

Positive Aging

2024–2025 Directory of Programs and Services



Nova Scotia[®]



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



Important Numbers

Continuing Care

Home Care, Long-Term Care, Caregiver Benefit Program, Adult Protection

1-800-225-7225

Provincial Services, Programs & Initiatives

To learn more about provincial government services, programs (Seniors Care Grant, HARP) and initiatives, contact Public Enquiries, Service Nova Scotia.

Phone (metro) 902-424-5200

Toll-free (within North America)

. 1-800-670-4357

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

E-mail askus@novascotia.ca

www.novascotia.ca

Government of Canada—Federal Programs ★

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

TTY 1-800-926-9105

Canada Revenue Agency 1-800-959-8281

Employment Insurance benefits

English 1-800-206-7218

Français 1-800-808-6352

www.canada.ca/en/services/benefits/ei

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

Passports 1-800-567-6868

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

English 1-800-277-9914

Français 1-800-277-9915

Federal Pension Plans 1-800-561-7930

Social Insurance Number

English / Français 1-866-274-6627

Taxes, Pension & Legal Services

Personal Tax 1-800-959-8281

Community Volunteer

Income Tax Program 1-855-516-4405

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

Pharmacare Program 1-800-544-6191

Property Tax Rebate 1-800-670-4357

Pension Plans:

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

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

English 1-800-277-9914

Français 1-800-277-9915

Nova Scotia Legal Aid Commission ★

Toll free 1-877-420-6578

www.nslegalaid.ca/legal-aid-offices

Nova Scotia Office of the Ombudsman ★

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

Phone 902-424-6780

Toll-free 1-800-670-1111

E-mail ombudsman@novascotia.ca

Other Important Numbers

Power outage 1-877-428-6004

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

Eastlink outage 1-888-345-1111

Drinking-water safety 1-877-936-8476

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

Housing Inquiries 902-426-6642



Important Numbers

EMERGENCY—Call 911 ★

Ambulance — Fire — Police

For life threatening emergencies, dial 9-1-1.

This phone line is for assistance in medical, fire, and police emergencies only. The caller will get connected to the dispatch office which can send emergency responders to the caller's location to address the emergency. Available in over 100 languages and is available to teletypewriter (TTY) users.

NON-EMERGENCY: INFORMATION AND REFERRAL

211 ★

211 is a free and confidential information and referral service where highly trained Community Resource Navigators help find community and social services for anywhere in Nova Scotia.

E-mail help@ns.211.ca
Text 211
(Text and chat service available Monday to Friday from 9:00 AM to 4:00 PM, excluding holidays.)

Search comprehensive database or chat online at www.ns.211.ca

311 ★

Helping you find Halifax Regional Municipality Information and Services

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

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

TTY 902-490-6645 or 1-866-236-0020
E-mail contactus@311.halifax.ca

411

411 acts like a phone book with a directory of phone numbers, addresses of businesses and people.

511

Helping you find information about provincial roads in Nova Scotia

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

611

For telephone repair service, dial 6-1-1.

711

For Bell Relay Service, dial 7-1-1. This message relay service is for individuals who are hearing and/or speech impaired.

811 ★

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

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

www.811.novascotia.ca

988 ★

If you or someone you know is thinking about suicide, call or text 9-8-8. Support is available 24 hours a day, 7 days a week.

Positive Aging

2024–2025 Directory of Programs and Services

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Message from the Premier of Nova Scotia

More Nova Scotians are proudly entering and embracing their retirement years. As they age, our province is determined to treat them all with the respect and dignity they've earned.



As a government, we're committed to doing all we can to ensure seniors receive the help they need to stay in their homes independently or have appropriate care provided through our continuing care system should they need it.

We have made – and will continue to make – meaningful investments to address these needs now and in the future. This includes expanding innovative community programs and adding and replacing more than 5,700 long-term care rooms.

We will continue to support our many fantastic seniors' organizations and the work they are doing to celebrate the contributions of aging Nova Scotians and deliver much-needed community-based programs.

Many of those programs can be found in this directory. I encourage you to use this as a guide to the many resources available to help you and your aging loved ones stay active, engaged, and supported.

You can also download the YourHealthNS app. This new app can help you find the right care, when you need it.

Together, we can improve the care and well-being of seniors across this province.

Yours truly,
Honourable Tim Houston
Premier of Nova Scotia

Message from the Minister of Seniors and Long-Term Care



Nova Scotia seniors are an active and growing population in our province who are adding to the vibrancy and vitality of our communities, large and small. We want seniors to remain thriving and healthy, fully able to enjoy all our beautiful province has to offer.

We're helping them achieve this by offering new and innovative programs. New Centres of Rural Aging and Health at Nova Scotia Community College campuses in Shelburne and Port Hawkesbury are providing local area seniors the opportunity to attend on-campus learning, participate in physical activities, and socialize with other seniors in their communities. We've also expanded the Seniors Care Grant, worth \$750, to help seniors with the cost of things like household and healthcare services or home heating.

We've launched Canada's first Community Aging in Place, Advancing Better Living for Elders Program (CAPABLE) with VON Nova Scotia to help seniors to live independently at home. Seniors participating in the pilot program are paired with a nurse, occupational therapist and handyperson who work them to identify simple changes to their daily activities and homes that will help them live more independently.

This directory serves as a resource for the many ways seniors can connect with others to learn, get help, volunteer, coach, or engage with their community. When seniors offer their wisdom and energy, they help to keep our traditions alive, our families growing, and our communities connected. It's that strong connection that makes our province special and a welcoming wonder to so many newcomers and tourists alike.

Making life better for seniors remains a focus and working together, we can ensure a bright future for everyone at every stage of life.

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

About this Directory

How to Use the Directory

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

Endorsement Disclaimer

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

The Province of Nova Scotia would like to thank the advertisers in the directory for their support.

