

Seniors' Information Services

Chapter Contents

- Seniors' Services Organizations
- Advocacy Organizations
- Consumer Resources

SENIORS' SERVICES ORGANIZATIONS

Alberta Association on Gerontology

PO Box 8056, Station A, Calgary, AB T2H 0H6
Contact: Jaryll Dunne, President
Email: info@aagweb.ca
www.aagweb.ca

- The Alberta Association on Gerontology seeks to improve the lives of older Albertans through support of persons involved and interested in gerontology. Our mission is to be a valuable source of interdisciplinary collaboration, leadership, information and resources in the field of gerontology in Alberta.
- AAG provides opportunities for knowledge transfer related to evidence informed practice in gerontology, student scholarships, opportunities for mutual support and career development and input to and/or influence on public policy.

Alberta Seniors and Community Supports

PO Box 3100, Station Main T5J 4W3
Phone: 780.644.9992 or 1.877.644.9992 (toll free)
www.seniors.alberta.ca

- Seniors Programs and Services Information Guide.
- Assistance programs for seniors

including Alberta Seniors Benefit, Special Needs Assistance, Dental and Optical Assistance, Education and Property Tax Assistance.

Candora Society of Edmonton

248, 3210 118 Ave. NW T5W 4W1
Contact: Debbie Clark
Phone: 780.474.5011
Email: info@candorasociety.com
www.candorasociety.com

Hours of Operation:
Mon-Thu 8:45 am - 4:00 pm, closed noon-12:30 pm; Fri 8:45 am - 12:00 pm

- Provides various groups, educational and recreational programming, activities and health supports for individuals and families.

Edmonton Seniors Coordinating Council (ESCC)

#255, Bonnie Doon Shopping Centr
8330 82 Ave. T6C 4E3
Contact Sheila Hallett, Executive Director
Phone: 780.423.5635
Email: sheila@seniorscouncil.net
www.seniorscouncil.net

- Established in 2004 as a communication hub for the senior-serving sector. Also takes lead in bringing stakeholders together to plan for improvement to services.
- Helps agencies collaborate by facilitating sector meetings, Initiating projects, producing resources, and arranging for education session. Provides representation to stakeholders on key issues: community supports, diversity, fitness and recreation, personal safety, transportation, and health and wellness.

Seniors' Information Services

Sage - Seniors Association of Greater Edmonton

Phone: 780.423.5510

- See pages 12, 49, 51, 94, 98, 119, and 122 for further information

Seniors Advisory Council for Alberta

c/o Alberta Seniors & Community Supports
600 Standard Life Centre

10405 Jasper Ave. NW T5J 4R7

Phone: 780.422.2321

Email: saca@gov.ab.ca

www.seniors.gov.alberta.ca

- Is responsible for advising the Government of Alberta on matters relating to Alberta's seniors. It reports through the Minister of Seniors and Community Supports.
- The council gathers information on issues important to seniors by consulting with older Albertans and seniors' organizations in communities across the province.
- The information gathered is used to develop advice on legislation, policies, funding and coordination of programs and services for seniors.

Seniors Canada Online

www.seniors.gc.ca

Canada's trusted information source for seniors, caregivers, families and service providers.

The Support Network

#400,10025 106 St. NW T5J 1G4

Phone: 780.482.0198

Contact: Nancy McC Calder

Email: admin@thesupportnetwork.com

www.thesupportnetwork.com

Office Hours: Mon-Fri 8:30 am - 4:30 pm

The Support Network Caregiver Support 780.482.0198

Provides support for those who are concerned about someone who is suicidal.

211 Edmonton/Community Service Referral Line 211/780.482.4636

Provides information and referral to Edmonton, Strathcona County, Parkland County and Leduc County community members and service agencies dealing with issues such as addictions, donations, education, family and domestic violence, food, immigrant services, medical concerns, mental health, youth, etc.

Outside of these areas call 780.482.INFO (4636)

Publications 780.482.0198

Publishes the Directory of Community Services and the Tough Times Handbook as well as various specialized directories; provides an email broadcast service.

SENIOR SERVICE ORGANIZATIONS OUTSIDE EDMONTON

Information and Volunteer Centre for Strathcona County

100 Ordze Ave. Sherwood Park, AB T8B 1M6

Phone: 780.464.4242

Email: info@ivcstrathcona.org

www.ivcstrathcona.org

- Community information and referrals for health, social, recreational, community and municipal government services.
- Volunteer services include recruitment assistance and educational opportunities for not-for-profit organizations.

