

Positive Aging

2022-2023 Directory of Programs and Services



Dial **211** when you don't know where to turn. • ns.211.ca

 **NOVA SCOTIA**

Positive Aging

2022–2023 Directory of Programs and Services

Contents

Important Numbers	5
Government of Nova Scotia Programs.....	5
Government of Canada Programs.....	6
Key Contacts	7
Seniors' Councils	8

1. ACTIVE LIVING

Community Activities	11
Sport and Recreation	11
Nova Scotia's Public Libraries.....	11
Internet and Online Training	11
Services for Newcomers	11
Lifelong Learning Opportunities	12
Frailty Scale.....	13

2. CAREGIVING & SUPPORT

Assistance for Caregivers	14
Continuing Care.....	14
Home Care and Home Oxygen.....	14
Private Home Care	16
Veterans Affairs Canada	18

3. EMPLOYMENT & ENTREPRENEURSHIP

Nova Scotia Works	21
Starting a Business.....	21
University Centres.....	21
Volunteering	21

4. FINANCES

Financial Assistance	22
Employment Support and Income Assistance ..	22
Financial Planning	22
Pensions and Other Benefits	22
For Veterans	22
Taxes and Tax Credits	23

5. HEALTH & WELLNESS

Find a Family Physician	25
Vaccines.....	25
Ambulance Services.....	25
Community Health Teams	25

Nova Scotia Health Insurance (MSI).....	25
811—Health Information and Advice	26
Seniors' Pharmacare Program	26
Dental	27
Mental Health and Addiction Services	27
Preventing Falls.....	28
Services for Seniors	29
Telephone Contact Programs	29
Health Equipment and Services	29

6. HOUSING

Municipal Affairs and Housing	30
Home Efficiency and Heating	30
Housing Options	30
Residential Tenancies Act	30

7. SAFETY & SECURITY

Emergency Numbers	31
Emergency Medical Information	31
Adult Protection	31
Senior Abuse Information Line	32
Seniors' Safety Program	32
Consumer Protection	32
Legal Matters	32
Nova Scotia Department of Justice	32
Personal Directives Act	32
Legal Information Society of Nova Scotia	33
Other Legal Resources	33
End of Life	33

8. TRANSPORTATION

Licenses and Safe Driving	34
Driver's Licence.....	34
Accessible Parking, Licence Plates, and Permits .	34
Veteran Plates	34
Driver's Licence Refunds	34
Seniors' Safe Driving Discount Program	34
Nova Scotia Community Transportation Network..	34

INDEX

Index of Programs and Services	39
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For the most reliable information about services and programs offered by local community groups, non-profits and government departments, dial 211, or visit www.ns.211.ca

Message from the Premier of Nova Scotia

Our province has so much to be proud of, but we wouldn't be where we are today without our older Nova Scotians. They deserve our respect and dignity.



That's why our Government created the new Department of Seniors and Long-Term Care – to make sure Nova Scotians have the right level of support and care when they need it.

Many people want to remain in their home as long as possible, and this guide is a great place to start finding the resources you need to make that happen. The recently created \$500 a year Seniors Care Grant will also help by taking care of some of the errands and chores that can become overwhelming.

We want to make sure home care and long-term care solutions are ready for our loved ones when they need it. Our top priority, and the number one concern for most Nova Scotians, is fixing healthcare. We're starting by taking action in the continuing care sector because healthcare professionals have told us this will improve the system for everyone.

We are making meaningful, long-term investments that will make a difference now, and into the future. This includes funding for training, recruitment, workplace safety, technology and so much more. These are problems that have existed for decades, and they won't be fixed overnight. We need innovative solutions, and to work closely with families and the workers who care for our loved ones.

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

Yours truly,
Honourable Tim Houston
Premier of Nova Scotia

Message from the Minister of Seniors and Long-Term Care



Older Nova Scotians are leaders in communities throughout our province. They are business owners, volunteers, mentors, caregivers and so much more. The contribution they make is invaluable, and we are grateful for all they do.

At the Department of Seniors and Long-Term Care, our role is to help older Nova Scotians find solutions that improve their quality of life. People want to remain active and engaged in their communities and know that exemplary care is available when needed. Our job is to deliver that peace of mind.

We have much work to do, but we have already made significant progress. More than \$30 million is available through the Seniors Care Grant to help seniors maintain their homes and complete difficult tasks. We committed almost \$57 million to fix Continuing Care, and another \$65 million a year to give Continuing Care Assistants a 23 percent raise because these amazing people have gone above and beyond for so very long.

Over the next three years, we will build and renovate more than 2,500 single-bed long-term care rooms in communities across the province. We will make sure every resident gets the care they need, by hiring the health professionals needed to deliver that care.

If you need help navigating services in your area, I encourage you to call 211. For those looking for more information on home care and continuing care services, please call our Continuing Care Intake Line at 1-800-225-7225.

I take my role as Minister of Seniors and Long-Term Care very seriously, and I am absolutely committed to finding solutions that help our older Nova Scotians, their families, our valued staff, students and volunteers.

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

About this Directory

How to Use the Directory

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

Endorsement Disclaimer

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

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211

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

COVID-19

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

The Department of Seniors and Long-Term Care

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

Toll-free: 1-800-277-0770



- ★ 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.

Important Numbers

EMERGENCY—Call 911 ★

Ambulance—Fire—Poison—Police

911 is for emergency situations anytime a person's health, safety, or property is threatened, and help is needed right away. Language interpretation services are available in over 100 languages.

911 service is available to teletypewriter (TTY) users.

NON-EMERGENCY: INFORMATION AND REFERRAL

211 Nova Scotia ★

For the most reliable information about services and programs offered by local community groups, non-profits and government departments. 211 helps you find the right community or government program and service in Nova Scotia. Available 24 hours a day, 7 days a week free, confidential, and available in over 100 languages.

