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GOVERNMENT OF CANADA

1.800 O Canada

Service Canada

Phone 1.800.622.6232

TTY: 1.800.926.9105

Website: www.servicecanada.gc.ca

Call! 1 800 O-Canada

Service Canada's call centre network

Service Canada provides Canadians with one easy-to-remember, toll-free number they can call to get information on all Government of Canada programs and services.

1 800 O-Canada (1.800.622.6232) links callers directly to a courteous, knowledgeable and bilingual information officer.

Specially trained staff members use an extensive database of information to answer questions, direct callers to services, and take orders for government publications and documents. They are available to provide timely and accurate service from 8:00 am to 8:00 pm local time, Mon to Fri.

A direct line to the Government of Canada, 1 800 O-Canada is the primary telephone number for up-to-date information on programs designed for Canadians at home and abroad, whether they are youth, Aboriginal people, working-age adults, or seniors. People with hearing or speech impair-

ments may also access this information through our teletypewriter (TTY) service at 1.800.926.9105. Callers can inquire about pension benefits, find out how to apply for the goods and services tax credit or a Social Insurance Number, get information about passport applications and taxes, locate their member of Parliament and much more.

Canadians travelling in many countries can access the 1 800 O-Canada service free of charge.

Citizenship and Immigration

Phone: 1.888.242.2100

Website: www.cic.gc.ca

See pages 192 for further information

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.
Phone: 1.613.993.2913
- **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 at: pm@pm@gc.ca.
- **Governor General** - at age 90 or older and on the 50th wedding anniversary and every 5 years after.
Phone: 1.613.993.2913
- **The Queen** - at age 100 or older and on the 60th wedding anniversary and every 5 years after.
Phone: 1.613.993.2913

Elections Canada

General Inquiries: 1.800.463.6868

TTY: 1.800.361.8935

Email: info@elections.ca

Old Age Security, Guaranteed Income Supplement Allowance & Canada Pension

Contact: English: 1.800.277.9914

French: 1.800.277.9915

TTY: 1.800.255.4786

Website: www.servicecanada.gc.ca

Hours of operation: 8:30 am - 4:30 pm

Passport Canada

Phone: 1.800.567.6868

TTY: 1.866.255.7655

Website: www.passportcanada.gc.ca

Simplified Renewal Application Process

The Simplified Renewal Application Process allows Canadians to renew their passports without resubmitting proof of Canadian citizenship or supplementary identification and guarantor information. Some conditions apply.

Canadians who meet the following eligibility criteria are now able to benefit from this process:

- At the time they applied for their previous passport, they must have been at least 16 years of age.
- Their most recent passport:
 - Must have been valid for five years;
 - Must have been issued in Canada (as indicated under "Issuing Authority" on page 2 of the submitted passport);
 - Must have been issued within the last six years;
 - Must not be damaged and must never have been reported as lost or stolen; and
 - Must have been issued under their current name.

In order for us to process a passport application through the Simplified Renewal Application Process, the

applicant must provide a completed form, including the current fee, two new photos, and their most recent passport. Please note that the new photos do not need to be signed by a guarantor or by anyone else. However, the name and address of the photographer or studio, as well as the date the photos were taken, must be provided on the back of one photo

Canada Passport office in Edmonton:

Passport Canada

Canada Place Building

Suite 126, 9700 Jasper Avenue

Mon-Fri: 7:30 am to 5:00 pm

Helpful Hints

If you want to avoid lineups: Tues, Wed and Thur are generally quieter at most Passport Canada offices while Mon and Fri tend to be busy.

Canadian Transportation Agency

15 Eddy St,

Gatineau QC K1A 0N9

Phone Voice: 1.888.222.2592

Fax: 1.819.997.6727

Phone: TTY: 1.800.669.5575

Email: info@otc-cta.gc.ca

Website: www.otc.cta.gc.ca

Statistics Canada

150 Tunney's Pasture Driveway

Ottawa, Ontario K1A 0T6

Email: infostats@statcan.gc.ca

Toll-free telephone numbers

(Canada and the United States):

- 1.800.263.1136 - Enquiries line
- 1.800.363.7629 - National TTY line (teletype machine)
- 1.877.287.4369 - Fax number

GOVERNMENT OF ALBERTA

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 Service Alberta at 310.0000. After dialing 310.0000 you will have the option of entering the number you need or holding/pressing zero for operator assistance. Operator assisted service is available weekdays from 8:00 am to 6:00 pm You can use the automatic connection option to enter the number you need 24-hours a day. The toll-free 310.0000 service can also be used to send a fax to an Alberta Government office.

