertahumanrights.ab.ca](http://albertahumanrights.ab.ca)

TTY service  
Toll-free: 1-800-232-7215

## Service Alberta

Service Alberta provides advice, tip sheets and information about a wide range of topics including:

- fraud awareness
- consumer information
- landlord and tenants
- driving and vehicles
- birth/death/marriage certificates
- land titles

### For more information, contact:

Service Alberta Contact Centre  
Toll-free: 1-877-427-4088  
Edmonton: 780-427-4088  
Website: [alberta.ca/service-alberta.aspx](http://alberta.ca/service-alberta.aspx)

## Canada Revenue Agency - Scams and Fraud warnings

There are a variety of scams and frauds happening in Canada - with new ones invented daily. Many scams and frauds attempt to imitate government services in order to gain access to your personal and financial information. Learn how you can protect yourself from scammers and be scam smart.

### For more information or to report a scam online, contact:

Website: [canada.ca/en/revenue-agency/campaigns/fraud-scams.html](http://canada.ca/en/revenue-agency/campaigns/fraud-scams.html)

To report a scam call the Canadian Anti-fraud Centre Toll-free: 1-888-495-8501

## Alberta Securities Commission

The Alberta Securities Commission (ASC) is the regulatory agency responsible for administering the province's securities laws. The ASC's mission is to foster a fair and efficient capital market in Alberta and to protect investors. The ASC also empowers Albertans through every step of their investment journey with a wealth of unbiased and information and resources available at [CheckFirst.ca](http://CheckFirst.ca). Albertans can explore investing fundamentals, learn how to recognize the red flags of fraud and easily check the registration and disciplinary action of any individual or firm offering them securities. Visit [CheckFirst.ca](http://CheckFirst.ca) to:

- explore key investing concepts and the different types of investments available
- discover resources like the Fraudster's Playbook, Investor's Guide to Cryptocurrencies and the interactive Spot the Spoof webpage that teaches you how to identify fraudulent websites imitating legitimate investment firms



- boost your financial planning skills and understand your investor profile with quizzes, calculators and worksheets
- watch online videos featuring personal finance expert Kelly Keehn as well as animated shorts on investment fraud
- advance your knowledge through in-person and virtual Investing 101 classes across Alberta

You can also contact the ASC to make a complaint against an individual or company if you think you have been a victim of investment fraud, or approached with an investment opportunity you feel may be fraudulent.

**For more information, contact:**

Alberta Securities Commission  
 Toll-free: 1-877-355-4488  
 E-mail: [inquiries@asc.ca](mailto:inquiries@asc.ca)  
 Website: [albertasecurities.com](http://albertasecurities.com) or [CheckFirst.ca](http://CheckFirst.ca)

If you believe your personal or health information may have been collected, used or disclosed improperly, you may submit a complaint in writing to OIPC.

**For more information** about OIPC and privacy laws in Alberta you can refer to [oipc.ab.ca](http://oipc.ab.ca)

## Office of the Information and Privacy Commissioner of Alberta

The Office of the Information and Privacy Commissioner of Alberta (OIPC) works to protect Albertans by ensuring public bodies, health custodians and private sector organizations uphold the access and privacy rights contained in the laws of Alberta.

Through the OIPC, the Commissioner performs the legislative and regulatory responsibilities set out in Alberta's three access and privacy Acts:

- *Freedom of Information and Protection of Privacy Act (FOIP)*
- *Health Information Act (HIA)*
- *Personal Information Protection Act (PIPA)*

## Transportation

### Bus passes

Communities may offer people who are 65 years of age and over a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

### Seniors driving services

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres or social outings. There is often a minimal fee. Private services are also often available. For more information about seniors driving services, contact your local information centre (see pages 41–42) or the Family and Community Support Services office listed in your telephone directory.



### Alberta Transportation

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required when you renew an operator's licence at age 75, 80 and every two years after.

#### **For more information about transportation items of interest contact:**

Alberta Transportation  
Driver Fitness and Monitoring  
Room 109, Main Floor, 4999 98 Avenue NW  
Edmonton, Alberta T6B 2X3  
Phone: 780-427-8230  
Email: [driver.fitness@gov.ab.ca](mailto:driver.fitness@gov.ab.ca)  
Website: [information-for-aging-drivers.aspx](http://information-for-aging-drivers.aspx)

In all other areas of the province, call the Government of Alberta Call Centre at 310-0000 to be connected toll-free.