Phone dial 2-1-1 in Nova Scotia
E-mail help@ns.211.ca
Text 211

Search comprehensive database or chat online at www.ns211.ca

*Text and chat services available Monday to Friday from 9 am–6 pm, excluding holidays.

311 ★

Helping you find Halifax Regional Municipality Government Information and Services

311 is a free municipal government service available in over 100 languages.

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

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

411

Local directory assistance

511

Helping you find information about provincial roads in Nova Scotia

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

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

811 ★

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

Registered nurses assess symptoms, provide health information and advice 24 hours a day, 7 days a week, available in over 100 languages.

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

Government of Nova Scotia—Provincial Programs ★

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

Phone (metro). 902-424-5200
Toll-free (within North America) 1-800-670-4357
Telecommunication Device for the Hearing and Speech Impaired (TTY) Toll-free
(within North America) 1-877-404-0867
E-mail askus@novascotia.ca
www.novascotia.ca

Frequently Requested Numbers

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

Municipal Affairs and Housing

Income Tax (personal tax and volunteer clinics)
..... 1-800-959-8281
MSI (health cards) 1-800-563-8880
Pharmacare Program 1-800-544-6191
Property Tax Rebate 1-800-670-4357
Pension Plans:
Provincial . 902-424-5070 or 1-800-774-5070

Service Nova Scotia and Internal Services

Motor vehicles, licenses, land registration,
consumer services, Provincial Tax Commission
Public Inquiries 902-424-5200 or 1-800-670-4357

Nova Scotia Office of the Ombudsman ★

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

Phone 902-424-6780
Toll-free..... 1-800-670-1111
E-mail ombudsman@novascotia.ca
ombudsman.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

Frequently Requested Numbers

Canada Revenue Agency. 1-800-959-8281

Employment Insurance benefits
English. 1-800-206-7218
Français. 1-800-808-6352
canada.ca—under most requested, click on
“Employment Insurance and leave.”

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

Passports 1-800-567-6868

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



When you don't know
where to turn.

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French and for the hearing impaired.
There are also interpretation services
available in over 100 languages.

Key Contacts

Benefits Finder

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

www.canada.ca

Click on "Benefits"; select "Benefits Finder"

New Horizons for Seniors Program ★

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

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

www.canada.ca

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

Birth, Marriage, and Death Certificates ★

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

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

Changes are coming to adoption records.

This spring, Nova Scotia is changing how information from adoption records is shared. The Adoption Records Act allows greater access to information once the adopted person is 19 or older. Both the adopted person and their birth parents and other relatives have the option for greater access. However, you can choose whether or not your identifying information can be shared.

Want your identity kept private? File a disclosure veto.

Want to indicate how—or if—you wish to be contacted? Submit a contact notice and do just that.

Did you previously decline to share your identifying information? You still need to file a disclosure veto to ensure your information is kept private.

Learn more about your adoption privacy choices.

novascotia.ca/adoption-records-changes | 1.833.424.2755

Your information, your choice.



Vital Statistics Office – Contact Vital Statistics to book an appointment, including urgent requests for a marriage licence

1505 Barrington Street, Halifax, Nova Scotia
Mail Address: PO Box 157, Halifax NS B3J 2M9
Phone 902-424-4381
Toll-free (within Nova Scotia).. 1-877-848-2578
E-mail vstat@novascotia.ca
www.novascotia.ca/sns/access/vitalstats

Photo IDs ★

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

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

Seniors Advisory Council of Nova Scotia

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

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

For further information please contact the Chair, Terry Donovan at terrydonovan@eastlink.ca / Phone: 902-616-0597 or Bill Berryman at bbberrymann459@gmail.com / Phone: 902-684-1172 Cell: 902-877-2612

CARP—A New Vision of Aging for Canada

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

CARP Nova Scotia (Ron Swan, Chair)

Phone 902-495-8284
E-mail chair@CARPNovaScotia.ca
www.CARPNovaScotia.ca

Community Links

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

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

National Association of Federal Retirees (NAFR)

The NAFR is dedicated to protecting and enhancing the benefits of those who have retired (including their spouses and survivors) from the federal Public Service, the Canadian Forces, the RCMP and federally appointed judges. A non-partisan and not-for-profit organization, we have over 12,000 members in Nova Scotia. Bilingual services are available.

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

Nova Scotia Federation of Seniors (NSFS)

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

Terry Donovan, Secretary

Phone 902-616-0597
E-mail terrydonovan@eastlink.ca

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 1-800-667-8666
E-mail office@nsgrea.ca
www.nsgrea.ca

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

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

Nouvelle-Écosse.

Le mandat du RANE est:

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

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

Claude Renaud, Président

Retired Teachers Organization of the Nova Scotia Teachers Union ★

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

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

Royal Canadian Legion, Nova Scotia/Nunavut Command
The RCL 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 nfo@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.

Dr. Margaret Casey, Chair
Phone 902-429-2238
E-mailmargaret.casey@dal.ca

Alzheimer Society of Nova Scotia
The Alzheimer Society of Nova Scotia provides information, education, and support programs for people living with dementia, for their families, the general public, and healthcare providers.

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



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Community Activities

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

Call 211 or visit www.ns211.ca

Sport and Recreation

Regular physical activity is important for healthy aging.

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

Hike Nova Scotia

Phone 902-932-6902
www.hikenovascotia.ca

Municipal Recreation

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

Recreation Nova Scotia

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

Nova Scotia 55+ Games Society

Phone 902-667-5972
E-mail terrygilroy4@gmail.com
www.novascotia55plusgames.com

Nova Scotia's Public Libraries—Your Community Connection

Nova Scotia's public library system offers a wide variety of materials, programs, and services. To find your nearest library, visit www.publiclibraries.ns.ca or call 211.