Kerby Centre - Calgary

Contact: Luanne Whitmarsh
1133 7 Ave. SW Calgary, Alberta T2P 1B2
Phone: 403.265.0661
Email: info@kerbycentre.com
www.kerbycentre.com

Hours of Operation:
Mon-Fri 8:00 am to 4:30 pm

- A full-service seniors' centre in downtown Calgary, offers recreation and assistance programs for 55+.
- Services include: Information and referral, housing registry, wellness centre, adult day support program, grocery delivery, a shelter for abused seniors and active living programs such as yoga, daytrips and special events.

St. Albert Community Information & Volunteer Centre

Phone: 780.459.6666
Volunteer positions available at:
volunteer@stalbertcivc.com

See page 50 for complete listing.

- Community information and referrals for health, social, recreational, community and municipal government services.
- Volunteer services include recruitment assistance and educational opportunities for not-for-profit organizations.

Strathcona County Seniors Information Line

Contact: Suzanne Morrison
100 Ordze Ave Sherwood Park, AB T8B 1M6
Phone: 780.464.4265
Email: suzanne@ivcstrathcona.org
www.ivcstrathcona.org

Hours of Operation:
Mon-Fri 8:30 am - 4:30 pm

- A service of the Information & Volunteer Centre Strathcona for Strathcona County and County Family & Community Services.
- Provides information on or referrals to services for seniors in the areas of clubs, housing, education, health & home care, federal/provincial programs, etc.

Sunflower Community Resource Program

5015 50 St. Box 1457, Gibbons, AB T0A 1N0
Phone: 780.923.2374
Email: office@sunflowerinfo.ab.ca
www.sunflowerinfo.ab.ca

- Hours Mon thru Fri 9:00 am to 5:00 pm
- Provides community information and referrals to individuals, agencies and groups in Bon Accord, Gibbons, Legal, Morinville, Redwater, the Edmonton Garrison, City of Fort Saskatchewan and Sturgeon Region.

If you are not sure where to turn, call us!
We are happy to help.

ADVOCACY ORGANIZATIONS

Alberta Council on Aging

Box 9, 11808 St. Albert Trail
Suite 232, Circle Square Plaza
Edmonton, AB T5L 4G4
Phone: 780.423.7781
Email: info@acaging.ca
www.acaging.ca

Hours of Operation:
8:30 am - 4:30 pm - Mon.-Fri. Closed on Statuary Holidays.

- ACA is a voluntary organization whose

Seniors' Information Services

membership is comprised of groups, individuals and agencies in Alberta.

- Founded in 1967, ACA represents and supports seniors in both rural and urban areas through its province-wide network of volunteers.
- Our mission is to empower and educate seniors and government to support the quality of life for seniors and encourage their full participation in all aspects of society.

Alberta Ombudsman

Focused on Fairness

- We respond to complaints of unfair treatment by Alberta government departments, agencies and professional organizations. We are also involved in the patient concerns resolution process of Health Authorities.
- If you feel you have been treated unfairly, contact us:

Edmonton

- Phone: 780.427.2756

Calgary

- Phone: 403.297.6185

CARP (Canada's Association for the 50+)

27 Queen St. East # 702

Toronto, ON. M5C 2M6

Toll-Free: 1.888.363.2279

Phone: 416.363.8748

Member Support: 1.800.363.9736

Email: support@carp.ca

www.carp.ca

CARP is committed to enhancing the quality of life for all Canadians as we age by:

- advocating for social change that will bring financial security, equitable and timely access to health care and freedom from discrimination;
- ensuring that the marketplace serves the needs and expectations of our generation and providing value added benefits, products and services to members.

Canadian Snowbird Association

180 Lesmill Road Toronto, ON M3B 2T5

Phone: 1.800.265.3200 or 416.391.9000

Email: csastaff@snowbirds.org

www.snowbirds.org

- A national, non-profit advocacy organization dedicated to actively defending and improving the rights and privileges of travelling Canadians

Doug Elniski MLA Edmonton-Calder Constituency Office

316 Circle Square

11808 St. Albert Trail T5L 4G4

Phone: 780.451.2345


Email: edmonton.calder@assembly.ab.ca

Hours of Operation:

Mon-Thurs 9:00 am – 4:00 pm

Call our office for assistance with these issues or services:

- Programs for Seniors, Social Services & Children's Services



Doug Elniski, MLA
Edmonton-Calder

Edmonton-Calder Constituency Office
316 Circle Square
11808 St. Albert Trail
Edmonton, AB T5L 4G4

Phone: 780-451-2345
Fax: 780-451-2344
E-mail: edmonton.calder@assembly.ab.ca

"It's all in Calder"

- Health Care Issues, Other Provincial Issues, Grant Programs
- Marriage Commissioner, Notary Public, Commissioner for Oaths
- Birthday & Anniversary Scrolls

Federal Superannuates National Assoc. (FSNA)

Contact: Doreen O'Hara
 Phone: 780.416.5507
 Email: dohara@telusplanet.net
 www.fsna.com

- We are an advocacy group for Federal retired public servants: RCMP, Military, Federal Judges.