### Alberta Motor Association

The Alberta Motor Association (AMA) offers the following programs to help older Albertans continue driving for as long as safely possible.

AMA Mature Driver Course provides a refresher of the road in a classroom. Course participants will review road signs and regulations, tips and strategies for different driving environments, the effects of aging on driving and resources to maintain mobility and independence.

AMA Seniors In-Vehicle Evaluation is a voluntary and confidential in-vehicle assessment of driving skills. Recommendations and feedback are given on improving driving skills as well as resources for maintaining mobility. A verbal debrief and a written report detailing the outcome of the drive is provided.

Brush-up lessons for seniors are also available. The two-hour in-vehicle lesson is a review of driving rules and regulations. Coaching is also provided on areas requiring improvement in driving habits and skills.

#### **For more information contact Alberta Motor Association**

Phone: 1-833-374-8733  
Website: [ama.ab.ca/ama-community-services](http://ama.ab.ca/ama-community-services)

## Parking Placards for Persons with Disabilities

Persons who cannot walk 50 metres (164 feet) can apply for a parking placard. This service is provided through authorized Alberta registry offices. For information about applying for a placard, visit [alberta.ca/parking-placard-disabilities.aspx](http://alberta.ca/parking-placard-disabilities.aspx).

For more information, contact a motor vehicle specialist at the Government of Alberta Contact Centre by dialing 310-0000 and entering 780-427-7013.



## Congratulatory messages for seniors

### Message from the Queen

Congratulatory messages may be requested for Canadians celebrating a significant birthday or wedding anniversary. If the anniversary or birthday has already taken place, the message from the Queen may be backdated up to six months.

Congratulatory messages are available for:

- couples who are celebrating an anniversary of 60 years or more
- Canadians who are 100 years of age or older

To request a message, a request form will need to be completed and the declaration at the bottom of the form needs to be signed.

For contact information, see Message from the Governor General of Canada in the next section.

### Message from the Governor General of Canada

Congratulatory messages may be requested for Canadians celebrating a significant birthday or wedding anniversary. If the anniversary or birthday has already taken place, the message from the Governor General may be backdated up to twelve months.

Congratulatory messages are available for:

- couples who are celebrating an anniversary of 50 years or more
- Canadians who are 90 years of age or older

To request a message, a request form will need to be completed and the declaration at the bottom of the form needs to be signed.

Submit an online request: [gg.ca/en/contact-us/birthday-anniversary-greetings](https://gg.ca/en/contact-us/birthday-anniversary-greetings)

Ensure your request is provided to the Governor General's office at least eight weeks before the occasion.

#### **For more information contact:**

Your Member of Parliament (MP)

or

Office of the Secretary  
to the Governor General

Rideau Hall

c/o Anniversaries

1 Sussex Drive

Ottawa, Ontario K1A 0A1

Toll free: 1-800-465-6890

E-mail: [anniversaries.anniversaires@gg.ca](mailto:anniversaries.anniversaires@gg.ca)

Website: [gg.ca/en/contact-us/birthday-anniversary-greetings](https://gg.ca/en/contact-us/birthday-anniversary-greetings)

No postage necessary if sending by regular mail.

## Message from the Prime Minister of Canada

Upon request, the Prime Minister sends congratulatory certificates to Canadians celebrating milestone birthdays, or wedding anniversaries and anniversaries of life together.

Congratulatory certificates are available for:

- 25th anniversaries and up at five year intervals
- 65th birthdays and up at five year intervals
- 100th birthdays and up and every year thereafter

Please note that only Canadian citizens may receive a congratulatory certificate from the Prime Minister. To ensure on-time delivery, submit your request at least six weeks before the event date.

### **For more information contact:**

Office of the Prime Minister and Privy Council  
Congratulatory Messages  
Executive Correspondence Unit  
Room 105, 80 Wellington Street  
Ottawa, Ontario K1A 0A2  
Fax: 1-613-941-6901  
E-mail: [pm@pm.gc.ca](mailto:pm@pm.gc.ca)  
Submit an online request: [pm.gc.ca/en/connect/greetings](http://pm.gc.ca/en/connect/greetings)

## Message from the Premier of Alberta

Request a congratulatory scroll from the Premier for a milestone birthday or wedding anniversary.