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
6960 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 ymis@halifax.ymca.ca

www.ymcahfx.ca

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.

Acadia Lifelong Learning, Wolfville

Acadia University

Phone 902-585-1434

Toll-free 1-800-565-6568

E-mail allinfo@acadiau.ca

www.all.acadia.ca

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

CLINICAL FRAILITY SCALE

	1	VERY FIT	People who are robust, active, energetic and motivated. They tend to exercise regularly and are among the fittest for their age.
	2	FIT	People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally , e.g., seasonally.
	3	MANAGING WELL	People whose medical problems are well controlled , even if occasionally symptomatic, but often are not regularly active beyond routine walking.
	4	LIVING WITH VERY MILD FRAILITY	Previously “vulnerable,” this category marks early transition from complete independence. While not dependent on others for daily help, often symptoms limit activities . A common complaint is being “slowed up” and/or being tired during the day.
	5	LIVING WITH MILD FRAILITY	People who often have more evident slowing , and need help with high order instrumental activities of daily living (finances, transportation, heavy housework). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation, medications and begins to restrict light housework.

	6	LIVING WITH MODERATE FRAILITY	People who need help with all outside activities and with keeping house . Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.
	7	LIVING WITH SEVERE FRAILITY	Completely dependent for personal care , from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~6 months).
	8	LIVING WITH VERY SEVERE FRAILITY	Completely dependent for personal care and approaching end of life. Typically, they could not recover even from a minor illness.
	9	TERMINALLY ILL	Approaching the end of life. This category applies to people with a life expectancy <6 months , who are not otherwise living with severe frailty . (Many terminally ill people can still exercise until very close to death.)

SCORING FRAILITY IN PEOPLE WITH DEMENTIA

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

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



DALHOUSIE UNIVERSITY

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

The Clinical Frailty Scale (CFS) was introduced in the second clinical examination of the Canadian Study of Health and Aging (CSHA) as a way to summarize the overall level of fitness or frailty of an older adult after they had been evaluated by an experienced clinician (Rockwood et al., 2005).

The Department of Seniors and Long-Term Care would like to thank Dr. Ken Rockwood for the permission to use.



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Caregiving & Support

Assistance for Caregivers

Continuing Care

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

For more information, please visit the Department of Health and Wellness website: www.novascotia.ca/dhw/ccs/

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

Caregiver Benefit Program

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

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

Facility-Based Respite Care

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

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

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

Home Care and Home Oxygen

Home Care

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

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

Home Oxygen

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

Client Fees for Home Care and Home Oxygen

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

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

Nursing

Home-care nurses provide nursing services in the client's home, including assessment, health teaching, health monitoring, and treatment. Direct home nursing care can include activities such as intravenous therapy, dressing change, catheter care, and medication management.

Self-Managed Care Program

Self-Managed Care provides clients with funding to hire, train, manage and supervise

a care provider; essentially, the client is the employer. Funding is available for support services such as personal care and homemaking. Registered professional health services, like nursing, are provided directly by Continuing Care in accordance with assessed need and program policies.

Seniors Care Grant

The Seniors Care Grant helps low-income seniors with the cost of household services (like snow removal, grocery delivery, lawn care and small home repairs). Grants are up to \$500 for each household. You can apply until 31 May 2022.

To apply online: www.beta.novascotia.ca/apply-help-household-costs-seniors-care-grant
Apply for help with household costs: Seniors Care Grant - Government of Nova Scotia or call Seniors Care Grant

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

Supportive Care Program

This program supports cognitively impaired clients with funding of up to \$1000 per month to purchase home-support services (personal care, respite, meal preparation, and homemaking) that would otherwise be delivered through the Home Care program. Under Supportive Care, a person may also be eligible to receive reimbursement for snow-removal services to a maximum of \$495 per year. This program supports individuals with long-term cognitive impairment and/or individuals with an acquired brain injury and their caregivers to receive the help they need to remain in their homes.

Palliative Home Care

This program provides services, including nursing and home support, for terminally ill people when it has been decided that treatment

to extend life is no longer the primary goal. Fees for home-support services depend on your income; you may or may not be required to pay a fee. Nursing services are free.

Indigenous Continuing Care

In Nova Scotia, individuals living in or outside Mi'kmaw communities have access to continuing care services through provincially and federally funded programs. Eligibility for provincial continuing care services varies, depending on whether a person lives in or outside a Mi'kmaw community and whether they are a Registered Status individual under the federal Indian Act and therefore have access to similar federally funded services.

Personal Alert Assistance

The Personal Alert Assistance program provides up to \$480 per year to reimburse eligible seniors for the purchase of a personal alert assistance service. The program is targeted at low-income seniors who live alone, have a history of recent falls, use a cane, wheelchair or walker, and are receiving publicly funded home-care services. You should not have to report this funding as income on your income tax return because it is less than \$500/year. The Personal Alert Assistance program now provides financial assistance to eligible, low-income seniors over the age of 65, or between age 19 and 64 years living with an acquired brain injury.

Since everyone's situation is different, please contact Canada Revenue Agency at 1-800-959-8281 to confirm.

Seniors Community Wheelchair Loan Program

The Seniors Community Wheelchair Loan Program provides new and recycled wheelchairs (manual and electric) to eligible residents of Nova Scotia to support them in their homes and communities. If you are eligible, an occupational or physiotherapist will arrange a time to meet with you to complete an assessment.