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

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

The Department of Seniors and Long-Term Care

The Nova Scotia Department of Seniors and Long-Term Care works to ensure the inclusion and well-being of older adults in Nova Scotia. Along with our partners, including the Nova Scotia Health Authority, the Department of Health and Wellness, training institutions, home care agencies, long-term care facilities and other sector leaders, we are committed to continually improving the delivery of care for seniors and those requiring home care and long-term care. The department also works across government to support the social and economic wellbeing of older adults.

To be accessed for Continuing Care services, call Nova Scotia Health:

Toll-free: **1-800-225-7225**

Resource Hub

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CONTINUING CARE

Helping you live well in the place you call home

Anyone can call to make a referral:
1-800-225-7225
(toll-free within Nova Scotia)

More info:
www.nshealth.ca/continuing-care

The logo for Nova Scotia Health Continuing Care, featuring a stylized white wave icon and the text 'nova scotia health Continuing Care' in a sans-serif font.An illustration showing a caregiver with red hair, wearing a light green shirt and grey pants, standing and holding a blue water bottle. She is assisting an elderly woman with white hair and glasses, who is sitting in a wheelchair and wearing an orange sweater and blue pants. The background is a dark blue night sky with white stars and a large, curved light blue shape on the right side.

Continuing Care & Supports

Continuing Care

Continuing Care

There may come a time when you or your loved one need help to remain as independent as possible at home and in the community. Continuing Care includes a range of home and community care and long-term care services, which are administered and delivered by Nova Scotia Health. Care can be provided on a long-term or short-term basis.

Contact Nova Scotia Health Continuing Care to discuss supports and services available to help with your care needs and support you to be as independent as possible at home. Toll-free at **1-800-225-7225**. If you reach the mailbox, please leave a message.

A Continuing Care team member will call you and arrange a time to meet to complete the assessment and application process. They will collect some information and together, you will determine what services are best for you. Continuing Care will arrange your care services with a contracted agency.

Long-Term Care

Long-term care helps people whose care needs can no longer be met at home. To speak to someone to assess your needs for long-term care, contact Nova Scotia Health Continuing Care, toll-free at **1-800-225-7225**.

Long-term care provides accommodation, supervisory care, personal care and nursing services to people whose needs can no longer be met at home. There are two types of long-term care facilities: Nursing Homes and Residential Care Facilities.

Nursing homes are an important option for people who have difficulty performing everyday tasks such as dressing, bathing and toileting. Admission to a nursing home is appropriate for

people who are medically stable but have nursing needs that cannot be met through home care.

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

Choosing a Long-Term Care Home

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

The province is adding new long-term care rooms and replacing older rooms to help meet the needs of seniors in our communities. Approximately 5,700 long-term care rooms are being added or replaced throughout the province. To stay up to date as the projects advance visit: <https://novascotia.ca/long-term-care-rooms-progress-updates/>

Long-Term Care Waiting Lists and Admissions

A person's name is added to the waiting list for a long-term care home on the date the care-level decision is made.

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

If you are living at home and are offered admission to a long-term care facility, your acceptance is generally expected within 24 hours of the offer. An admission date will then be arranged with the long-term care facility. If you decline the offer, you will be removed from the wait list for a period of 12 weeks before you can re-apply.

If your situation worsens while you are on the waitlist, or waiting to re-apply, you should contact Continuing Care right away for re-assessment.

The Province provides median wait times for Nursing Homes and Residential Care Facilities based on admissions which have occurred for Nursing Home and Residential Care Facilities. To check the status of a facility in your area, please visit: waittimes.novascotia.ca/procedures/long-term-care.

Fees for Long-Term Care

The Department of Seniors and Long-Term Care covers the healthcare component of long-term care; residents pay the accommodation costs at rates set by government every year. Residents also pay for personal expenses. Those who cannot pay the standard accommodation charge can apply for a charge reduction through a financial assessment based on net income. The remaining costs are paid by the Department of Seniors and Long-Term Care.

For more information on costs associated with long-term care, please visit www.novascotia.ca/dhw/ccs/factsheets/paying-for-long-term-care.pdf

or call Nova Scotia Health Continuing Care at **1-800-225-7225**.

Paying for long-term care may have impact on your taxes. Please call Canada Revenue Agency 1-800-959-8281 to discuss the potential impacts of your spouse moving into long-term care.

Long-Term Care Financial Assessment Process

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

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

Long-Term Care Specialized Health Equipment Loan Program

Residents of provincially-licensed and funded long-term care facilities, such as nursing homes and residential care facilities, can borrow specialized health equipment from the Canadian Red Cross through its Health Equipment Loan Program, which is funded by the Department of Seniors and Long-Term Care. Some examples of specialized health equipment are walkers, wheelchairs and specialized mattresses.

Assistance for Caregivers

Caregivers Nova Scotia

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

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

Caregiver Benefit Program

The Caregiver Benefit recognizes the important role of caregivers in their efforts to assist loved ones and friends. The program is for caregivers of low income adults who have a high level of disability or impairment, as determined by an assessment by Nova Scotia Health Continuing

Care. A caregiver may be a spouse, family member, friend or neighbour that is not being paid for the help they provide. This could include supervision, cooking, housekeeping, home maintenance, errands and personal care. To be eligible for this program, a caregiver must provide at least 20 hours of assistance per week. If the caregiver and the care recipient both qualify for the program, the caregiver will receive \$400 per month. For more information, call **1-800-225-7225** (toll-free within Nova Scotia) or visit www.nshealth.ca/continuing-care.

The Caregiver Benefit is a reportable income; caregivers should contact the Canada Revenue Agency (1-800-959-8281) for information about tax implications.

Facility-Based Respite Care

Caregivers provide personal care and support to help loved ones stay in their homes and communities longer. However, this can result in physical, mental, and emotional stress for caregivers. To support them and their families, respite beds are available in licenced long-term care facilities (nursing homes) across the province. There is an option available for children.

A person may have a respite bed a total of 60 days within a calendar year. However, to ensure fair access to beds during high-demand periods (July 1 to October 1), no more than 30 days can be scheduled.

For more information, call **1-800-225-7225** or visit novascotia.ca/dhw/ccs/respice-care.asp.