S.A.L.T. (Seniors Action and Liaison Team)

Contact: John Wodak
 Phone: 780.417.1705
 Email: jwodak@telusplanet.net
 www.saltalberta.blogspot.com

- SALT is a group of Edmonton seniors concerned with, and advocating on, social justice issues. Membership is open to all interested seniors.
- SALT investigates and discusses a wide variety of political, social, ecological and other civil society topics.
- SALT's aim is to promote public discourse and communicate with elected officials about the impacts and outcomes of their decisions and policies. SALT is not politically aligned.

*Zsa Zsa Gabor, when asked which of the Gabor women was the oldest, said "She'll never admit it, but I believe it is Mama."
 – Zsa Zsa Gabor*

Seniors United Now (SUN)

#15, 2016 Sherwood Drive,
 Sherwood Park T8A 3X3
 Phone: 780.449.1816
 Email: unitenow@telus.net
 www.seniorsunitednow.citymax.com

- SUN is a non-profit, non-partisan organization; our VISION is to be a leading resource and advocate on seniors' issues.
- SUN is committed to being a contributing part of the changes necessary to meet the dynamics of a growing and changing senior population.

United to ensure seniors can live in dignity in the province of Alberta

CONSUMER RESOURCES

Alberta Consumers' Association (Consumers' Association of Canada, Alberta)

Mailing address:
 P.O. Box 11171, Edmonton T5J 3K4
 Phone: 780.426.3270
 Email: contact@albertaconsomers.org
 www.albertaconsomers.org

- Hours: Mon, Wed and Fri 9:30 am to 4:30 pm

Alberta Consumers' Association is an independent, non-profit, volunteer based organization. Alberta Consumers' Association operates as a consumer watchdog agency by monitoring the marketplace; providing information, skills and strategies; analyzing consumer problems; representing the consumer interest to industry and government; and uniting consumers to ensure fairness in the marketplace.

Seniors' Information Services

Assisted Waste Collection Program

Phone: 780.496.5698

www.edmonton.ca/waste

- The City's Waste Management Branch offers an assisted waste collection service for customers who cannot get their recycling or garbage to the curb or lane. Collectors will walk up to the home to pick up garbage and recycling.
- There is no additional fee for this service.
- To apply online visit www.edmonton.ca/waste or call 780.496.5698.

Atco Blue Flame Kitchen

10035 105 St. NW T5J 2V6

Phone: 780.420.1010

Toll Free: 1.877.420.9090

www.atcoblueflamekitchen.com

- Telephone Hours: Mon to Fri 10:00 am to 4:00 pm
- Provides reliable, up-to-date answers to everyday household questions.
- Offers information on general home care, stain removal and clothing care.
- Recipe service.
- Publishes annual seasonal cookbooks and recipe sheets.

Better Business Bureau

888 -9707 110 St. NW T5K 2L9

Phone: 780.482.2341

Email: info@edmontonbbb.org

www.edmonton.bbb.org

- Reliability reports on businesses in Central and Northern Alberta.
- Consumer education and advice.
- Dispute resolution between consumers and businesses

Canadian Hard of Hearing Association, Edmonton Branch

10-9912 106 St. NW T5K 1C5

Phone: 780.428.6622 (Voice/TTY)

Email: chha-ed@shaw.ca

www.chha-ed.org

- Nonprofit, advocacy, support and information-sharing group and meetings.
- Speech reading classes, seniors' group, beginner Conversational American Sign Language classes.
- Scholarship Programs, Hearing Aid, assistance fund

Canadian Marketing Association

CMA Do Not Contact Service

Phone: 416.391.2362

See page 226 for complete listing.

Pouring fats, oils and grease down your drain clogs your pipes and costs time and money.

Store it, don't pour it.