Private Home Care

In-Home Support

Many private organizations offer in-home support services to seniors who want to remain in their own homes and do not qualify for support offered by Continuing Care. They provide professional nursing care and offer a variety of home-support services. The services offered may include foot care, companionship, in-home nursing care, physiotherapy treatments, homemaker services (such as light housekeeping, meal preparation, and organization), transportation, and many others. The services can be tailored to the client's needs. Fees vary depending on the type of care required. For local listings check the Yellow Pages. www.yellowpages.ca or call 211.

Long-Term Care

Long-term care provides accommodation, supervisory care, personal care, and nursing services to people who can no longer live independently with family and community supports available. There are two types of long-term care facilities: nursing homes and residential care facilities.

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

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

Long-Term Care Application/Assessment Process

To apply for long-term care, contact Continuing Care toll-free: 1-800-225-7225

A Care Coordinator will call you and arrange a time to meet with you to complete the assessment and application process. Together,

you and the Care Coordinator will determine whether home care or long-term care is best for you. Also, the Care Coordinator will collect information to start the application process for help with accommodation costs.

After the Care Coordinator assesses your care needs, your application will be sent to the Eligibility Review Unit of the Department of Health and Wellness to determine your eligibility and accommodation rate. If you are approved for long-term care, your name will be placed on the waiting list for the homes of your choice.

Fees for Long-Term Care

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

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

Long-Term Care Financial Assessment Process

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

This information is kept confidential. The financial

assessment determines whether you are eligible for a reduced accommodation charge.

Choosing a Long-Term Care Home

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

Long-Term Care Waiting Lists

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

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

The length of time you will be required to wait before admission to a long-term care home depends on how many people are waiting to get into the home or homes you selected. If your situation worsens while you are on the waitlist, you should contact your Care Coordinator right away.

Admission into a Long-Term Care Home

If you are living at home and are offered a placement at a long-term care facility you had chosen, your acceptance is generally expected within 24 hours of the offer. An admission date will then be arranged with the long-term care facility. If you refuse the offered placement, you will be considered not ready for admission to any home and your name will be removed from the wait list. Individuals who refuse a bed offer and wish to reapply will have to wait 12 weeks.

Transferring from One Long-Term Care Home to Another

If you are placed in a facility that was not your first choice, your name will remain on the waiting list until you reach your preferred facility. If you are placed in a long-term care home and later decide you want to move to a

different home, you can contact Continuing Care (toll-free: 1-800-225-7225) to arrange for your name to be placed on the waiting list for the facility of your choice.

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

Approved applicants may be required to pay a monthly fee for the use of specialized health equipment. Fees are based on income and the type and quantity of equipment provided.

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

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



When you don't know where to turn.

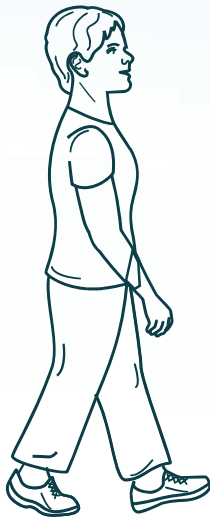
211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Fitness in the Kitchen

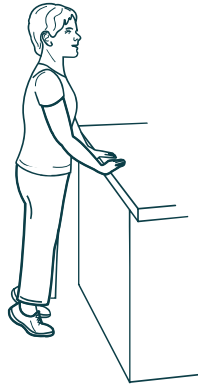
For more information, contact Community Links toll free at 1-855-253-9355 or visit www.nscommunitylinks.ca

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.

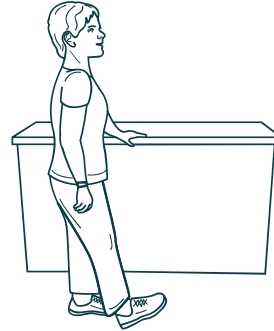


Include walking, indoors or out, in your daily exercise plan.



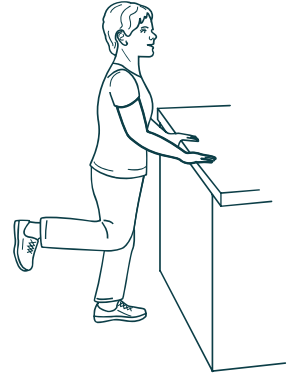
1

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.



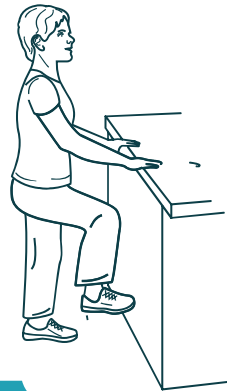
3

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



6

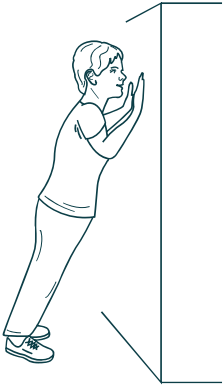
Place feet about 12 inches from counter. Hold onto counter and bend knees in a squat as if you are going to sit in a chair. Slowly raise up again, using your thigh muscles rather than pulling with your arms.



7

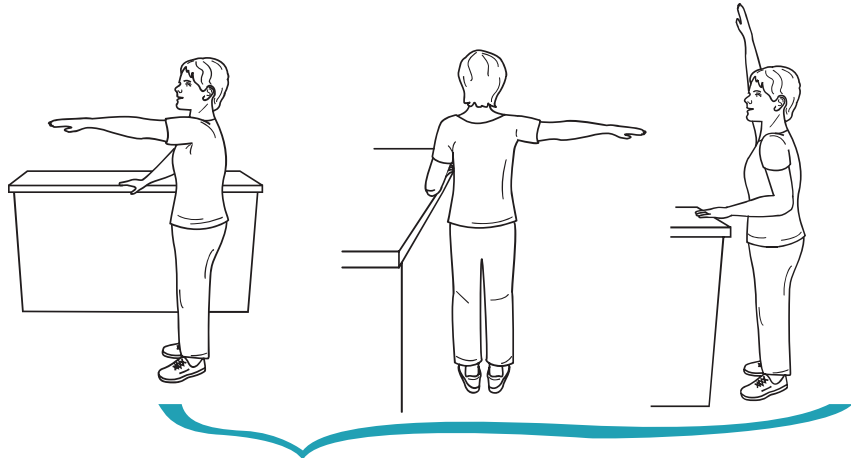
Leg lifts - With the counter for support, lift leg to the front, pause, and lower slowly. Repeat with each leg to front, side and back. Use controlled movements - don't swing leg.