In-Home Support

Home Care

Support at home helps people remain as independent as possible in their homes and communities. It can also help link Nova Scotians to professional services and other community-based resources, such as meal programs or footcare clinics.

An assessment is required to access provincial home care services such as home support, direct funding and nursing services. Assessments can be requested by calling Continuing Care **1-800-225-7225**.

Home Support

A range of home-support services are available. This can include personal care such as help with dressing, bathing, toileting, feeding and mobilization. Other home support services include light housekeeping, laundry and meal preparation. In-home respite services for caregivers are also available. There may be a charge for home-support services.

Direct Funding Program

Home-support services can also be provided through a Direct Funding Program. This funding allows Nova Scotians who have an assessed need to hire private care providers to meet their care needs. Registered professional health services, like nursing, cannot be purchased through direct funding.

You can speak to someone about direct funding by calling Continuing Care at the toll-free number **1-800-225-7225**.

Home Care Nursing

Home care nurses provide nursing services in a community nursing clinic or at home. Nursing services include assessment, teaching, monitoring, treatment and palliative care. Treatments can include intravenous therapy, dressing changes, catheter care and medication management.

There are no charges for nursing services provided through home care or for the supplies used during a nursing visit.

Private In-Home Support

Many private organizations also offer in-home support services to seniors who want to remain in their own homes. This could include nursing care and a variety of home-support services. The services offered vary by organization and can be tailored to the client's needs. Fees vary depending on the type of care required.

For a list of local providers, contact Caregivers Nova Scotia at caregiversns.org or toll-free at 1-877-488-7390 or by contacting **211**.

VON Nova Scotia

VON is a highly trusted charity that delivers nursing, home care and community support programs to over 29,000 Nova Scotians every year. The innovative clinical, personal and social supports they provide help keep their clients healthy, active and safe so they can continue to live in the comfort of their own homes and communities – where they want to be.

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

CAPABLE

Community Aging in Place, Advancing Better Living for Elders program (CAPABLE) is being tested in the Preston area, Kings County and on the Halifax peninsula. Seniors are paired with a registered nurse, an occupational therapist and a handyperson who work with them to identify needs in their daily activities that will help them age in place.

Program teams work with seniors to set goals and make modifications; rearranging furniture; removing carpets; moving frequently used item so they are easier to reach; securing shelves; improving lightning; installing grab bars; raised toilet seats; lever faucets and lever door handles; and repairing steps and other items.

To apply or get more information:
www.von.ca/von-care/capable
Phone 1-888-866-2273

Other Supports

Alzheimer Society of Nova Scotia

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

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

Veterans Affairs Canada

VAC offers a wide range of services and benefits to qualified veterans, Canadian Forces members, serving and discharged members of the RCMP, and certain civilians and their families.

For more information on services and benefits, to find out if you qualify, or to apply, contact VAC: Toll-free (English). 1-866-522-2122

Veterans' Independence Program

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

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

Equipment Loans

Seniors Community Wheelchair Loan Program

The Seniors Community Wheelchair Loan Program provides new and recycled wheelchairs (manual and electric) to eligible residents of Nova Scotia to support them in their homes and communities.

An assessment is required to access this program. To find out if you are eligible, call Nova Scotia Health Continuing Care at **1-800-225-7225**.

Short-Term Health Equipment Loan Program (HELP)

The Canadian Red Cross provides short term equipment loans to support Nova Scotians. Individuals can receive aids such as wheelchairs, walkers, bath seats, benches, commodes and toilet seats, crutches and canes, bed rails and other durable medical equipment.

To find services nearest you, call **1-800-418-1111** or **211** or visit: redcross.ca/in-your-community/nova-scotia/health-equipment-loans/short-term-loan-program

Bed Loan Program

The Canadian Red Cross provides loans of home-use hospital beds to Nova Scotia residents with delivery, pick up and installation provided.

An assessment is required to access this program. To find out if you are eligible, call Nova Scotia Health Continuing Care at **1-800-225-7225**.

Personal Alert Assistance

The Personal Alert Assistance program provides funding for eligible seniors for the purchase of a personal alert assistance service. The program is available to low-income seniors who live alone, have a history of recent falls, and use a mobility device such as a cane, walker or wheelchair.

An assessment is required to access this program. To find out if you are eligible, call Nova Scotia Health Continuing Care at **1-800-225-7225**.

Home Oxygen

The home oxygen service provides eligible Nova Scotians with access to oxygen for use in and outside the home. This program provides oxygen equipment, including oxygen concentrators, portable oxygen tanks, and other related supplies, to individuals who require long-term oxygen therapy who meet the program's general and medical eligibility requirements.

An assessment is required to access this program. To find out if you are eligible, call Nova Scotia Health Continuing Care at **1-800-225-7225**.

Finding Care

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

Nova Scotia Health Authority

www.nshealth.ca

IWK Health Centre

Phone 902-470-8888

www.iwk.nshealth.ca

Nova Scotia Health: Blood Collection Locations:

Phone 1-833-637-1350

www.nshealth.ca/blood-collection

YourHealthNS App

YourHealthNS helps Nova Scotians better navigate the healthcare system. It's a one-stop shop to book services, navigate care, and find information easier and faster, right from a mobile device or computer.

Visit your app store to download app or visit YourHealthNS.ca

VirtualCareNS

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

Community Pharmacy Primary Care Clinics

Community Pharmacy Community Care clinics are a pilot project enabling a select number of pharmacies to offer expanded services. To find

out more information, including locations and services, visit www.pans.ns.ca/CPGCC

Vaccines are for All Ages

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

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

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

Ambulance Services (911)

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

Please note these may be covered by private medical insurance.