For more information, call **(780) 496-1609**
www.edmonton.ca

THE CITY OF Edmonton

City of Edmonton

City Hall

1 Sir Winston Churchill Square NW T5J 2R7

Citizen and New Arrival Information Centre

City Hall, Main Floor

Phone: 311

www.edmonton.ca

Office of the Mayor

Phone: 780.496.8100

Office of the Councillors

Phone: 780.496.8110

Email: councillors@edmonton.ca

The telephone numbers for individual Councillors are listed on the first page of the "Blue Pages" of your telephone book.

311

Citizens can call 311, 24-hours a day, every day of the year for access to City of Edmonton information, programs and services!

Within Edmonton city limits, dial: 311
Outside Edmonton city limits: 780.442.5311

Non-emergency calls only

311 does not replace 911. Anyone requiring fire, ambulance, police emergency assistance must call 911 for emergency assistance.

All non-emergency police numbers remain unchanged.

Dialing 311 - City of Edmonton

Callers will be greeted by a 311 agent. A majority of callers to 311 will find that the agent is able to assist them with their call through to completion. In other cases the details of the call will be forwarded to the appropriate department for completion of service.

Services available from 311

Citizens can access a range of information and services from the 311 agent. On-line self-service is also available for many of these services including:

- Applying for Business Licenses
- General information
- Facility scheduling information
- Program registration
- Purchasing a pet licence. Seniors can receive a 50% discount on Edmonton City Pet Licenses.
- Registering a bylaw complaint
- Transit information

Numbers not included in 311

DATS registrants will continue to call DATS directly to book DATS service 780.496.4567.

Edmonton Transit's automated BusLink service is still available 780.496.1600.

Note: Utilities – EPCOR, TELUS, and ATCO are not part of 311.

Special assistance

Non-English speaking callers may request the assistance of an interpreter. The 311 agent will connect with an external interpretive service to assist with the call. The interpretive service offers assistance in more than 150 languages.

Deaf and hard of hearing callers can reach 311 using: TTY 780.944.5555

Reaching 311 from outside of Edmonton

Residents of neighbouring communities interested in City of Edmonton information and services can call 780.442.5311 to reach a City of Edmonton 311 agent. Each telephone service provider has defined their own specific "city limits" which may vary from one provider to the next.

Seniors' Information Services

Citizen Action Centre

Citizen Action Centre staff have moved to 311.

You can also contact 311 through e-mail: 311@edmonton.ca

Seniors Coordinator

Phone: 311

Email: seniors@edmonton.ca

www.edmonton.ca/senior

Competition Bureau

Toll-free Phone: 1.800.348.5358

TTY: 1.800.642.3844

www.competitionbureau.gc.ca

Hours of Operation: Mon-Fri

8:30 am - 4:30 pm Eastern Time

Responds to complaints and/or information requests regarding:

- False or misleading advertising and deceptive marketing practices such as deceptive telemarketing, deceptive notice of winning a prize, promotional contests, multi-level marketing or pyramid selling,
- Labelling of textile articles, marking of precious metals and packaging and labelling of non-food consumer products,
- CA Identification Number applications and searches; Restraints to competition: conspiracy, price fixing, bid-rigging, monopoly and mergers.

Congratulatory Messages - Federal

For a message from the Prime Minister or MPs, phone the celebrant's Member of Parliament at least 8 weeks in advance.

- **MPs** send messages at age 65 and on the 25th wedding anniversary and every 5 years after. Visit

www.parl.gc.ca to find contact information for the celebrant's MP's constituency office.

- **Prime Minister** - at age 75 and older and on the 25th wedding anniversary and every 5 years after.

Phone 1.613.941.6880

or by email: pm@pm.gc.ca

- **Governor General** - at age 90 or older and on the 50th wedding anniversary and every 5 years after.

Phone: 1.800.465.6890

- **Her Majesty The Queen** - at age 100 or older; on the 60th wedding anniversary and every 5 years after; 70th wedding anniversary and every year after.

Phone: 1.800.465.6890

Congratulatory Messages - Provincial

Phone: 780.427.2251

Email: premier@gov.ab.ca

www.premier.alberta.ca/request

- The Premier sends birthday greetings starting at age 75 (65 for your MLA) and on the 25th wedding anniversary and every 5 years after;
- The Lieutenant Governor will send greetings at age 80 and on the 50th wedding anniversary and every 5 years after;
- To request a scroll from the Premier, ensure that your request is received at the Premier's office 5-6 weeks before the event and that a required by date is specified.