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

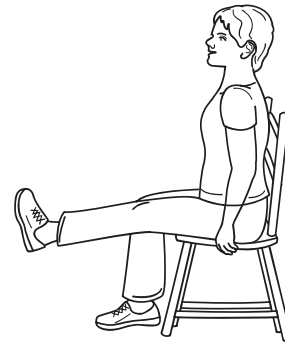
Arm Stretches (Repeat with the each arm)

- 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.

Employment & Entrepreneurship

Nova Scotia Works

Our employment services centres help Nova Scotians understand, prepare for, and fill the needs of the province's job market. Nova Scotia Works also helps businesses recruit, manage, and develop the talent they need to be more productive here at home and around the world.

Employment programs and services are available to help grow our workforce. Meeting with a Case Manager at a Nova Scotia Works centre is the first step. Case Managers understand our employment services and programs and have in-depth knowledge of the Nova Scotia labour market. www.novascotia.ca/works

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

Provincial Self-Employment

Program details can be found here:
www.novascotia.ca/employmentnovascotia

Federal Services

The Canada Business Network provides resources and information to begin and grow businesses. See www.canadabusiness.ca

University Centres

Acadia Entrepreneurship Centre:

www.acadiaentrepreneurshipcentre.com

Centre for Women in Business (MSU):

www.centreforwomeninbusiness.ca

CEED Centre for Entrepreneurship Education and Development

Empowering and advancing entrepreneurs in Nova Scotia for over 25 years, CEED is about innovative ideas, creative enterprises, and scalable strategies delivered through programs and collaboration with partners to build a diverse entrepreneurial ecosystem.

Phone 902-421-2333
Email info@ceed.ca
www.ceed.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 April, Nova Scotia celebrates volunteers nominated by organizations and communities at the Provincial Volunteer Awards.

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

Financial Assistance

Concerns about Investments

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

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

Phone 902-424-7768
Toll-free 1-855-424-2499
www.nssc.novascotia.ca/seniors
www.nssc.novascotia.ca/recognize-and-report-scam

Employment Support and Income Assistance Program

Nova Scotia Department of Community Services

Low-income seniors who have special needs 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 your eligibility, contact the Community Services for the nearest field office.

Toll-free 1-877-424-1177

Financial Planning

Insurance

Tips for Consumers

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

compare the coverage and price.

Office of the Superintendent of Insurance

Phone 902-424-6331

E-mail fininst@novascotia.ca

www.novascotia.ca/finance

Insurance Bureau of Canada ★

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

Phone 902-429-2730

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

www.ibc.ca/on/home

Pensions and Other Benefits

Federal Retirement Income Programs ★

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

For information or application forms for these pensions or benefits:

Toll-free (English) 1-800-277-9914

Sans frais (Français) 1-800-277-9915

TTY 1-800-255-4786

www.canada.ca — under most requested, click on "Public pensions (CPP and OAS)."

For Veterans

Royal Canadian Naval Benevolent Fund

This fund was established in 1942 to relieve financial distress and promote the well-being of eligible regular and reserve force personnel, veterans, and their dependents. Eligible persons will have served in the Royal Canadian Navy, Maritime Command, or are Merchant Navy war veterans.

Toll-free 1-888-557-8777

E-mail rcnbf@rcnbf.com

www.rcnbf.ca

Taxes and Tax Credits

Property Tax Rebate for Seniors Program ★

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

For more information, contact Service Nova Scotia and Internal Services

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

Personal Income Tax ★

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

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

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

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

Toll-free numbers:

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

..... 1-800-959-8281

Child and family benefits (CCB/ GSTC)

..... 1-800-387-1193

www.canada.ca/tax

Medical expenses ★

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

Toll-free. 1-800-959-8281

www.canada.ca/taxes-medical-expenses

Disability Tax Credit ★

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

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

Toll-free. 1-800-959-8281

www.canada.ca/disability-tax-credit

Canada Caregiver Credit ★

The Canada Caregiver Credit combines the federal infirm dependent credit, caregiver credit and family caregiver credit that were available prior to 2017.

You may be able to claim the Canada Caregiver Credit for the following eligible dependent's:

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

Each eligible dependent must meet the following conditions:

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

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

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

Community Volunteer Income Tax Program ★

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

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

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

My Account ★

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

www.canada.ca/my-cra-account



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Health & Wellness

Find a Family Physician or other Primary Healthcare Provider

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

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

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

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

Vaccines are for all ages

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

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

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

Ambulance Services (911)

If you are a Nova Scotia resident with a valid health card, the province pays the cost of transfers between hospitals. Otherwise, there

is a fee for ambulance service. Fee information is available here: www.novascotia.ca/dhw/ehs/ambulance-fees.asp.

Please note these may be covered by private medical insurance.