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

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

Community Health Teams ★

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

Phone 902-460-4560
www.communityhealthteams.ca

Nova Scotia Health Insurance

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

Eligibility

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

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

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

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

Change of Address

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

Medical Services Insurance

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

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

811—Health Information and Advice ★

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

If you or a family member does not speak English, 811 provides services in over 125 languages, including French, Arabic, Farsi, and Cantonese, to name a few. Reliable information about health topics that interest you is also available online in both English and French.
Phone (in Nova Scotia) dial 8-1-1
Hearing-impaired (TTY) dial 7-1-1

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

To register for a family practice, press 2

www.811.novascotia.ca

Seniors' Pharmacare Program

The Nova Scotia Seniors' Pharmacare program is a provincial drug insurance plan that helps members with the cost of their prescription drugs. If you qualify for membership and choose to join, your Nova Scotia Health Card becomes your Pharmacare Card. Visit the Pharmacare website: www.nspharmacare.ca for more information.

By mail (include NS Health card number on all correspondence):

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

In person:

Nova Scotia Seniors' Pharmacare Program
230 Brownlow Avenue, Dartmouth, NS
Phone 902-429-6565
Fax 902-468-9402
Toll-free. 1-800-544-6191
E-mail
SeniorsPharmacare@medavie.bluecross.ca

Dental

Dalhousie University Dental School

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

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

Canadian Dental Care Plan

The Canadian Dental Care Plan will help ease financial barriers to accessing oral health care for eligible Canadian residents.

To find out if you qualify visit: canada.ca/en/services/benefits/dental.html

To apply for the benefit call 1-833-537-4342 and select 'Option 1'. You can apply using the automated phone service 24 hours a day, 7 days a week.

For general questions, call: 1-833-537-4342.
The hours of operation are 8:30 am to 4:30 pm local time, Monday to Friday.

TTY number 1-833-677-6262
Outside of Canada 1-613-221-3227

Mental Health and Addiction Services

Adult Mental Health and Addictions Programs and Services

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

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

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

Gambling Support Network
Toll-free. 1-888-347-8888
www.gamblingsupportnetwork.ca

Mental Health and Crisis Services

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

Suicide Crisis Helpline

It's important to talk about suicide, call 9-8-8 or text 9-8-8.

Provincial Mental Health Crisis Line

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

Phone 1-888-429-8167

Non-Crisis Mental Health and Addiction Services

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

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

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

Provincial Intake Service

Phone 1-855-922-1122

Nova Scotia Health Senior's Mental Health Service

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

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

Telephone Contact Programs

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

Preventing Falls

Falls Clinic, Geriatric Day Hospital

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

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

Camp Hill Veterans' Memorial Building, 1st Floor

Halifax NS B3H 2E1

Phone 902-473-2493

Fax 902-473-7336

Centre for Health Care of the Elderly ★

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

Camp Hill Veterans' Memorial Building

Halifax, NS

Phone 902-473-8603

www.cdha.nshealth.ca/geriatric-medicine/centre-health-care-elderly

Hearing & Speech Nova Scotia

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

5657 Spring Garden Road

Park Lane Terraces, Suite 401, Box 120

Halifax, NS B3J 3R4

Phone 902-492-8289

Toll Free. 1-888-780-3330

Email info@nshsc.nshealth.ca

www.nshsc.nshealth.ca

End of Life

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

To assist with this process, call 902-424-4381

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

www.novascotia.ca/sns/access/vitalstats/death.asp

Funeral Assistance

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

Palliative and Therapeutic Harmonization (PATH) Clinic ★

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

Phone 902-473-8603

www.cdha.nshealth.ca/geriatric-medicine

Hospice, Palliative Care, and Bereavement

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

Birth, Marriage, and Death Certificates ★

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

You may apply for a birth, marriage, or death certificate online: www.novascotia.ca/sns/access/vitalstats

Phone 902-424-4381

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

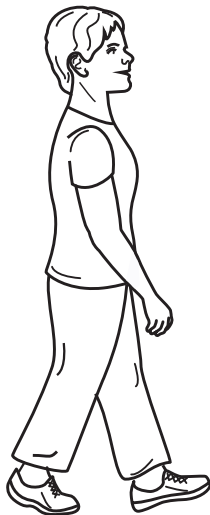
E-mail vstat@novascotia.ca

Fitness in the Kitchen

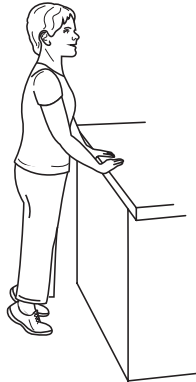
...3rd edition

General tips:

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

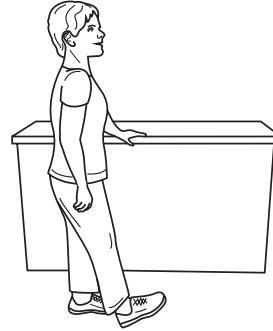


Include walking, indoors or out, in your daily exercise plan.



1

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



2

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



3

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



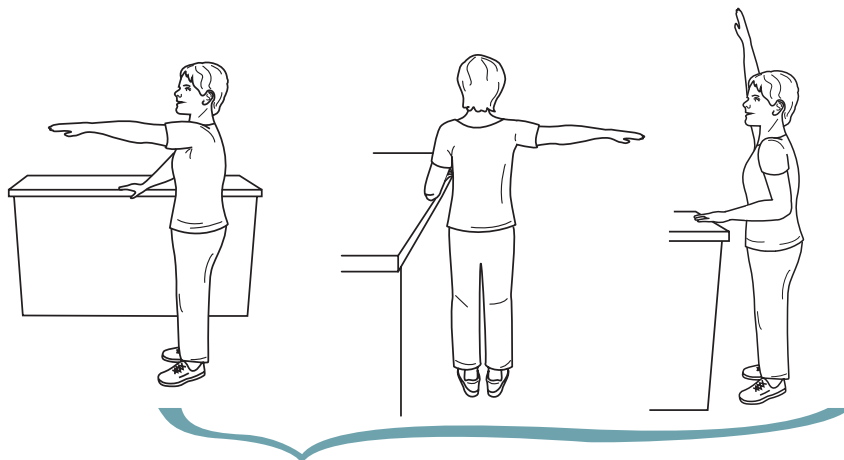
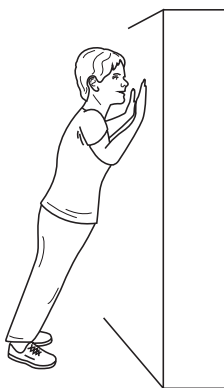
6

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



7

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



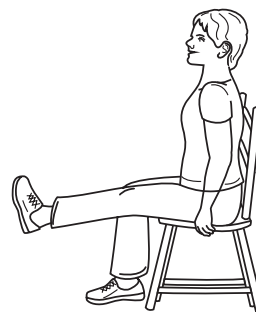
4

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

5

Arm Stretches (Repeat with the each arm)

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



Balance Exercise

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

8

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

Reduce your frailty risk



Frailty can increase as you age.