Alberta Seniors and Community Supports

PO Box 3100, Station Main T5J 4W3

Seniors Information Line: 780.427.7876 or 1800.642.3853 (toll free)

Fax: 780.422.5954

Website: www.seniors.gov.ab.ca

- Seniors Information Line.
- 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.

Alberta Aids to Daily Living (AADL), Residential Access Modification Program (RAMP)

10th Floor, Milner Building,
10040 104 St. NW T5J 0Z2

Phone: 780.427.0731

Contact: Andrea Waywanko

Phone: 780.427.0731

Fax: 780.422.0968

Email: andrea.waywanko@gov.ab.ca

Website: www.seniors.alberta.ca/aadl

For more information See page 72 (Aids to Daily Living)

Assured Income for Persons with Disabilities (AISH)

Alberta Seniors and Community Supports
500,12323 Stony Plain Rd. NW T5N 4B4

Phone: 780.415.6300 Fax: 780.422.2790

For general information, call the AISH

Information line: 780.415.6300

TTY: 780.427.1570

- The Assured Income for the Severely Handicapped (AISH) program will provide financial assistance (living allowance), supplementary assistance (child benefits and personal benefits) and health-related assistance (health benefits) to you if you are an adult with a disability that severely limits your ability to earn a living. Your disability has to be permanent, ie. you have exhausted all opportunities for rehabilitation and training.
- As an AISH client, you are eligible to receive a maximum monthly living allowance of \$1,088. The amount you will receive will depend on your and your cohabiting partner's income.
- AISH provides a monthly child benefit of \$100 for each dependent child that ordinarily resides with the client.
- If you are an AISH client who lives in a facility (eg. nursing home), you are eligible to receive a maximum monthly modified living allowance (Modified AISH) consisting of an accommodation rate plus a maximum personal allowance of \$315. The amount you will receive each month will depend on your and your cohabiting partner's income.
- Health benefits - As an AISH client, you, your cohabiting partner and dependent children will also receive

health benefits including premium-free Alberta Health Care Insurance, dental, optical, prescription drugs, essential diabetic supplies, emergency ambulance services and exemption from the Alberta Aids to Daily Living co-pay fee.

- Information regarding the AISH program is available at www.seniors.gov.ab.ca/aish.

Doug Eniski MLA Edmonton-Calder Constituency

316-11808 St Albert Trail T5L 4G4

Phone: 780.451.2345

Fax: 780.451.2344

Email:

edmonton.calder@assembly.ab.ca

Hours of Operation:

Tues through Fri – 8:30 am to 4:30 pm

Assistance with following issues or services:

- Programs for seniors
- Social services and Children's services
- Celebration and congratulatory scrolls
- Grant programs
- Health Care issues
- Other provincial issues
- Marriage commissioner
- Notary and commissioner for oaths

Elections Alberta - Main Office

Suite 100, 11510 Kingsway NW T5G 2Y5

Email: info@elections.ab.ca

Office Hours:

Mon through Fri

8:15 am to 12 noon

1:00 pm to 4:30 pm

Tel: 1.780.427.7191

Fax: 1.780.422.2900

Other locations in the province can call toll free by dialing 310.0000 then dial 780.427.7191.

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

- Telephone: 780.427.2756
Fax: 780.427.2759

Calgary

- Telephone: 403.297.6185
Fax: 403.297.5121



Doug Eniski, MLA
Edmonton-Calder

Please call our office for assistance with these issues or services:

- Programs for Seniors
- Social Services & Children's Services
- Celebration & Congratulatory Scrolls
- Grant Programs
- Health Care Issues
- Other Provincial Issues
- Marriage Commissioner
- Notary Commissioner for Oaths

Contact Doug:

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"

Alberta Registries

Phone: 780.427.7013

Website: www.servicealberta.gov.ab.ca

- If you require a birth or death certificate or marriage license, you may apply through a Registry Agent.
- You will be required to present identification.
- Prove you are eligible to make the application.
- Fees will apply.
- Registry Agents can be found by looking in the Yellow Pages under License and Registry Services, on the web site or at the above phone number.
- See page 198 for further information. See Commissioners for Oaths

Congratulatory Messages - Provincial

Phone: 780.427.2251

Fax: 780.427.1349

Email: premier@gov.ab.ca

Website:

www.premier.Alberta.ca/request

To arrange for birthday or anniversary greetings, please contact the Premier's Office or your MLA two months prior to the celebration.