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

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

Community Health Teams ★

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

Phone 902-460-4560
www.communityhealthteams.ca

Nova Scotia Health Insurance

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

Eligibility

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

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

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

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

Change of Address

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

Medical Services Insurance
230 Brownlow Avenue, Dartmouth
PO Box 500
Halifax NS B3J 2S1
Phone 902-496-7008
Toll-free..... 1-800-563-8880
E-mail msi@medavie.ca
www.novascotia/dhw/msi

811—Health Information and Advice ★

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

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

Phone (in Nova Scotia) dial 8-1-1
Hearing-impaired (TTY) dial 7-1-1
To speak to a registered nurse, or to quit smoking, press 1.

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

Seniors' Pharmacare Program

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

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

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

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

By mail:

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

In person:

Nova Scotia Seniors' Pharmacare Program
230 Brownlow Avenue, Dartmouth, NS
Phone 902-429-6565
Fax 902-468-9402
Toll-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)

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. You don't have to deal with a mental illness or addiction on your own. Resources, helplines, support groups, counsellors and websites are all available to help you.

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

Tobacco Free Nova Scotia

Toll-free.....811—Call to Quit
www.tobaccofree.novascotia.ca

Gambling Support Network

Toll-free..... 1-888-347-8888
gamblingsupportnetwork.ca

Mental Health Crisis Services

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

NSH Provincial Mental Health Crisis Line

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

Phone 1-888-429-8167

Crisis Text Line is available for adults who are going through a difficult time and need someone to text with.

Text "NSSTRONG" (all capitals) to 741741

Warm Lines and Peer Support Groups:

Some areas offer what is called a warm line, which is a short-term emotional support by trained volunteers, or peer-based, issue-specific supports. Call..... 2-1-1 or search the directory at ns.211.ca

Non-Crisis Mental Health and Addiction Services

NSH's Community Mental Health Clinics provide assessment, diagnosis, treatment, and outreach services that can help people to manage mental illness, addictions, and concurrent disorders. Treatment may include individual or group therapy. Addiction support through the clinics aims to improve the lives of Nova Scotians who are harmfully involved with alcohol, gambling, tobacco, or other drugs.

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

Provincial Intake Service (Monday to Friday, 8:30 am to 4:30pm, voicemail can be left in the evening, weekends, and holidays)

Phone 1-855-922-1122

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

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

Therapeutic Counsellors and Psychologists
In addition to the provincially operated Mental Health and Addiction Services, there are other avenues to access care.

Find a Community Based Organization with Counselling Therapists:
Many organizations provide therapeutic counselling with registered therapists using a non-profit model. Some provide low cost or free counselling depending on your circumstances. Call 211 or search the online 211 directory: ns.211.ca

Find a Private Practicing Counsellor or Therapist:
If you have access to health insurance with counselling benefits, or the Criminal Injuries Counselling Program financial support, there are three types of registered professionals whose associations provide searchable databases of their registered professionals: psychologists, counselling therapists and counselling social workers. Your private health insurance provider can tell you the parameters of your coverage for social workers, psychologists, and/or counselling therapists.

Nova Scotia College of Social Workers
www.nscsw.org/about/find-a-social-worker/

Nova Scotia College of Counselling Therapists
www.nscct.ca/public-access-registry

Association of Psychologists of Nova Scotia
www.apns.ca

Preventing Falls

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

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

Camp Hill Veterans' Memorial Building, 1st Floor
Halifax NS B3H 2E1
Phone 902-473-2493
Fax 902-473-7336

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

Camp Hill Veterans' Memorial Building—QEII
Halifax, NS
Phone 902-473-8603
www.cdha.nshealth.ca/geriatric-medicine

Palliative and Therapeutic Harmonization (PATH) Clinic ★
The PATH Clinic is for frail older adults with advanced medical conditions, many recent

hospitalizations, or unmanaged symptoms, where the impact of treatments on quality of life may be questioned. The clinic helps patients, families, and caregivers with decision making. Physician referral is required.

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

Services for Seniors

Adult Day Programs

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

ElderDog Canada

Toll-free..... 1-855-336-4226
E-mailinfo@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.

Telephone Contact Programs

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

Hearing & Speech Nova Scotia

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

5657 Spring Garden Road
Park Lane Terraces, Suite 401, Box 120
Halifax, NS B3J 3R4
Phone 902-492-8289
Toll Free..... 1-888-780-3330
Emailnfo@nshsc.nshealth.ca
www.nshsc.nshealth.ca

Health Equipment and Services

Canadian Red Cross Health Equipment Loan Program

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

VirtualCareNS

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



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

Housing

Municipal Affairs and Housing

Municipal Affairs and Housing is responsible for ensuring the availability of safe, suitable, and affordable housing for all Nova Scotians. To learn more visit www.housing.novascotia.ca/programs or call 1-844-424-5110

Municipal Affairs and Housing – Housing Grants and Loans

Municipal Affairs and Housing offers a number of grant and loan programs designed to help low-income seniors and families maintain their homes. Eligibility for these programs includes income testing but may also include other criteria. Visit www.housing.novascotia.ca/programs-and-services or call 1-844-424-5110.

Home Efficiency, Heating, Independent Living

Benefit from Lower Heating Bills

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

Heating Assistance Rebate Program (HARP)

Service Nova Scotia and Internal Services administers this rebate to help low-income Nova Scotians with the cost of home heating. Rebates range from \$100 to \$200. The program runs each winter from the third Monday in October until March 31. To learn more call 1-800-670-4357 or visit www.novascotia.ca/heatinghelp

Housing Options

Municipal Affairs and Housing

Municipal Affairs and Housing is responsible for ensuring the availability of safe, suitable, and affordable housing for all Nova Scotians. To learn more visit www.housing.novascotia.ca/programs 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



When you don't know where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

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.

