

Chapter Contents

- Seniors' Services Organizations
- Advocacy Organizations
- Consumer Resources

SENIORS' SERVICES ORGANIZATIONS

Alberta Association on Gerontology

PO Box 47022, Edmonton Centre,
T5J 4N1

Contact: Vivien Lai, President

Email: info@albertaaging.ca

www.albertaaging.ca

- Mission: To enhance the lives of older adults in Alberta by supporting research, influencing policy and promoting the exchange of knowledge and best practice among the public, experts, service providers and government.
- Mandate: The AAG is a province-wide interdisciplinary organization that provides opportunities for knowledge exchange, creation and transfer related to evidence informed practice.

Alberta Seniors and Housing – Seniors Services

PO Box 3100, Station Main T5J 4W3

Phone: 780.644.9992 or

1.877.644.9992 (toll free)

www.seniors-housing.alberta.ca

- Provincial assistance programs for seniors include Alberta Seniors Benefit, Special Needs Assistance for Seniors, Dental and Optical Assistance for Seniors, Seniors Property Tax Deferral and the Seniors Home Adaptation and Repair Program.
- Seniors Programs and Services Information Guide:
www.seniors-housing.alberta.ca/documents/Seniors-ProgramsServicesGuide.pdf
- Forms and publications for seniors regarding various programs and services available.

Candora Society of Edmonton

270 Abbottsfield Mall,
3210 118 Ave. NW T5W 4W1

Contact: Valerie Cudmore

Phone: 780.474.5011

Email: info@candorasociety.com

www.candorasociety.com

Hours of Operation: Mon-Thurs 9am-4pm,
closed 12pm-1pm; Fri 9am-12pm

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

Connecting Edmonton Seniors

Phone: 780.423.5635

Email: info@connectingedmontonseniors.ca

www.connectingedmontonseniors.ca

- The Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) has created the Connecting Edmonton Seniors website to provide individuals, families, and organizations across Edmonton with information about social isolation and resources to help make and maintain social connections and support healthy aging.
- PEGASIS is supported in part by the New Horizons for Seniors Program of the Government of Canada.

Edmonton Seniors Coordinating Council (ESCC)

255, Bonnie Doon Shopping Centre

8330 82 Ave. NW T6C 4E3

Contact: Sheila Hallett, Executive Director

Phone: 780.423.5635

Email: sheila@seniorscouncil.net

www.seniorscouncil.net

- Works with seniors organizations and stakeholders to enhance programs and services for seniors by facilitating collaboration, joint planning and evaluation; coordinating projects; and producing resources
- Facilitates communication, resource-sharing, learning and networking in the seniors sector
- Raises awareness of key issues for seniors and seniors organizations

See also [VOLUNTEER RESOURCES](#) and [LEISURE & RECREATION – Recreation Resources “Recreation and Wellness Directory for Older Adults”](#) for additional information

Multicultural Women and Senior Services Association (MWSSA)

329 Woodvale Road W T6L 3Z7

Phone: 780.465.2992

Email: culture@mwssa.org

www.mwssa.org

Hours of operation:

Mon-Fri 9am-4:30pm

- For seniors: one on one support, Outreach services, referrals, Information, Translation, Art, Computer, English, Exercise classes, Crafts, Hobbies, Social gatherings. Drop-in welcome.
- For Women: As above & Citizenship & Sewing classes. Promoting home-based business.
- Prevention and responding to family violence: Support - Help victims to navigate the system (walk with client to services needed if required, legal aid, court, housing etc.) Information, education, awareness, workshops.

Sage Seniors Association

Phone: 780.423.5510

[See page 24 for further information](#)

Seniors Information Phone Line Dial 211

Simply call 2-1-1 to be connected to information and referrals for a variety of seniors resources.

211 Edmonton and Area, Community Information & Referral Canadian Mental Health Association - Edmonton Region

Phone: 211

www.ab.211.ca

Provides information and referrals to seniors living in Edmonton, Parkland County and Leduc County.