Being frail can affect your ability to participate in daily activities and live independently.

Take steps to reduce your frailty risk by:

- ▶ Moving more
- ▶ Increasing your social interaction
- ▶ Eating and drinking well
- ▶ Maintaining healthy vision and hearing
- ▶ Getting your vaccinations
- ▶ Prioritizing a consistent sleep routine
- ▶ Optimizing your medication

Learn more: www.nshealth.ca/frailty

LEGAL INFOⁱ NOVA SCOTIA

Estate Planning 101: Wills, Powers of Attorney & Personal Directives

1

Wills & Dying without one

A Will is a legal document that lets you say what you want done with your estate (house, land, personal items) after you die. You will name someone to carry out your last wishes. This person is called your executor. If you die without a will, you're considered to have died intestate. Your property is distributed to people considered your nearest relatives and the rules are not flexible. If you die without a will, there's no protection for common law partners, stepchildren or grandchildren.

Check out LISNS' free Wills preparation app to make your own basic will:
www.legalinfo.org/will

2

Powers of Attorney (POA)

A power of attorney is a legal document that lets you give someone you trust the authority to act in financial and property matters on your behalf. You are called the donor and the person you give authority is called the attorney (even when they aren't a lawyer). Making an enduring POA doesn't limit you from acting on your own behalf. You still have control of your financial affairs and are free to deal with your property, money and investments as long as you have capacity.

Nova Scotia law for POAs changed on July 5, 2022. A POA made before July 5, 2022 is still effective but the changes include specific duties for attorneys and clear powers for the donor and support persons.

Learn more by visiting www.legalinfo.org

3

Personal Directive (PD)

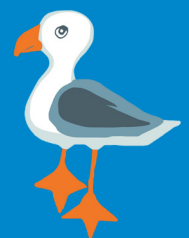
A personal directive lets you choose someone to make health and other personal care decisions for you if you can't make them yourself. You can set out your instructions, wishes, and values about health and other personal care. You can name a delegate to speak for you if you can't. It's important to prepare a personal directive when you're well.

Check out LISNS' free Personal Directive App to make your own PD:
www.legalinfo.org/personaldirective

Call us at 1-800-665-9779 or 902-455-3135

Email us at questions@legalinfo.org

'Chat with us!' for live chat at www.legalinfo.org



Safety & Security

Emergency Planning

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

For support, alerts and information on hurricanes, wildfires and storms visit <https://novascotia.ca/alerts/>

Emergency Checklists & Tips

novascotia.ca/emergency-education/docs/emergency-kit-checklist-en.pdf

Adult Protection

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

Under the law, you must report a suspected case of adult neglect or abuse to the Department of Seniors and Long-Term Care whether the information is confidential or privileged.

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

Call toll free **1-800-225-7225**
If you feel the person's life is in danger, call 911.

Senior Abuse Information Line—call 211 or toll free 1-877-833-3377

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

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

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

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

Seniors' Safety Program

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

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

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

Legal Matters

Nova Scotia Department of Justice

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

Personal Directives Act

The Personal Directives Act allows citizens to put their wishes regarding healthcare and personal care decisions in writing, to be followed if they become incapable of making such decisions in the future. For information on the Personal Directives Act visit www.novascotia.ca/just/pda

Supported Decision-making

Personal Directives document your wishes regarding personal and health care decisions in writing, to be followed if you become incapable of making such decisions in the future. Enduring Powers of Attorney document your wishes regarding financial and property matters and name someone to act for you if you lose capacity. For information on personal directives, enduring powers of attorney and representation orders from the court, contact the Legal Information Society of Nova Scotia.

Phone 902-455-3135
Toll-free. 1-800-665-9779

Legal Information Society of Nova Scotia (LISNS) ★

LISNS is a non-profit charity that provides free legal information on a broad range of legal topics such as wills, supported decision-making, probate, family law and contracts.

Legal Information Line

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

Hours: Monday to Friday, 9 am to 4 pm
Phone 902-455-3135
Toll-free. 1-800-665-9779
E-mail questions@legalinfo.org
www.legalinfo.org

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

Phone 902-454-2198
E-mail lisns@legalinfo.org

Other Resources

It's In Your Hands: Legal Information for Seniors and Their Families (5th edition 2023)

Available online: www.legalinfo.org/wills-and-estates-law/plan-ahead

Other Legal Resources

Public Trustee of Nova Scotia

The Public Trustee Office is a corporation sole of the Province of Nova Scotia. The Public Trustee administers deceased estates and manages the property and finances of incompetent adults, missing persons and minor children who have no one willing and/or able to act on their behalf. The Public Trustee is also substitute decision-maker of last resort for individuals who require someone to make medical decisions on their behalf, including placement in long-term care. The Public Trustee also deals with all unclaimed remains left in hospitals and morgues in the province.

Phone (Main) 902-424-7760
Phone (Healthcare Decisions) . . . 902-424-4454

Nova Scotia Legal Aid Commission ★

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

Dalhousie Legal Aid

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

Financial Assistance

Concerns About Investments

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

If you have concerns about an individual's or firm's activities, please fill out our Report a Scam form.
Phone 902-424-7768
Toll-free..... 1-855-424-2499
www.nssc.novascotia.ca/seniors
www.nssc.novascotia.ca/recognize-and-report-scam

Employment Support and Income Assistance Program

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

For more information or to discuss eligibility, contact Community Services toll-free: 1-877-424-1177

Consumer Protection

Fraud

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

RCMP's Seniors Guidebook to Safety and Security

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

Canadian Consumer Handbook:

www.consumerhandbook.ca/

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

Canadian Anti-Fraud Centre ★

Toll-free..... 1-888-495-8501
www.antifraudcentre-centreantifraude.ca

Financial Planning

Insurance

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

All insurance agents and agencies operating in Nova Scotia must be licensed with the Office of the Superintendent of Insurance.