To request a scroll from the Premier, ensure your request is provided to the Premier's office at least five weeks before the special birthday or anniversary.

### **For more information, contact:**

Your Member of the Legislative Assembly (MLA)  
or  
Visit [alberta.ca/premier-request-scroll.cfm](http://alberta.ca/premier-request-scroll.cfm)

## General information

### Birth, marriage and death certificates

If you require a birth, marriage, death and/or legal change of name certificate for an event that occurred in Alberta, there are two processes depending on from where you apply:

- from within Alberta - apply at a registry agent office
- from outside Alberta - apply by mail.

You will be required to present proof of identity and prove you are eligible to make the certificate application as restrictions apply.

#### For certificate application information refer to:

Service Alberta Contact Centre  
Edmonton: 780-427-7013  
Toll-free: Dial 310-0000 (Government of Alberta Contact Centre) to be connected toll-free within Alberta

TTY: 780-427-9999  
TTY toll free: 1-800-232-7215 (in Alberta)

For application forms and instructions see [alberta.ca/vital-statistics-forms.aspx](http://alberta.ca/vital-statistics-forms.aspx)

To locate an authorized Alberta registry agent office see [alberta.ca/lookup/find-a-registry-agent.aspx](http://alberta.ca/lookup/find-a-registry-agent.aspx)

Website: [alberta.ca/life-events.aspx](http://alberta.ca/life-events.aspx)

### Lawyer referral service

If you can afford to pay for a lawyer, but do not know of one who can help you, the Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers. You receive the first half hour of discussion free of charge.

During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:  
Lawyer Referral Service Office  
Toll-free: 1-800-661-1095  
Website: [lawsociety.ab.ca](http://lawsociety.ab.ca)

### Local information and referral centres

#### CALGARY

##### Kerby Centre

1133 - 7 Avenue SW  
Calgary, Alberta T2P 1B2  
Phone: 403-265-0661  
Fax: 403-705-3211  
E-mail: [info@kerbycentre.com](mailto:info@kerbycentre.com)  
Website: [kerbycentre.com](http://kerbycentre.com)

##### Calgary Seniors' Resource Society

3639 26 Street NE  
Calgary, Alberta T1Y 5E1  
Phone: 403-266-6200  
Fax: 403-269-5183  
E-mail: [info@calgaryseniors.org](mailto:info@calgaryseniors.org)  
Website: [calgaryseniors.org](http://calgaryseniors.org)

#### CAMROSE

##### Service Options for Seniors

5014 B 48 Street  
Camrose, Alberta T4V 1M1  
Toll-free: 1-866-672-4131  
Phone: 780-672-4131  
Fax: 780-672-4195  
Website: [soscamrose.com/](http://soscamrose.com/)



## Local information and referral centres continued

### EDMONTON

#### SAGE

15 Sir Winston Churchill Square NW  
Edmonton, Alberta T5J 2E5  
Phone: 780-423-5510  
Fax: 780-426-5175  
E-mail: [info@Mysage.ca](mailto:info@Mysage.ca)  
Website: [mysage.ca](http://mysage.ca)

#### Alzheimer Society of Alberta and Northwest Territories

306 - 10430 61 Avenue NW  
Edmonton, Alberta T6H 2J3  
Phone: 780-488-2266  
Toll-free: 1-866-950-5465  
Fax: 780-488-3055  
E-mail: [reception@alzheimer.ab.ca](mailto:reception@alzheimer.ab.ca)  
Website: [alzheimer.ab.ca](http://alzheimer.ab.ca)

#### Canadian Mental Health Association Edmonton Region

300 - 10010 105 Street NW  
Edmonton, Alberta T5J 1C4  
Phone: 780-414-6300  
Fax: 780-482-7498  
Website: [edmonton.cmha.ca](http://edmonton.cmha.ca)

### GRANDE PRAIRIE

#### Grande Prairie and Area Council on Aging Seniors Outreach

101 - 10127 121 Avenue  
Grande Prairie, Alberta T8V 7V3  
Phone: 780-539-6255  
Fax: 780-538-1115  
E-mail: [info@seniorsoutreachgp.com](mailto:info@seniorsoutreachgp.com)  
Website: [gpcouncilonaging.com](http://gpcouncilonaging.com)