Outside of these areas call: 780.482.4636

TTY access 780.482.7273

Suicide Grief Support Services Canadian Mental Health Association - Edmonton Region

300-10010 105 St. NW T5J 1C4

Phone: 780.414.6300

Contact: Office Administrator

Email: main@cmha-edmonton.ab.ca

www.edmonton.cmha.ca

Office Hours:

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

See **HEALTH & WELLBEING – Counselling**

Suicide Bereavement Support Services

(See **ESTATE PLANNING – Bereavement Support**)

and **Suicide Caregiver Support Services**

(See **HEALTH & WELLBEING – Caregiver Support**)

SENIORS' SERVICES 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.

See also **VOLUNTEER RESOURCES**

Kerby Centre - Calgary

1133 7 Ave. SW **Calgary** AB T2P 1B2

Phone: 403.265.0661

Email: info@kerbycentre.com

www.kerbycentre.com

Hours of Operation:

Mon-Fri 8am-4:30pm

- A full-service centre for older adults

(55+) in downtown Calgary, which offers information, recreation, and assistance programs.

- 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

10-215 Carnegie Drive

St. Albert AB T8N 5B1

Phone: 780.459.6666

Email: answers@stalbertcivc.com

www.stalbertcivc.com

- Community information and referrals for health, social, recreational, community and municipal government services; cultivated lists about housing & services
- Follow-up to ensure referrals are addressing client needs.
- Income tax clinics available throughout the year.
- Volunteer services include recruitment and referral assistance and educational opportunities for not-for-profit organizations.

See **VOLUNTEER RESOURCES** for complete listing.

Stony Plain Family & Community Support Services & Volunteer Centre

Forest Green Plaza, 107-4613 52 Ave

Stony Plain AB

Phone: 780.963.8583

Email: pfcss@stonyplain.com

www.stonyplain.com/fcss

- The mandate of FCSS is to provide locally-driven, preventative, social initiatives to enhance the wellbeing

of individuals, families and the community.

- Community information and referrals for health, social, recreational, community and municipal government services.

See also [ESTATE PLANNING – Bereavement Support](#), [HELP AT HOME – Home Services](#), [VOLUNTEER RESOURCES](#)

Strathcona County Seniors Information Line

Contact: Caron Stoltz

Phone: 780.464.4265

Email: info@ivcstrathcona.org

www.ivcstrathcona.org

Hours of Operation:

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

- Provides information on or referrals to services for seniors in the areas of clubs, housing, education, health & home care, federal/provincial programs, etc.
- We are now a depot for Meals on Wheels – Chef's Choice frozen meals. Meals can be ordered by phone or drop in for a good selection of frozen meals.

See also [listing for Information and Volunteer Centre for Strathcona County](#)

Sturgeon Community Resource Network

5015 50 St. Box 1457, **Gibbons** AB T0A 1N0

Phone: 780.923.2374

Email: office@SCRNetwork.ca

www.SCRNetwork.ca

Hours: Sept–June: Mon–Fri 10am–2pm;

July & Aug: Wed–Fri 10am–2pm

- Provides community information and referrals to individuals, agencies and groups in Bon Accord, Gibbons, Legal, Morinville, Redwater, the Edmonton Garrison and Sturgeon Region. If you are not sure where to turn, call

us! We are happy to help.

- Visit our volunteer run Community Closet for FREE clothing during our regular business hours.

ADVOCACY ORGANIZATIONS

Office of the Alberta Health Advocates

9th Floor, 106th Street Tower

10055 106 St. NW T5J 2Y2

Phone: 780.422.1812

To call toll-free outside of Edmonton, dial 310.0000 and then 780.422.1812

Email: info@albertahealthadvocates.ca

www.albertahealthadvocates.ca

Health Advocate:

- Listens to the concerns of Albertans and supports them in finding ways to resolve them.
- Provides education about the Alberta Health Charter.
- Refers Albertans to the appropriate complaints resolution process.
- Reviews or investigates complaints under the *Alberta Health Act*.
- Provides information about health care services and programs.
- Reports to the Minister of Health.