You can search the database by visiting:
www.novascotia.ca/finance/en/home/insurance/search.aspx.html

Phone 902-424-6331
E-mail fininst@novascotia.ca

Insurance Bureau of Canada ★

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

Phone 902-429-2730
Toll-free. 1-844-2ASK-IBC (1-844-227-5422)
www.ibc.ca/on/home

Pensions and Other Benefits

Benefits Finder ★

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

To access the survey, visit www.canada.ca
Click on "Benefits"; select "Benefits Finder"

Federal Retirement Programs ★

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

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

For information or application forms for these pensions or benefits:

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

Taxes and Credits

Personal Income Tax ★

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

Even if you do not have taxable income, filing a return will enable the CRA to calculate if you are eligible for a tax refund, a GST/HST credit, the Guaranteed Income Supplement (GIS), Canada

workers benefit (CWB) and/or any benefits from the Province of Nova Scotia benefits such as Nova Scotia Affordable Living Tax Credit.

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

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

Toll-free numbers:

Tax Information Phone Service 1-800-267-6999
Individual Tax Enquiries 1-800-959-8281
Child and Family benefits (CCB/ GSTC).
. 1-800-387-1193
www.canada.ca/en/revenue-agency.html

Property Tax Rebate for Seniors Program ★

Service Nova Scotia administers this rebate to help eligible seniors remain in their homes. The program provides eligible homeowners with a 50% rebate of the previous year's municipal property taxes, to a maximum of \$800. The program runs each year from July 1 to December 31. Some exceptions apply. For more information, contact Service Nova Scotia
Phone 902-424-5200
Toll-free. 1-800-670-4357
www.beta.novascotia.ca/apply-property-tax-rebate-property-tax-rebate-seniors

CRA- My Account ★

If you have a computer and an Internet connection, you can set up My Account. My Account connects you to your personal tax and benefit information and allows you to check the status of your tax refund, confirm your Registered Retirement Savings Plan (RRSP) contribution limit, track your GST/HST credit payments, change your tax return or your mailing address, and much more, using your own computer. To use My Account, you can log in one of two ways.

You can use a sign-in partner, such as your own online banking account. You can also use your personal CRA user ID and password. To register or to find out more, visit the CRA's website.
www.canada.ca/my-cra-account

Medical Expenses ★

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

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

Disability Tax Credit ★

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

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

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

Canada Caregiver Credit ★

You may be able to claim the Canada Caregiver Credit if you support your spouse or common-law partner with a physical or mental impairment. You may also be able to claim the Canada Caregiver Credit if one or more of the following individuals depend on you for support because of a physical or mental impairment: your (or your spouse's or common-law partner's) child or grandchild your (or your spouse's or common-law partner's) parent, grandparent, brother, sister, uncle, aunt, niece, or nephew (if they resided in Canada at any time in the year).

An individual is considered to depend on you for support if they rely on you to regularly and consistently provide them with some or all of the basic necessities of life, such as food, shelter and clothing.

For more information, refer to your tax guide or contact the Canada Revenue Agency.
Toll-free. 1-800-959-8281

Community Volunteer Income Tax Program ★

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

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

Toll-free. 1-855-516-4405
www.canada.ca/taxes-help

Housing

Home Efficiency, Grants & Rebates

HomeWarming

HomeWarming, through EfficiencyNS, has helped over 10,000 Nova Scotians save on heating costs, enjoy a more comfortable home, and have more room in the budget for other priorities by offering free home energy assessments and free home upgrades. See if you qualify for free home upgrades like draft-proofing, insulation or other efficiency options by visiting www.homewarming.ca or call 1-877-434-2136

The Senior Citizens Assistance Program

This program provides assistance to senior homeowners (age 65+) who would like to remain in their own homes, but cannot afford necessary repairs. The funding covers repairs that are a threat to health and safety, which includes repairs to roofing, plumbing and heating. To see if you are eligible call 1-844-424-5110 or visit housing.novascotia.ca/programs/housing-programs-seniors/senior-citizens-assistance-program

Home Adaptations for Senior Independence

This program helps homeowners pay for home adaptations so seniors with low incomes can stay in their homes independently for longer periods of time. The home repairs covered by this grant include minor items to help with age-related challenges (such as handrails, grab bars, etc.)

Municipal Affairs and Housing Grants and Loans

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

Heating Assistance Rebate Program (HARP)

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

Your Energy Rebate Program (YERP)

The YERP offers a 10% rebate to all Nova Scotians who pay for residential use energy. The rebate is equal to the provincial portion of the HST. Most people receive the rebate automatically on their energy bills, primarily for home heating fuel and electricity. The rebate is also available on the purchase of propane, natural gas, wood products, coal, and kerosene. To learn more call 1-800-670-4357 or visit www.novascotia.ca/yerp

Housing Options

Municipal Affairs and Housing & the NS Provincial Housing Agency

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

Residential Tenancies Act

Service Nova Scotia and Internal Services

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

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

Aging Well In Your Community

Community Activities

Seek out cultural, recreational, and social activities in your community. Call **211** or visit www.ns.211.ca

CORAH (Centre of Rural Aging and Health)

CORAH is a community hub and active living centre that promotes health and wellbeing for people 55 years of age plus through social, cultural, learning and recreational programs. CORAH programming is offered at 3 NSCC campuses:

Annapolis Valley Campus in Middleton

Phone 902-825-5215

Email corah-avc@nsc.ca

Shelburne Campus in Shelburne

Phone 902-875-8640

Email corah-shelburne@nsc.ca

Strait Area Campus in Port Hawkesbury

Phone 902-625-4252

Email corah-strait@nsc.ca

Sport and Recreation

Regular physical activity is important for healthy aging.