EMERGENCY NUMBERS

911

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

811

Non-urgent healthcare; Need a Family Practice Registry; call to talk to a nurse

711

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

611

Telephone repair service

511

Road conditions information service

411

Local directory assistance

311

Halifax Regional Municipality municipal services and information

211

Human, social, and community-related information and referral services

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)

www.novascotia.ca/emo

Emergency Medical Information

Vial of Life

The Vial of Life provides emergency medical personnel with vital health information during an emergency. Information is recorded on medical forms, including the patient's name, MSI number, physician, emergency contact information, medical conditions, allergies, and medication list. The form is placed in a vial and stored in your refrigerator door. A sticker is placed on the outside upper-right or left-hand corner of your fridge to notify personnel that health information is available.

Phone 902-454-5755
E-mail kim.henry@von.ca

Adult Protection

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

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

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

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

Senior Abuse Information Line—call 211

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

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

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

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

Seniors' Safety Program

The Seniors' Safety Program addresses the safety concerns of seniors by promoting education and awareness about senior abuse prevention, crime prevention, and safety and health issues. The program enhances communication between seniors and the police by providing information, educational sessions, and referral services to seniors through direct contact with the Seniors' Safety Coordinator.

The Coordinator works in close partnership with local police agencies and a large network of local, provincial, and federal partnering agencies. Typically, services are offered to seniors throughout a county, in their own homes, or at a convenient location within the community.

The Seniors' Safety Program is a community-based program that is operated and managed by a non-profit organization or municipality. There are no age requirements or restrictions for participation in the program, and all referrals are welcome.

To contact the Seniors' Safety Coordinator in your area, visit www.novascotia.ca/seniors/senior_Safety_Programs.asp or call 211.

Consumer Protection

Fraud

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

RCMP's Seniors Guidebook to Safety and Security:

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

Canadian Consumer Handbook:

www.consumerhandbook.ca/en

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

Canadian Anti-Fraud Centre:

Toll-free call 1-888-495-8501

www.antifraudcentre-centreantifraude.ca

Legal Matters

Nova Scotia Department of Justice

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

Personal Directives Act

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

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

Phone 902-455-3135
www.novascotia.ca/just/pda

Legal Information Society of Nova Scotia (LISNS) ★

LISNS is a non-profit charity that provides legal information on a broad range of legal topics. LISNS can also give a referral to a lawyer for a low-cost initial consultation fee of \$20 + tax for 30 minutes.

Legal Information Line

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

Hours: Monday to Friday, 9:30 am to 5 pm

Phone 902-455-3135
Toll-free 1-800-665-9779
E-mail questions@legalinfo.org
www.legalinfo.org

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

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

Other Resources

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

www.legalinfo.org

Other Legal Resources

Public Trustee of Nova Scotia

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

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

Nova Scotia Legal Aid Commission ★

Nova Scotia Legal Aid provides legal advice and representation in criminal, family, and social justice (income and housing). To find the office nearest you, call 211, see our website or call legal aid.

Toll-free. 1-877-420-6578
www.nslegalaid.ca/legal-aid-offices.

Dalhousie Legal Aid

Dalhousie Legal Aid provides legal services to clients in the Halifax/Dartmouth metropolitan area who satisfy its financial and case-eligibility requirements. Dalhousie Legal Aid is affiliated with the Schulich School of Law at Dalhousie University.

Phone 902-423-8105
E-mail legalaiddal.ca

End-of-life

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

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

Funeral Assistance

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

Hospice, Palliative Care, and Bereavement

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

www.nshpca.ca

Transportation

Licenses and Safe Driving ★

Driver's Licence

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

New Online Driver Licence Renewal Service

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

To make an appointment, please call

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

Accessible Parking, Licence Plates, and Permits ★

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

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

Veteran Plates

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

Phone 902-424-5851

Toll-free. 1-800-898-7668
www.novascotia.ca/sns

Driver's Licence Refunds

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

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

Seniors' Safe Driving Discount Program

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

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

Nova Scotia Community Transportation Network

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

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



When you don't know
where to turn.

211 is available 24/7, in English and French and for the hearing impaired. There are also interpretation services available in over 100 languages.

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Yarmouth, NS B5A 1E9

Ph: 902-742-6808

778 Main Street,
Kingston, NS B0P 1R0

Ph: 902-242-3605

Email: chris.dentremont@parl.gc.ca

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Hon. Brian Wong

MLA – Waverley-Fall River-Beaver Bank



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B2T 1E6

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Index of Programs and Services

211	5
311	5
411	5
511	5
611	31
711	5
811	5
911	5
@NS Community Technology	11

A

Indigenous Continuing Care	16
Acadia Entrepreneurship Centre	21
Acadia Lifelong Learning, Wolfville	12
Accessible Parking	34
Active Living	11
Addiction Services	27
Admission into a Long-Term Care Home	17
Adult Day Programs	29
Adult Protection	31
Alzheimer Society of Nova Scotia	10
Ambulance Services	5, 25
Assistance for Caregivers	14
Atlantic School of Theology, Halifax	12

B

Bell Aliant outage	31
Benefits Finder	7
Bereavement	33
Birth Certificates	7
Business Counselling	21

C

Camp Hill Veterans' Memorial Building	28
Canada Caregiver Credit	24
Canada Pension Plan (CPP)	22
Canada Revenue Agency	6
Canadian Anti-Fraud Centre	32
Canadian Association of Retired Persons	8
Canadian Consumer Handbook	32
Caregiver Benefit Program	14
Caregivers Nova Scotia	14
Caregiving & Support	14

CEED Centre for Entrepreneurship Education and Development	21
Centre for Health Care of the Elderly	28
Centre for Women in Business (MSU)	21
Choosing a Long-Term Care Home	17
Client Fees for Home Care and Home Oxygen	15
Community Activities	11
Community Health Teams	25
Community Links	8
Community Meal Programs	29
Community Planning and Program Funding	5
Community Transportation Network	34
Community Volunteer Income Tax Program	24
Consumer Protection	32
Continuing Care	14
Continuing Care Application/Assessment Process	17
COVID-19	4