Mental Health Patient Advocate:

- Provides assistance to people who are or have been detained in hospital under admission or renewal certificates and people under community treatment orders (CTO), and those acting on their behalf, to understand and exercise patient rights under the *Mental Health Act*.
- May investigate complaints or refer the complainant to the appropriate complaints resolution process.
- Reports to the Minister of Health.

Office of the Seniors Advocate

6th floor, 9920 108 St. T5K 2M4

Toll Free Phone: 1.844.644.0682

Edmonton Phone: 780.644.0682

Speak to us in your preferred language.

Contact us to arrange free language interpretation services.

TDD/TTY toll free: 1.844.392.9025

Email: seniors.advocate@gov.ab.ca

www.seniorsadvocateab.ca

The Office of the Seniors Advocate supports seniors and their families throughout Alberta. The office:

- Provides information, links to government and/or community resources and gathers feedback from Albertans about the issues they are seeing.
- Actively seeks feedback by engaging with seniors and seniors organizations.
- Analyzes information and feedback to identify trends and gaps.
- Provides advice and makes recommendations to the Government of Alberta to improve seniors programs and services.

Alberta Ombudsman

700-9925 109 St. NW T5K 2J8

Edmonton Phone: 780.427.2756

Calgary Phone: 403.297.6185

Email: info@ombudsman.ab.ca

www.ombudsman.ab.ca

Your Voice of Fairness

- The Ombudsman is authorized by the Ombudsman Act to investigate complaints about the administrative fairness of Alberta Government departments, agencies, boards, commissions, designated professional organizations and the Patient Concerns Resolution Process of Alberta Health Services.
- If you feel you have been treated unfairly, contact us. Visit our website for online complaint form.

Alberta Union of Provincial Employees

10451 170 St. NW T5P 4S7

Phone: 1.800.232.7284

Email: info@aupe.org

www.aupe.org

Hours of Operation:

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

- Alberta's largest union
- We represent thousands of seniors-care workers across the province
- Our members advocate for quality care



Thousands of AUPE members provide quality care in hospitals and senior's homes across the province, working hard to provide Alberta's elderly with a safe and comfortable environment. Alberta's seniors built this province. They deserve the best care we have to offer.

THIS IS AUPE
YOUR WORKING PEOPLE



www.aupe.org • facebook.com/yourAUPE • [@_AUPE_](https://twitter.com/_AUPE_)

S.A.L.T.**Seniors Action and Liaison Team**

Phone: 780.417.1705

Email: jwodak@techwcs.com

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.

Seniors United Now (SUN)

The Voice of Seniors in Alberta

15-2016 Sherwood Drive,

Sherwood Park, AB T8A 3X3

Phone: 780.449.1816

Toll Free: 1.855.786.8669

Email: unitenow@telus.net

www.seniorsunitednow.com

- SUN is a non-profit, non-partisan organization; our MISSION is to represent every senior in Alberta as the leading advocate and resource on issues affecting their quality of life. Using our experience we seek to develop the most creative, innovative and financially responsible solutions.

CONSUMER RESOURCES**Alberta Consumers' Association
(Consumers' Association of
Canada, Alberta)**

Mailing address:

P.O. Box 11171, Edmonton AB T5J 3K4

Phone: 780.426.3270

Email: contact@albertaconsomers.org

www.albertaconsomers.org

Hours: Wed and Fri 9:30am-4:30pm

- An independent, non-profit, volunteer based organization that 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.

**THE VOICE OF SENIORS
IN ALBERTA**

Seniors' Advocate for: financial concerns, income thresholds,
home care, continuing care, long term care, subsidized housing,
public pensions, property tax deferment

ATTEND A MEETING - EVERYONE WELCOME!
www.seniorsunitednow.com

15, 2016 Sherwood Drive
Sherwood Park
Alberta T8A 3X3



780-449-1816
Toll Free: 1-855-786-8669
Email: unitenow@telus.net

Assisted Waste Collection Program

Phone: 780.496.5698

Email: wasteman@edmonton.ca

www.edmonton.ca/assistedwaste

- The City's Waste Management Services offers an assisted waste collection service for customers who have difficulty getting their recycling or garbage to the curb or lane. Collectors pick up garbage and recycling from outside the front or back door of the home.
- There is no additional fee for this service.