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

Hike Nova Scotia

Phone 902-932-6902

hikenovascotia.ca

Municipal Recreation

Most municipalities in Nova Scotia have recreation departments with trained professionals and volunteers available to support the needs in their communities.

For information on recreation activities for seniors, contact Recreation Nova Scotia or visit novascotiainconnect.cioc.ca/ to explore recreation opportunities in your community.

Halifax Regional Municipality

With over 50 community and recreation centres around the municipality, Halifax Recreation offers a variety of recreation programs to children, youth, adults and seniors year-round. www.halifax.ca/parks-recreation/programs-activities/recreation-activities

HealthyNS

HealthyNS is a Nova Scotia Health initiative that provides free online health and wellness classes. Topic areas include self-management, reducing your health risk, healthy eating, physical activity, and mental wellness. You do not need a referral from a doctor or nurse practitioner to join a program. Programs are developed and facilitated by experienced healthcare professionals from Nova Scotia Health or IWK Health and are delivered using Zoom for Healthcare.

Programs that may be of particular interest to seniors this season include Aging Well: Let's Talk About Frailty, Oral Health and Swallowing Wellness, Falls Prevention, and Advance Care Planning.

To learn more and register, please visit healthyns.ca. If you would like to speak with someone, please call 1-855-444-5557 to leave a voicemail and a member of our team will return your call.

Nova Scotia 55+ Games Society

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

Grants

Seniors Care Grant

The Seniors Care Grant helps low-income seniors with the cost of household services (like snow removal, home heating, grocery delivery, lawn care and small home repairs). Grants are up to \$750 for each household.

To apply online: <https://beta.novascotia.ca/apply-property-tax-rebate-property-tax-rebate-seniors>

Phone 902-424-5200
Toll-free..... 1-800-670-4357
Fax..... 902-428-2164

Mailing address: PO Box 160, STN Central,
Halifax NS B3J 2M4

Age Friendly Communities Grant

The program provides funding for community-wide efforts to create age-friendly environments, promote healthy aging and support initiatives that help lead to positive impacts in the lives of older adults in Nova Scotia.

The grant provides funding of up to \$25,000 per initiative and is administered by the Department of Seniors and Long-Term Care.

Email agefriendly@novascotia.ca
www.novascotia.ca/age-friendly-grant/

New Horizons for Seniors Program ★

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

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

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

Lifelong Learning Opportunities

University and Community College Courses for Older Adults

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

Atlantic School of Theology, Halifax

Phone 902-423-5592
www.astheology.ns.ca

Seniors' College Association of Nova Scotia

Phone 902-444-7588
E-mail SCANSinfo@gmail.com
www.theSCANS.org

Université Sainte-Anne, Church Point ★

Phone..... 902-769-2114



HealthyNS

FREE online health and wellness programs for Nova Scotians!

Sign up at HealthyNS.ca

Self-Management Reducing Your Health Risks Healthy Eating Physical Activity Mental Wellness Parenting

Questions? Email us at: healthyns@nshealth.ca

Nova Scotia's Public Libraries

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

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

Internet and Online Training

@NS Community Technology

@NS provides communities with affordable access in close to 200 sites throughout the province. In our community technology sites you can access the internet, learn basic computer skills, discover new and emerging technologies, access government services and online education, and learn and share with others. If you would like to find a site in your community, visit our website at www.communitytechns.ca or call 211.

Services for Newcomers

Immigrant Services Association of Nova Scotia (ISANS) ★

ISANS Mumford

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

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

YMCA Centre for Immigrant Programs

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

Services for Seniors

Chebucto Links

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

Adult Day Programs

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

ElderDog Canada

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

Community Meal Programs

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

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



Transportation

Licenses and Safe Driving ★

Driver's Licence

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

To renew your licence online, please visit www.novascotia.ca/renew-your-drivers-licence-online-class-5-6-and-8/

Driver's Licence Refunds

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

Phone 902-424-5851
Toll-free..... 1-800-898-7668
www.novascotia.ca/sns

Photo IDs ★

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

Phone 902-424-5851
Toll-free..... 1-800-898-7668

Accessible Parking, Licence Plates, and Permits ★

Qualified individuals can apply for accessible-parking plates and permits. You can call or go online to make an appointment to visit an Access Nova Scotia or Registry of Motor Vehicles office. A physician's referral is required. A physician's

referral is required. If you visit an office without an appointment, please be prepared to wait.

Phone 902-424-5851
Toll-free..... 1-800-898-7668
Book an appointment: Access Nova Scotia - Government of Nova Scotia

Seniors' Safe Driving Discount Program

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

Phone 902-424-5851
Toll-free..... 1-800-898-7668
www.novascotia.ca/sns

Nova Scotia Community Transportation Network

Their mission is to lead and support the development of innovative and practical solutions to community transportation challenges. If you need to find a ride check out the "Find a Ride" section of their website:

www.communitytransitns.ca/need-a-ride/

Contact if you would like to contribute towards our goal of an inclusive transportation network for everyone in Nova Scotia.

Phone 1-833-899-2253
E-mail connect@communitytransitns.ca
www.communitytransitns.ca

Employment & Entrepreneurship

Nova Scotia Works Employment Services Centres

With over 50 locations across Nova Scotia and services available online, Nova Scotia Works is helping both job seekers and employers connect and move forward in their job search and career. Visit www.novascotia.ca/works for more details or to find a location near you.

Nova Scotia Works helps individuals in Nova Scotia understand, prepare for, and fill the needs of the province's job market. Meet with a Case Manager at a Nova Scotia Works to learn more about employment services and funding programs.

Nova Scotia Works also helps employers recruit and retain the talent they need. Meet with an Employer Engagement Specialist to learn how they can help you access people, resources, and funding programs. Visit www.novascotia.ca/works for more details or to find a location near you.