- The Premier sends birthday greetings starting at age 75 and every 5 years after and on the 25th wedding anniversary and every 5 years thereafter.
- Your MLA will send greetings at age 65 and on the 25th wedding anniversary.
- The Lieutenant Governor will send greetings at age 80 and on the 50th wedding anniversary and every 5 years thereafter.
- To request a scroll or letter from the Premier, ensure that your request is

received at the Premier's office at least a month before the special birthday or anniversary and that a required by date is specified.

Land Titles

John E Brownlee Building

10365 97 St. NW T5J 3W7

Mailing address: Box 2380, T5J 2T3

Phone: 780.427.2742

Fax: 780.422.4290

Email: lto@gov.ab.ca

Website: www.servicealberta.ca

- Weekdays 8:15 am to 4:00 pm
- Registration of documents pertaining to property (land and or buildings).

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

Fax: 780.422.8762

Email: saca@gov.ab.ca

Website: www.seniors.gov.ab.ca/services_resources/advisory_council

- The Seniors Advisory Council for Alberta is responsible for advising the province on matters relating to Alberta's seniors. It is a government-appointed body that 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 suggestions and feedback gathered through the consultations are used to develop advice on legislation, policies, funding and coordination of programs and services for seniors.

The council also coordinates the annual, province-wide Seniors' Week celebration, participates in research projects and supports community-based workshops for seniors and frontline workers

CITY OF EDMONTON

City Hall

1 Sir Winston Churchill Square NW T5J 2R7

Citizen Action Centre

City Hall, Main Floor

Phone: 311

Email: cacentre@edmonton.ca

Website: www.edmonton.ca

Office of the Mayor

Phone: 780.496.8100

Fax: 780.496.8292

Office of the Councilors

Phone: 780.496.8110

Fax: 780.496.8113

Email: councillors@edmonton.ca

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

SAGE Seniors' Safe House

provides temporary safe housing for men and women 60 years of age or older who are in need of safety from an abusive relationship.

If you suspect abuse or are experiencing abuse, call the intake line during the day at **780.702.1520** or the 24 Hour

Seniors' Abuse Helpline

at **780.454.8888**

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

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.

Citizen Action Centre

Citizen Action Centre staff have moved to 311.

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

Snow Angels Program

We live in a winter city and snow is no stranger to Edmontonians. When it snows, City crews clear our roadways and property owners clear their sidewalks – all in an effort to keep Edmonton moving.

But for some Edmontonians, particularly seniors, moving snow is an impossible task. They need your help – they need a snow angel.

Become an Angel

To be a Snow Angel, adopt a senior's sidewalk this winter and keep it clear. Watch for people in your neighbourhood that could use help removing snow from their sidewalks and driveways and ask if you can lend a hand.

You can also pick up some free sand to add traction to your neighbour's sidewalk from the boxes at any [Edmonton Community League](#) - remember to bring a container.

Why Be a Snow Angel? Save a life!

You can help reduce health and safety risks for seniors. Every winter, people are injured by slips and falls because of icy and snowy sidewalks.

Edmonton Emergency Medical Services often responds to an increased number of cardiac events on days with heavy snowfall - typically as a result of physical exertion. All emergency services, including paramedics, fire and police, can respond faster to emergencies where walkways are clear of snow and ice.

It's the law

According to Edmonton's Community Standards Bylaw, property owners are responsible for removing ice and snow from city sidewalks adjacent to their property within 48 hours of a snow fall.

Seniors Coordinator

Snow Angels Program

Community Services

City of Edmonton

P.O. Box 2359

Edmonton, AB T5J 2R7

Call the City of Edmonton at 311

Outside Edmonton: 780.442.5311

Fax: 780.577.3525

Email: seniors@edmonton.ca

Landlord and Tenant Advisory Board (City Of Edmonton)

8904 118 Ave T5B 0T6

Contact: Judy Downey

Phone: 780.496.5959

Fax: 780.496.5859

Website: www.edmonton.ca/ltab

The City of Edmonton Landlord and Tenant Advisory board (LTAB) provides advice, information, mediation and public education on landlord and tenant issues.