ATCO Blue Flame Kitchen

10035 105 St. NW T5J 2V6

Phone: 780.420.1010

Toll Free: 1.877.420.9090

Email: bfkanswerline@atco.com

www.atcoblueflamekitchen.com

Telephone Hours: Mon-Fri 9am-4pm

- Provides reliable, up-to-date answers to everyday household questions.
- Offers information on recipes, cooking, clothing care, and stain removal.
- Recipes available online, by email, or phone.

Better Business Bureau

16102 100 Ave. NW T5P 0L3

Phone: 780.482.2341

Email: info@edmonton.bbb.org

www.bbb.org/edmonton

- Business Reviews on businesses in Central and Northern Alberta
- Consumer education and advice
- Dispute resolution between consumers and businesses

City of Edmonton

City Hall

1 Sir Winston Churchill Square NW T5J 2R7

Email: City.Hall@edmonton.ca

www.edmonton.ca/cityhall

Citizen and New Arrival Information Centre

City Hall, Main Floor

Phone: 311

Email: City.Hall@edmonton.ca

www.edmonton.ca

Edmonton Service Centre

2nd Floor, Edmonton Tower,

10111 104 Ave NW T5J 0J4

Phone: 311

Email: 311@edmonton.ca

edmonton.ca/edmontonservicecentre

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

Closed weekends and statutory holidays.

Services available:

- ETS Customer Service & Lost and Found (Passes, Tickets and Route Information)
- Permits and Licensing
- Bylaw Ticket Payments
- Assessment and Taxation
- Leisure Access Program Applications (Recreation Facilities)
- Drainage Planning

Edmonton Tower is a fully accessible building near major transit routes and has several nearby ePark parking zones located and around the building.

Office of the Mayor

Phone: 780.496.8100

www.edmonton.ca/mayor

Office of the Councillors

Phone: 780.496.8110

Email: councillors@edmonton.ca

www.edmonton.ca/council

- The telephone numbers for individual Councillors are listed on the first page of

the “Blue Pages” of your yellow pages telephone book and on the website.

Seniors Team

Phone: 311

Email: seniors@edmonton.ca

www.edmonton.ca/seniors

- Provide strategic leadership and coordination related to age-friendly services for seniors in Edmonton
- Provide information on municipal services available for seniors residing in Edmonton.

Newcomer's Guide to Edmonton

www.edmonton.ca/programs_services/for_new_residents/newcomers-guide.aspx

- The City of Edmonton's Multicultural Relations team is pleased to advise that a new English version of the Newcomer's Guide to Edmonton is now available as a hard copy and as a downloadable .pdf at the website above.
- Translations are available in Amharic, Arabic, Chinese (Mandarin), French, Punjabi and Somali.

311

www.edmonton.ca

Citizens can call 311, 24-hours a day, every day of the year for access to City of Edmonton municipal 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 license. 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 its own specific "city limits" which may vary from one provider to the next.

Citizen and New Arrival Information Centre in City Hall

Email: 311@edmonton.ca
Citizen and New Arrival Information Centre staff have moved to 311.

Congratulatory Messages - Federal - Governor General & The Queen

Phone: 1.613.993.8164

Messages from the Governor General

(backdated up to 12 months past the date of celebration)

- Age 90 and every 5 years thereafter
- 50th wedding anniversary and every 5 years thereafter

Messages from The Queen

(backdated up to 6 months past the date of celebration)

- Age 100 and every year thereafter (proof of birth required)
- 60th wedding anniversary and every 5 years thereafter
- 70th wedding anniversary and every year thereafter (proof of marriage required)

Congratulatory Messages - Federal - Prime Minister & MPs

For a message from the Prime Minister or MPs, phone the celebrant's Member of Parliament at least 6 weeks in advance. Requests for messages should not exceed

six months past the date of celebration.