Online Training

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

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

Starting a Business

Business Counselling, Training, and Financial Assistance in Nova Scotia

Local Community Business Development Corporation offices offer business development programs, financial assistance, counselling, and training, as well as advisory services and support, to entrepreneurs either starting a business or wanting to expand or modernize one. Nova Scotia Association of Community Business Development Corporations
Phone 1-888-303-2232
www.cbdc.ca/en

Self-Employment Program

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

Centre for Women in Business (MSU):

www.centreforwomeninbusiness.ca

Volunteering

Volunteer Nova Scotia is a free province-wide database connecting Nova Scotians to the right volunteer opportunities. It also connects non-profit organizations to the right volunteers.

For more information, please visit volunteerns.ca

Provincial Volunteer Awards

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

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

Senior Serving Organizations

Seniors' Advisory Council

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

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

For further information contact:

Ron Swan, Chair

Phone 902-478-2001

Email ronswan@RonSwan.net

Bill Berryman, Vice Chair

Phone 902-684-1172

Cell 902-877-2612

Email bbberryman459@gmail.com

CARP—A New Vision of Aging for Canada

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

Ron Swan, Chair

Phone 902-495-8284

E-mail chair@CARPNovaScotia.ca

www.CARPnovascotia.ca

Community Links

Community Links is a province-wide organization dedicated to supporting healthy aging through community connection. We know the many positive contributions older adults make and the importance of ensuring seniors can live healthy and engaged lives. Our Regional Coordinators bring people together from seniors' clubs and organizations, businesses, government, and folks interested in aging well. Their role is to spark connections and encourage collaboration to work towards a more age-friendly Nova Scotia. With the support of Regional Coordinators, Aging Well Together Coalitions offer members opportunities to learn, share resources and increase their impact. All interested community members are welcome.

Phone 902-422-0914

Toll-free 1-855-253-9355

E-mail info@nscommunitylinks.ca

www.nscommunitylinks.ca

National Association of Federal Retirees (NAFR)

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

Phone 1-855-304-4700

E-mail service@federalretirees.ca

www.federalretirees.ca/www.retraitesfederaux.ca

Nova Scotia Federation of Seniors (NSFS)

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

Terry Donovan, Secretary

Phone 902-616-0597

E-mail donovanterry32@gmail.com

Nova Scotia Government Retired Employees Association (NSGREA)

The aims of NSGREA are to advance the economic and social welfare of its members, make presentations to governments that would benefit the membership; secure legislation that will safeguard and promote the principles, rights, and liberties of members; assist groups with their retirement programs; and encourage members to vote in elections.

Phone 902-865-5050

Toll-free 1-800-677-8666

E-mail office@nsgrea.ca

www.nsgrea.ca

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

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

Le mandat du RANE est:

- Agir à titre de porte-parole des aînés de l'Acadie de la Nouvelle-Écosse;
- Favoriser la participation active des aînés dans le développement de leur communauté pour assurer la vitalité et la pérennité de l'Acadie de la Nouvelle-Écosse;

• Valoriser le vécu, l'expertise et les compétences des aînés dans la transmission du Patrimoine acadien, de la langue française et de la culture acadienne en Nouvelle-Écosse;

• Outiller les aînés de l'Acadie de la Nouvelle-Écosse pour faire face aux réalités du vieillissement;

• Promouvoir des modèles de vieillissement actif et positif.

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

Retired Teachers Organization of the Nova Scotia Teachers Union ★

The Retired Teachers Organization (RTO) of the NSTU is the official body representing the retired teachers of Nova Scotia. The RTO will advance, promote, and protect the welfare of its 7,400 members. The RTO is well informed about the issues and opportunities for seniors in Nova Scotia through contact with members and is positioned to initiate responses, alone or in partnership with regional, provincial and national organizations, that engender a healthy, active, and engaged life in retirement.

Alyson Hillier, President

Phone 902-476-5384

E-mail alyson.hillier53@gmail.com

www.rto.nstu.ca

Royal Canadian Legion, Nova Scotia/Nunavut Command

The RCL advocates and secures benefits and support services for veterans and their families. The members of the Royal Canadian Legion are the keepers of Remembrance in Canada. The RCL also delivers and supports programs for youth and seniors through community branches and provincial, territorial, and dominion Commands.

Phone 902-429-4090

Toll-free 1-877-809-1145

E-mail info@ns.legion.ca

**Section of Senior and Retired Doctors of
Doctors Nova Scotia**

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

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

David Amirault MD, FRCS(C)

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E-mail amiraultjd@gmail.com

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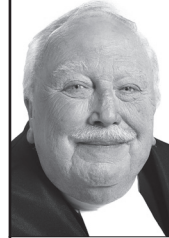
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HELP STARTS HERE

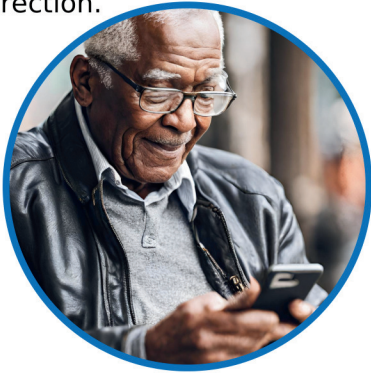
What is 211 Nova Scotia?

We're a not-for-profit society that offers free and confidential information and referrals to Nova Scotians in need of social and community services. More simply, we help solve problems and point people in the right direction.

We believe that finding help shouldn't be complicated.

The 211 Nova Scotia team can help you:

- make your income stretch further by providing information on available rebates and grants including the Heating Assistance Rebate Program, Seniors Care Grant, and the Targeted Housing Benefit.
- find home care services to support independent living.
- get support to help with food, housing, shelter, and emergency situations.
- connect with resources to help with isolation and safety concerns.
- navigate a medical diagnosis, loss of a loved one, or major life event.



We're here when you need us.

Call 2-1-1 for 24/7 support in over 240 languages or visit our website at www.ns.211.ca.

Email: Help@ns.211.ca • Text: 2-1-1 • Live Chat: www.ns.211.ca