### LETHBRIDGE

#### Lethbridge Senior Citizens Organization

500 11 Street S  
Lethbridge, Alberta T1J 4G7  
Phone: 403-320-2222  
Fax: 403-320-2762  
Website: [lethseniors.com](http://lethseniors.com)

#### Nord-Bridge Senior Citizens Association

1904 13 Avenue N  
Lethbridge, Alberta T1H 4W9  
Phone: 403-329-3222  
Fax: 403-329-8824  
E-mail: [friendly@nordbridgeseniors.com](mailto:friendly@nordbridgeseniors.com)  
Website: [nordbridgeseniors.com](http://nordbridgeseniors.com)

### MEDICINE HAT

#### Strathcona Centre

1150 5 Street SE  
Medicine Hat, Alberta T1A 8C7  
Phone: 403-529-8307  
Fax: 403-529-8369  
Website: [medicinehat.ca](http://medicinehat.ca)

### RED DEER

#### Golden Circle Senior Resource Centre

4620 47A Avenue  
Red Deer, Alberta T4N 3R4  
Phone: 403-343-6074  
Fax: 403-343-7977  
E-mail: [info@goldencircle.ca](mailto:info@goldencircle.ca)  
Website: [goldencircle.ca](http://goldencircle.ca)

### SHERWOOD PARK

#### Volunteer Strathcona

205 - 48 Brentwood Blvd  
Sherwood Park, Alberta T8A 2H5  
Phone: 780-464-4242  
Fax: 780-449-1354  
E-mail: [info@volunteerstrathcona.ca](mailto:info@volunteerstrathcona.ca)  
Website: [volunteerstrathcona.ca](http://volunteerstrathcona.ca)

## ST. ALBERT

### St. Albert Seniors Association

7 Tache Street  
St. Albert, Alberta T8N 2S3  
Phone: 780-459-0433  
E-mail: [info@stalbertseniors.ca](mailto:info@stalbertseniors.ca)  
Website: [stalbertseniors.ca](http://stalbertseniors.ca)

Contact information for many local seniors centres can be found in the Directory of Seniors' Centres in Alberta. This publication is available on the website at [alberta.ca/seniors-and-housing.aspx](http://alberta.ca/seniors-and-housing.aspx).

For information on local Family and Community Supports Services (FCSS), see Community Agencies page 30.

## Taxes

### General information

Most types of income are taxable, including amounts paid to deceased individuals. Seniors may qualify for several federal and provincial tax credits within the tax system. Seniors eligible for the disability tax credit may also be eligible to claim additional medical expenses such as certain attendant care expenses.

**For information contact the Canada Revenue Agency at:**

Toll-free: 1-800-959-8281  
Website: [canada.ca/taxes-seniors](http://canada.ca/taxes-seniors)

### GST credit

The Goods and Services Tax (GST) credit is designed to offset the cost of the GST for individuals and families up to a certain income level.

You no longer have to apply for the GST credit. The Canada Revenue Agency will automatically determine your eligibility when you file your next income tax and benefit return. If you are eligible, you will receive payments quarterly in July, October, January and April. The credit is based on your net family income and if eligible, is paid to either you or your spouse/common law spouse, but not both.

**For information about the GST Credit, contact the Canada Revenue Agency at:**

Toll-free: 1-800-387-1193  
Website: [canada.ca/taxes](http://canada.ca/taxes)

### Office of the Taxpayers' Ombudsman

The Office of the Taxpayers' Ombudsman (OTO) works independently from the Canada Revenue Agency (CRA) to improve the service that the CRA provides to taxpayers by reviewing service-related complaints. The OTO also looks at issues that can affect more than one person, or a segment of the population.

**For more information, contact the Office of the Taxpayers' Ombudsman:**

1000-171 Slater Street  
Ottawa, Ontario K1P 5H7  
Phone: 1-866-586-3839  
Fax: 1-866-586-3855  
Website: [canada.ca/en/taxpayers-ombudsman.html](http://canada.ca/en/taxpayers-ombudsman.html)

## Money Mentors

Money Mentors is the only Alberta-based, non-profit credit counselling, debit consolidation, and financial education agency. Help is provided to families and individuals to recover from financial crisis and move forward. Services offered include credit counselling, money coaching, retirement planning and financial literacy.