Division of Aging and Seniors

Public Health Agency of Canada

Phone: 1.613.952.7606

Email: seniors-aines@phac-aspc.gc.ca

www.publichealth.gc.ca/seniors

- Division provides federal leadership on health issues related to aging and seniors. A focal point for information and expertise on health and seniors.
- Focus on healthy aging/age-friendly communities, emergency preparedness and seniors as well as other key areas such as elder abuse, injury prevention and seniors caring for seniors.

Elections Alberta - Main Office

Suite 100, 11510 Kingsway Ave. NW T5G 2Y5

Phone: 780.427.7191

Other locations in the province can call Toll-free by dialling 310.0000 then dial 780.427.7191.

Email: info@electionsalberta.ab.ca

Office Hours: Mon through Fri
8:15 am to 12 noon, 1:00 pm to 4:30 pm

Elections Canada

General Inquiries: 1.800.463.6868

TTY: 1.800.361.8935

Email: info@elections.ca

General Information Number

Call toll-free in Alberta. Dial 310.0000

You can access Alberta government offices toll-free from anywhere in the province by calling 310.0000. After dialling 310.0000 you may enter the number you need, or hold/press zero for operator assistance. Operator assisted service is available weekdays 8:00 am to 6:00 pm. You can use the automatic connection option 24-hours a day. The toll-free 310.0000 service can also be used to send a fax to an Alberta Government office.

Sage Seniors' Safe House

There is a shelter
Call 780.702.1520

Insurance Bureau of Canada

#401, 10722 103 Ave. NW T5J 5G7

Contact: Consumer Information Office

Phone: 780.423.2212

Email: consumerinquiries@ibc.ca

www.ibc.ca

Hours of Operation: 8:00 am - 4:00 pm

Questions on:

- House/condo/apartment insurance
- Auto insurance
- Claims & claims process

Office of the Utilities Consumer Advocate

TD Tower

Suite 1701 10088 - 102 Ave. T5J 2Z1

Phone: In Alberta, dial 780.310.4-UCA
(780.310.4822)

Outside Alberta, dial 780.644.5130

Toll Free access: Dial 310.0000 first

Email: UCAhelps@gov.ab.ca

www.ucahelps.gov.ca/26.html

You should contact the Utilities Consumer Advocate for help if:

- You have contacted your utility company to discuss a billing or service concern, but things have not been resolved and you would like advice on how to proceed.
- You would like information about how to purchase gas and electricity in Alberta's restructured utilities market and/or your rights and responsibilities as a consumer.

In youth the days are short and the years are long; in old age the years are short and the days long.
– Nikita Ivanovich Panin

Seniors' Information Services

OmbudService for Life & Health Insurance (OLHI)

401 Bay Street, PO Box 7

Toronto, ON M5H 2Y4

Toll Free: 1.888.295.8112

Phone: 416.777.9002

Email: info@olhi.ca

www.olhi.ca

- The OLHI is a national independent complaint resolution and information service for Consumers of Canadian life and health insurance products and services.
- Their mission is to provide Canadian Consumers with free, prompt and impartial assistance with enquiries and complaints pertaining to Canadian life and health insurance products and services.

Service Alberta

Consumer Services

Phone: 780.427.4088

1.877.427.4088 (outside Edmonton)

Email: service.alberta@gov.ab.ca

www.servicealberta.gov.ab.ca

- Service Alberta enforces consumer protection legislation and informs Albertans about residential tenancies, purchase decisions and protection of their identities.
- The Contact Centre provides information on consumer topics.
- Albertans can also call 310.0000, toll free, to access the Provincial Government for any program and service information, or for referral to a ministry specialist.

Frauds and Scams

For information about renovation fraud or identity theft contact: Service Alberta Consumer Information Centre

Edmonton: 780.427.4088

Toll Free: 1.877.427.4088

Website: www.servicealberta.ca and follow the Consumer Information link.

Service Canada

CLICK servicecanada.gc.ca

CALL 1 800 O Canada

(1.800.622.6232)/TTY: 1.800.926.9105

VISIT a Service Canada Centre

- Service Canada is the Government of Canada's one-stop service delivery network. In partnership with other departments, agencies, and levels of government, Service Canada offers seniors an easy point of access to a wide range of the programs and services they need.
- You can now access 77 services through Service Canada, and you can do this on the Internet, by telephone, in person, or by mail, whether at Service Canada Centres or our outreach sites.

Statistics Canada

Enquiries Line: 1.800.263.1136

National TTY line: 1.800.363.7629

Email: infostats@statcan.gc.ca

- Publishes "A Portrait of Seniors in Canada"
- Provides general demographic information and seniors' statistics
- Information on the low income cut-off and the Consumer Price Index (rate of inflation)