- MPs send messages at age 65 and on the 25th wedding anniversary and every 5 years after. At age 100 and every year older, birthday wishes may be requested annually if desired. Visit www.parl.gc.ca to find contact information for the celebrant's MP's constituency office.
- Prime Minister - at age 65 and older and on the 25th wedding anniversary and every 5 years after. At age 100 and every year older, birthday wishes may be requested annually if desired. Phone 1.613.941.6880
Email: pm@pm.gc.ca

Congratulatory Messages - Provincial

Phone: 780.422.4984

Email: premier@gov.ab.ca

<http://alberta.ca/premier scrolls.cfm>

- The Premier and MLAs provide Birthday and wedding anniversary greetings at any year.
- The Lieutenant Governor will send greetings at age 75, 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.

CRTC's National Do Not Call List

To register, phone: 1.866.580.3625 (DNCL)

For complaints, phone: 1.877.249.2782

www.lnnte-dncl.gc.ca

Elections Canada

General Inquiries: 1.800.463.6868

TTY: 1.800.361.8935

Email: info@elections.ca

www.elections.ca

Hours of Operation: Mon-Fri 9am-5pm EST

- For more information about the Canadian federal electoral system, visit our website or call us toll-free in Canada and the United States.

Find Furniture

5120 122 St.

Phone: 780.988.1717

Email: find@homewardtrust.ca

www.findedmonton.com

- Gently used furniture for sale to the public
- Furniture donations accepted
- Provides free essential furnishing for people transitioning out of homelessness through Housing First Programs

See [HELP AT HOME-Donating Your Household Items for additional information.](#)

Government of Alberta General Information Number

Call toll-free. Dial 310-0000.

To connect toll-free in Alberta to any Alberta government office, dial 310.0000 followed by the area code and phone number of the office you wish to reach, or stay on the line to be directed to the department you wish to speak to. Outside Alberta, call long distance 780.427.2711.

Deaf/hearing impaired callers with a TDD/TTY, call 780.427.9999 in Edmonton or 1.800.232.7215 throughout Alberta.

Insurance Bureau of Canada

Contact: Consumer Information Office

Phone: 1.844.227.5422

Email: consumerinquiriesedmonton@ibc.ca

www.ibc.ca

Hours of Operation: 8am-4pm

Questions on:

- House/condo/apartment insurance
- Auto insurance
- Business insurance
- Claims and claims process

Office of the Utilities Consumer Advocate

5th Floor, John E. Brownlee Building,
10365 97 St. T5J 3W7

Phone: 310.4UCA (4822)

Email: ucahelps@gov.ab.ca

www.ucahelps.alberta.ca

You should contact the Utilities Consumer Advocate for:

- Unbiased information and advice about the electricity and natural gas options available to you
- Help understanding your utility bill
- Assistance in resolving issues with your utility company if you have already tried working with them directly

OmbudService for Life & Health Insurance (OLHI)

Toll Free: 1.888.295.8112

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.

Public Health Agency of Canada- Division of Aging, Seniors and Dementia

Toll-Free Phone: 1 866.225.0709

TTY: 1.800.267.1245

www.publichealth.gc.ca/seniors

- The federal government lead on public health issues related to aging, seniors and dementia.
- A focal point for information on healthy aging, age-friendly communities, elder abuse, injury and falls prevention, seniors' mental health and dementia.
- Contact us to order one of our publications on aging and seniors or to obtain information on Government of Canada programs and services for Seniors.

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

Facebook: Consumer Protection Alberta

- 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 Contact Centre

Edmonton: 780.427.4088

Toll Free: 1.877.427.4088

www.servicealberta.ca/Consumer_Info.cfm

See also HOUSING – Housing Resources & Helplines for additional info on Consumer Contact Centre

Service Canada

CALL 1 800 O CANADA (1.800.622.6232)

TTY: 1.800.926.9105

www.servicecanada.gc.ca

Link to Services for Seniors at:

www.servicecanada.gc.ca/seniors

VISIT a Service Canada Centre - locations, addresses and hours of operation are available on our website

- Service Canada provides Canadians with a single point of access to a wide range of government services and benefits. Click, call, or visit to discover the programs and services available to you.