**For information or to book a free Financial Needs Assessment contact Money Mentors at:**

Toll-free: 1-888-294-0076

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

## Veterans

### Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries and economic support allowances.

Additional benefits in the areas of health care, home-help services, funeral and burial assistance, and commemoration are also available.



**For more information, contact:**

#### CALGARY

470-220 4th Avenue SE  
Calgary, AB 2TG 4X3

#### EDMONTON

Veterans Affairs Canada  
940 Canada Place  
9700 Jasper Avenue NW  
Edmonton, Alberta T5J 4C3

Toll-free: 1-866-522-2122

Website: [veterans.gc.ca](http://veterans.gc.ca)

#### Last Post Fund

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

**For more information, contact:**

Last Post Fund

330-6600 Trans-Canada Hwy  
Pointe-Claire QC H9R 4S2

Toll-free: 1-800-465-7113

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

E-mail: [info@lastpost.ca](mailto:info@lastpost.ca)

## Advance care planning

Advance care planning is a way to help you think about, talk about and document your wishes for health-care. It is a process that can assist you in making health-care decisions now and in the future. If there is a time when you are unable to speak for yourself, it is important that your loved

ones and your healthcare team understand your wishes for health care. It is important to begin advance care planning conversations before you face a crisis or become seriously ill.

In Alberta, one way to document your advance care planning wishes is in a personal directive. A personal directive is a legal document that allows you to appoint someone you trust to make personal decisions on your behalf should you lose your ability to make your own health-care decisions because of illness or injury (see page 16).

Goals of Care Designation is a codified number letter system used by your health-care providers to quickly communicate the general aims of your health-care and the preferred location of that care. In a medical emergency, your Goals of Care Designation guides your health-care team to provide timely care that best reflects your health condition, the treatments that will be of benefit to you, and your own wishes and values. The Goals of Care Designation order is documented on an Alberta Health Services form by your physician or nurse practitioner and is recognized by all health-care services.

**For more information** about advance care planning, talk to your health-care provider or visit: [myhealth.alberta.ca/HealthTopics/Advance-Care-Planning](https://myhealth.alberta.ca/HealthTopics/Advance-Care-Planning)

## Power of attorney

Granting power of attorney gives someone you trust (called your attorney) the power to represent you and make decisions on your behalf. Power of attorney is voluntary and limited to matters of property and finance. Power of attorney does not allow someone to make personal or health decisions on your behalf.

For information on guardianship or personal directives, see pages 17.

## Limited versus general power of attorney

A limited power of attorney gives your attorney the power to act on your behalf for a limited purpose; for example, the sale of a motor vehicle, among other purposes.

A general power of attorney can be “specific” or “limited”, which can give authority to your attorney for a limited task (e.g. sell a house) or give them authority for a specific period of time. This includes applying for and administering federal and provincial benefits. The power of attorney can start as soon as you sign it, or it can start on a specific date that you write in the document.

## Power of attorney

- You must be mentally competent to appoint an attorney.
- It takes effect immediately.
- Ends if you become mentally incapable of managing your affairs.

## Enduring power of attorney

- Specifically states that the power of attorney remains in effect should you become mentally incapable of managing your affairs.
- Can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.
- Although not mandatory, you may wish to consult a lawyer for assistance in drafting your power of attorney document.

**For more information**, visit the Alberta Justice and Attorney General website at [alberta.ca/ending-power-of-attorney.aspx](https://alberta.ca/ending-power-of-attorney.aspx).

## Funeral planning

Saying Farewell: A guide to assist you through the death and dying process is a booklet which provides information on funeral planning, who to contact when someone dies and settling affairs.

### Print your own copy at:

[alberta.ca/seniors-resources.aspx](http://alberta.ca/seniors-resources.aspx)

Information on funeral planning is also available through the Alberta Funeral Service Association.

### For more information, contact:

#### Alberta Funeral Service Association

Phone: 780-412-1310

Fax: 780-413-0076

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

## Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board (AFSRB) works to ensure both licensees and consumers understand their rights and obligations within the legislative framework and Code of Conduct.