Telephone Advice Line 780.496.5959

Open:

Mon-Thur 8:30 am to 4:15 pm

Fri 8:30 am to 3:00 pm

Counter Advice (Walk-In)

No appointment required

Open: Mon-Thur 8:30 am to 4:30 pm

Fri 8:30 am to 3:00 pm

NATIONAL RESOURCES

Division of Aging and Seniors

Public Health Agency of Canada

Address Locator: 1908A1

Ottawa, Ontario K1A 0K9

Phone: 1.613.952.7606

Fax: 1.613.957.9938

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

Website: 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.

Donation Form

SAGE, is pleased to provide you with this useful publication, free of charge. A donation of \$5.00 or more to cover the cost of postage and printing would assist us to continue to make this publication available to seniors in Edmonton, at no cost.

Please send your donation to:

SAGE

15 Sir Winston Churchill Square NW
Edmonton AB T5J 2E5

Donations can also be charged to your Visa/Mastercard by calling 780.701.9025. Charitable donations receipts will be given for all donations of \$10.00 or more. Information for donations receipt:

Name: _____

Address: _____

Postal Code _____

Telephone: _____

SAGE thanks Alberta Seniors and Community Supports

SAGE's Housing Services, which includes Housing Information, Home Relocation, Home Services and Seniors' Safe House, are supported by Alberta Seniors and Community Supports

EDMONTON

Funding, Grant and Advice programs for Seniors Housing

Planning and Development Department
Housing Branch

Phone: 311
www.edmonton.ca

Edmonton Seniors Homeowner Grant Program

The *Edmonton Seniors Homeowner Grant Program* is available to lower income seniors who own their own homes within the City of Edmonton to help offset increases in municipal property taxes.

To qualify for the *Edmonton Seniors Homeowner Grant Program* you must own and reside in your own home within the City of Edmonton, be 65 years of age or older, and receive the Alberta Seniors Benefit as of May 1st each year.

No application is required. The program is administered in conjunction with the Government of Alberta who will mail a cheque by the end of each year to qualified households.

The cheque may also include a rebate from the Education Property Tax Assistance for Seniors Program if the education portion of your property taxes has increased since 2004. Please note if you moved or turned 65 since 2008 eligibility for a rebate will be based on the year in which this event occurred.

If you feel you are eligible for a rebate and have not received a cheque by the end of the year, or if you have any questions about the Education Property Tax Assistance for Seniors Program, call 780-427-7876 or visit www.seniors.gov.ab.ca

Residential Rehabilitation Assistance Program (RRAP)

RRAP is a federally funded program that assists low-income homeowners to complete major repairs or disabled modifications to their home.

Landlords may also qualify to complete repairs or modifications if the rent being charged is below the median market rent and the tenant is considered low-income according to the income thresholds determined annually by CMHC.

If you have questions or concerns regarding the Residential Rehabilitation Assistance Program (RRAP) contact the City of Edmonton's Housing Branch at 311 or visit www.edmonton.ca.

Landlord and Tenant Advisory Board

Phone: 780-496-5959

Nova Plaza, 8904 – 118 Avenue
Edmonton, AB T5B 0T6
www.edmonton.ca/ltab

The Landlord and Tenant Advisory Board (LTAB) is a City of Edmonton agency providing information, advice, mediation and public education on landlord and tenant issues.

Information Line — 780-496-5959

**Telephone Advice Line —
780-496-5959**

- Open:
Monday – Thursday
8:30 a.m. – 4:15 p.m.
- Friday
8:30 a.m. – 3:00 p.m.

Counter Advice (Walk-in)

- No appointment required
- Open:
Monday – Thursday
8:30 a.m. – 4:30 p.m.
- Friday
8:30 a.m. – 3:00 p.m.

Purchase materials

- at our office (debit card, Master Card, Visa or Amex).
NO CASH.
- by telephone with Master Card, Visa or Amex

**Information on Mediation
or Public Education Services
780-496-5959**