D

Dalhousie Legal Aid	33
Dalhousie University Dental School	27
Death Certificates	7
Dental Care	27
Department of Community Services	22
Department of Justice	32
Department of Seniors	4
Disability Tax Credit	23
Drinking-water safety	31
Driver's Licence Refunds	34

E

Eastlink outage	31
ElderDog Canada	29
Emergency Medical Information	31
Emergency numbers	31
Emergency Planning	31
Employment & Entrepreneurship	21
Employment Insurance benefits	6
Employment Support	22
End-of-life	33
Entrepreneurs	21

F

Facility-Based Respite Care	14
Falls Clinic, Geriatric Day Hospital	28
Family Doctors	25
Family Physicians/Primary Healthcare Provider	25
Federal Retirement Income Programs	22
Federal Services	21
Finances	22
Financial Assistance	22
Financial Planning	22
Fire	5
Food safety	31
Frailty Scale	13
Fraud	32
Funeral Assistance	33

G

Gambling Support Network	27
Government of Canada—Federal Programs	6
Government of NS—Provincial Programs	5
GST/HST Tax Credit	6
Guaranteed Income Supplement (GIS)	6, 22

H

Health & Wellness	25
Health Equipment and Services	18, 29
Health Insurance	25
Hearing & Speech Nova Scotia	29
Heating Assistance Rebate Program (HARP)	30
Hike Nova Scotia	11
Home Care	14
Home Efficiency, Heating, Independent Living	30
Home Oxygen	15
Home Warming	30
Hospice	33
Housing	30
Housing Grants and Loans	30
HRM Government Information and Services	5

I

Immigrant Services Association of NS (ISANS)	11
Important Numbers	5
In-Home Support	16
Income Assistance Program	22
Income tax	23
Insurance	22

Insurance Bureau of Canada	22
Internet and Online Training	11
Investments	22
IWK Health Centre	25

L

Legal Aid Commission	33
Legal Information Line	33
Legal Information Society of NS (LISNS)	33
Legal Matters	32
Licenses and Safe Driving	34
Lifelong Learning Opportunities	12
Local directory assistance	5
Long-Term Care	16–18

M

Marriage Certificates	7
Medical expenses	23
Mental Health Programs/Services	27
MSI	6, 26
Municipal Affairs and Housing	6, 30
Municipal Recreation	11
My Account	24

N

National Association of Federal Retirees (NAFR)	8
New Horizons for Seniors Program	7
Nova Scotia 55+ Games Society	11
Nova Scotia Federation of Seniors (NSFS)	9
Nova Scotia Health Authority	25
Nova Scotia Hospice Palliative Care Association	33
Nova Scotia Office of the Ombudsman	6
Nova Scotia Securities Commission	22
Nova Scotia Seniors Mental Health Network	28
Nova Scotia Works	21
Nova Scotia's Public Libraries	11
NS Government Retired Employees Association (NSGRE)	9
Nurse Practitioner	25
Nursing	15
Nursing homes	16

O

Old Age Security (OAS)	6, 22
Online Driver Licence Renewal Service	34
Online Training	21

P		
Palliative and Therapeutic Harmonization		
(PATH) Clinic.	28	
Palliative Care	33	
Palliative Home Care	15	
Passports.	6	
Pension Plans: Provincial.	6	
Pensions and Other Benefits	22	
Personal Alert Assistance	16	
Personal Directives Act	32	
Personal Income Tax	23	
Pharmacare Program	6	
Photo IDs	8	
Poison	5	
Police	5	
Power outage.	31	
Preventing Falls.	28	
Private Home Care	16	
Property Tax Rebate	6	
Property Tax Rebate for Seniors Program	23	
Provincial & Federal Representatives	35	
Provincial Self-Employment	21	
Provincial Volunteer Awards	21	
Public Trustee of Nova Scotia	33	
R		
RCMP's Seniors Guidebook to Safety and Security	32	
Recreation Nova Scotia	11	
Regroupement des aînés de la N-É (RANE)	9	
Residential Tenancies Act	30	
Retired Teachers Organization of the Nova Scotia		
Teachers Union.	9	
Royal Canadian Legion.	10	
Royal Canadian Naval Benevolent Fund.	22	
S		
Safety & Security.	31	
Section of Senior and Retired Doctors		
of Doctors NS	10	
Self-Managed Care Program.	15	
Senior Abuse Information Line	32	
Seniors Advisory Council of Nova Scotia.	8	
Seniors Community Wheelchair Loan Program	16	
Seniors' Pharmacare Program	26	
Seniors' Safety Driving Discount Program.	34	
Seniors' Safety Program	32	
Senior's College Association of Nova Scotia.	12	
Service Nova Scotia and Internal Services	6	
Services for Newcomers	11	
Services for Seniors	29	
Social Insurance Number.	6	
Sport and Recreation	11	
Starting a Business.	21	
Supportive Care Program.	15	
T		
Taxes and Tax Credits	23	
Telephone Contact Programs	29	
Tobacco Free Nova Scotia	27	
Transferring from One Long-Term Care Home		
to Another	17	
Transportation.	34	
U		
University and Community College Courses		
for Older Adults.	12	
University Centres.	21	
Université Sainte-Anne, Church Point	12	
V		
Vaccines.	25	
Veteran Plates	34	
Veterans	22	
Veterans Affairs Canada	18	
Veterans' Independence Program	18	
Vial of Life	31	
Victim Services	32	
Vital Statistics Office	8	
Volunteering	21	
W		
Wheelchairs	16	
Y		
YMCA Centre for Immigrant Programs.	12	