AFSRB protects the public interest by ensuring fair and ethical conduct in the marketplace, through the impartial delivery of licensing, inspection, and enforcement activities.

### For more information, contact:

#### Alberta Funeral Services Regulatory Board

180 - 2755 Broadmoor Blvd

Sherwood Park, Alberta T8H 2W7

Toll free: 1-800-563-4652 (in Alberta only)

or 780-452-6130 (from outside Alberta)

Fax: 780-452-6085

E-mail: [office@afsrab.ab.ca](mailto:office@afsrab.ab.ca)

Website: [afsrab.ab.ca](http://afsrab.ab.ca)

## Last will and testament

A will is a legal document that allows you to direct how your property will be distributed after your death. A will allows you to name your personal representative who will represent your estate after your death and carry out the wishes you have stated in your will. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- A formal will is in writing, has your signature and is signed in the presence of two witnesses, who also sign the will in your presence.
- A holograph is prepared entirely in your own handwriting and signed by you.

If you require a lawyer or would like more information on wills or executors, contact the Law Society of Alberta's Lawyer Referral Service program at 1-800-661-1095.

See page 40 for more information.

### What happens if you die without a will?

If you die without a will, the *Wills and Succession Act* sets out how and to whom property is transferred when a person dies. Information about this act is available by visiting [alberta.ca/wills-in-alberta.aspx](http://alberta.ca/wills-in-alberta.aspx).

## Recreation and leisure

### Alberta 55 Plus

This association organizes and promotes a wide variety of recreational and competitive activities for Albertans 55 years of age and older. The activities range from the arts and creative writing, card and board games, through to a wide variety of sports. A complete list of activities can be seen on the Alberta 55 plus website. Interested members, from the eight zones across the province, can also take part in age-specific playoffs to qualify for Provincial Summer and Winter Games. These are held in odd-numbered years. Winners from these provincial games can advance to the Canada 55+ Games which are held in even-numbered years.

Membership is \$30/year for 2022 and \$40/year for 2023.

For information, contact:

#### **Alberta 55 plus**

Percy Page Centre 11759 Groat Road NW  
Edmonton, Alberta T5M 3K6  
Phone: 403-700-0454  
E-mail: [info@alberta55plus.ca](mailto:info@alberta55plus.ca)  
Website: [alberta55plus.ca](http://alberta55plus.ca)

### Historic sites and cultural facilities

Seniors visiting Alberta's heritage facilities receive a reduced admission rate. A free guide outlining Alberta's museums and historic sites is available by calling 1-800-252 3782.

#### **For more information, contact: Culture and Status of Women**

Edmonton: 780-431-2300  
Website: [alberta.ca/historic-sites-museums.aspx](http://alberta.ca/historic-sites-museums.aspx)

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

### Provincial parks

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older.

#### **For more information or to request the Explore Alberta Parks magazine contact:**

Parks Information  
Toll-free: 1-866-427-3582  
Website: [albertaparks.ca](http://albertaparks.ca)

### Fishing licences

Sport fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

*Note: This policy does not apply to fishing in national parks in Alberta.*

#### **For more information, contact: My Alberta eServices**

Toll-free: 1-844-643-2788  
Website: [eservices.alberta.ca/fishing-licence.html](http://eservices.alberta.ca/fishing-licence.html)

### Tour of the Alberta Legislature

The Legislative Assembly offers in-person public tours, livestream tours, pre-recorded video tours and more. Explore the many ways to experience the Alberta Legislature.

#### **For more information, contact**

Legislative Assembly of Alberta Visitor Services  
3rd Floor, 9820- 107 Street NW  
Edmonton Alberta T5K 1E7  
Phone: 780-427-7362  
E-mail [visitorinfo@assembly.ab.ca](mailto:visitorinfo@assembly.ab.ca)  
Website: [assembly.ab.ca/visit/tours](http://assembly.ab.ca/visit/tours)



## Quick reference list

### Accommodation Standards Complaint Line

Toll-free: 1-888-357-9339

### Alberta Aids to Daily Living

Toll-free anywhere:  
1-877-644-9992

### Alberta Health Services

Dial 811 Long/Short Term Care/Meals on Wheels/  
Mental Health Services/Home Care Services/  
Public Health Services/Day Support Programs

### Alberta Health

Alberta Health Care Insurance Plan  
Call 310-0000 to be connected  
Toll-free: 780-427-1432

### Alberta Seniors Benefit Program

Toll-free: 1-877-644-9992

### Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

### Assured Income for the Severely Handicapped (AISH)

Toll-free: 1-877-644-9992

### Canada Revenue Agency

Individual tax inquiries: 1-800-959-8281

### Community Volunteer Income Tax Program

1-800-959-8281

### Coverage for Seniors

Toll-free: 1-800-661-6995

### Dental Assistance for Seniors Program

Toll-free: 1-877-644-9992

### Disabled parking placard

Call 310-0000 to be connected  
Toll-free: 780-427-7013

## ELDER ABUSE

### Family Violence Info Line

310-1818

### Calgary

Kerby Rotary Shelter  
24-hour: 403-705-3250

### Edmonton

Seniors Abuse Help Line  
24-hour: 780-454-8888

### Grande Prairie Seniors Outreach

780-539-6255

### Lethbridge

Elder Abuse Response Network  
403-394-0306

### Red Deer

Helping Elder Abuse Reduction (HEAR)  
403-346-6076  
or toll-free: 1-877-454-2580

### St. Albert

Stop Abuse in Families (SAIF)  
780-460-2195

### Strathcona County

Elder Abuse Line (24 hr)  
780-464-7233

**Family and Community Support Services**

For information, contact the Family and Community Support Services office listed in your local telephone directory.

**Geriatric Assessment and Rehabilitation Programs**

Contact Alberta Health Services.  
Please see page 25.

**Government of Alberta Contact Centre**

Toll-free: 310-0000

**GST Credit**

Toll-free: 1-800-387-1193

**Health Advocate/Mental Health Advocate**

Edmonton: 780-422-1812

**Health Link Alberta**

Dial 811

**HOUSING PROGRAMS****Seniors Lodge Program**

Toll-free: 1-877-644-9992  
(1-800-232-7215 TTY)

**Seniors Apartments**

Toll-free: 1-877-644-9992  
(1-800-232-7215 TTY)

**Residential Access Modification Program**

Toll-free anywhere in Alberta  
1-877-427-5760

**HOUSING REGISTRIES****Calgary**

Kerby Centre: 403-705-3230

**Edmonton**

Edmonton Indigenous Seniors Centre  
587-525-8969  
SAGE: 780-423-5510

**Income Support Program for Non-Seniors**

Alberta Supports Contact Centre

Toll-free: 1-877-644-9992

**Landlord and tenant information**

and consumer information

Toll-free: 1-877-427-4088

**Money Mentors**

Toll-free: 1-888-294-0076

**Office of the Public Guardian and Trustee**

Calgary: 403-297-3364

Edmonton: 780-427-0017

Grande Prairie: 780-833-4319

Lethbridge: 403-381-5648

Lloydminster: 780-871-6490

Medicine Hat: 403-529-3744

Red Deer: 403-340-5165

St. Paul: 780-645-6278

**Optical Assistance for Seniors**

Toll-free: 1-877-644-9992

**Protection for Persons in Care**

Reporting Line

Toll-free: 1-888-357-9339

**Provincial parks**

Toll-free: 1-866-427-3582

**Seniors Home Adaptation and Repair Program**

Toll-free: 1-877-644-9992

**Seniors Property Tax Deferral Program**

Toll-free: 1-877-644-9992

**Service Alberta Contact Centre**

Toll-free: 1-877-427-4088

**Service Canada Call Centre (Government of Canada)**

Old Age Security

Guaranteed Income Supplement / Allowance

Canada Pension Plan

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

**Special Needs Assistance for Seniors Program**

Toll-free: 1-877-644-9992

**Utilities Consumer Advocate**

In Alberta: 310-4822

Outside of Alberta: 780-644-5130

**Veterans Affairs**

Toll-free: 1-866-522-2122

**Vital Statistics, Service Alberta**

Service Alberta Contact Centre

Phone: 780-427-7013

Toll-free: Dial 310-0000 (Government of Alberta Contact Centre) to be connected toll-free within Alberta

TTY: 780-427-9999

TTY toll free: 1-800-232-7215 (in Alberta)

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