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SENIORS' SERVICES ORGANIZATIONS

Alberta Association on Gerontology (AAG)

PO Box 47022, Edmonton Centre, T5J 4N1

Email: info@albertaaging.ca

www.albertaaging.ca

Mission Statement:

In the spirit of collaboration and open communications, AAG enhances the quality of life of older adults who are engaged, empowered and enabled, living in inclusive communities with social connections through supporting research, influencing innovative policy and stimulating and promoting the exchange of knowledge and best practice among the public, experts, service providers and government.

Mandate:

AAG is a province-wide interdisciplinary organization that facilitates:

- Knowledge transfer related to evidence-informed practice in gerontology.
- Knowledge creation including student scholarships and support for research.
- Professional networking and shared interest in older adults and gerontological issues.
- Opportunities and inspiration for

forward thinking and innovation in policies improving the quality of life and quality of services for older adults.

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.alberta.ca/seniors-and-housing

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 is available on website.
- Forms and publications for seniors regarding various programs and services are available.

Candora Society of Edmonton

262 Riverview Crossing Mall

3210 - 118 Ave. NW T5W 4W1

Phone: 780.474.5011

Email: info@candorasociety.com

www.candora.ca

Hours of Operation: Mon-Thurs 9am-4pm, 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 was 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

- Disseminates meaningful and timely information to older adults and the organizations providing services to them.
- Plays a leadership role to develop shared aspiration and planning for collaborative action to benefit older adults.
- Builds linkages and facilitates collaborative action across organizations and systems that offer benefit to older adults.

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



EDMONTON
SENIORS
COORDINATING
COUNCIL



Hey Edmonton Seniors!

Get the news you need at
www.seniorscouncil.net

Find activities in the **Recreation and Wellness Directory for Older Adults**

Stay up-to-date on **COVID-19**

Subscribe to the Link Letter email newsletter and get news updates straight to your inbox



Call 780-423-5635 to learn more

Elders & Angels

Website: www.eldersandangels.org

Phone: 780-999-8958

Email: eldersandangelsyeg@gmail.com

Elders and Angels is a not-for-profit agency providing innovative services to:

- Enhance the quality of life of seniors
 - Elders and Angels is committed to bringing cheer to isolated seniors on their birthday and at Christmas and to providing them with useful basic items that they may not be able to provide for themselves.
- Strengthen seniors' independence - Staying safe is one of the most essential parts of ensuring a senior can live independently. Elders and Angels will provide free home services (snow removal, yard maintenance, minor home repair) to seniors in need.
- Support community inclusion and engagement. Stay Connected, Not Isolated! Being active in the community is an integral part of ensuring seniors live a happy and fulfilling life. Elders and Angels offer various programs to encourage all seniors stay connected with their social networks and make new friends.

Sage Seniors Association

Phone: 780.423.5510

See page 18 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.

Live, online chat available 8:00am-8:00pm daily at www.ab.211.ca

Text support available by texting 211 8:00am-8:00pm daily

Outside of these areas call: 780.482.4636

TTY access 780.482.7273

The Shaama Centre For Seniors and Women

329 Woodvale Road W. T6L3Z7

Phone: 780-465-2992

Fax: 780-756-1108

Email: light@shaama.ca

www.shaama.ca

Hours of Operation: Mon-Fri 9:00am 4:30pm

- For seniors: One-on-one support, outreach, referrals, help with filling government forms, information, translation, English, art, computer, exercise classes, crafts classes, workshops and much more.
- For women: As above, sewing classes, resumes and job search.
- Promoting small home-based business and volunteer opportunities.
- Prevention and responding to domestic violence: outreach services, one-on-one support, help with navigating the system, referrals, translation, counselling and other support services. Information, education, awareness workshops.

Suicide Grief Support Services

Canadian Mental Health Association - Edmonton Region

300-10010 105 St. NW T5J 1C4

Phone: 780.414.6300

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**

Suicide Caregiver Support Services

See **HEALTH & WELLBEING – Caregiver
Support**

SENIORS' SERVICES ORGANIZATIONS - OUTSIDE EDMONTON

Gibbons Family Resource Centre

5016-50 St. Box 1457, **Gibbons** AB T0A 1N0

Phone: 780.923.2374

Email: LSchmidt@gibbons.ca

www.gibbons.ca

Hours: Mon-Fri 9am-3pm

Services provided at the Gibbons Family
Resource Centre:

- Gibbons Family and Community Support Services (FCSS)
- Sturgeon Adult Learning
- Community Closet – FREE clothing
- Bon Accord and Gibbons Food Bank
- WECAN Food Baskets
- Meals on Wheels and Chef's Choice
- Sturgeon Victim Services

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

Kerby Centre - Calgary

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

Phone: 403.265.0661

Email: generaloffice@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 resources, housing referrals, foot care, adult day program, grocery delivery, a shelter for abused seniors, special events, and active living courses both in-person and online.

SOS (Service Options for Seniors)

Camrose Program

5014B 48th St. **Camrose** AB T4V 1M1

Phone: 780.672.4131

Email: soscamrose@gmail.com

www.soscamrose.net

Hours of Operation: Mon-Thurs 8:30am-3:00pm

- Our mission is to inform, empower and connect seniors to new and evolving programs, services and resources at the federal, provincial and local level.
- We advocate for our clients at all levels of government for services such as housing, seniors benefits and rural transportation. We also provide an outreach service along the Highway 13 east corridor as far as Hardisty to support rural seniors.

Stony Plain Family & Community Support Services (FCSS) & Volunteer Centre

Forest Green Plaza, 107-4613 52 Ave.

Stony Plain AB

Phone: 780.963.8583

Email: pfcss@stonyplain.com

www.stonyplainfcss.com

- The mandate of FCSS is to provide locally-driven, preventive, 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](#)

ADVOCACY ORGANIZATIONS

Alberta Ombudsman

9925 – 109 St. NW, Suite 700 AB T5K 2J8

Toll free: 1.888.455.2756

Edmonton: 780.427.2756

Calgary: 403.297.6185

Email: info@ombudsman.ab.ca

Website: www.ombudsman.ab.ca

The Alberta Ombudsman works to protect Albertans by responding to complaints of unfair treatment by provincial government authorities, municipalities, the Patient Concerns Resolution Process of Alberta Health Services, health professions and other designated professional organizations. Under the Ombudsman Act, the Ombudsman conducts independent investigations, promotes standards of fairness and when necessary, makes recommendations to improve

administrative processes.

The Ombudsman:

- is independent from the government
- is impartial
- focuses on administrative fairness
- is approachable and responsive
- provides services free of charge

If you have questions about the Ombudsman or wish to file a complaint with us, please get in touch. We are here to help.

Alberta Union of Provincial Employees (AUPE)

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.

Office of the Alberta Health Advocates

9th Floor, 106th Street Tower

10055 106 St. NW T5J 2Y2

Phone: 780.422.1812

Toll-Free: 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.

S.A.L.T.

Seniors Action and Liaison Team

Phone: 780.417.1705

Email: jwodak@techwcs.com

www.saltalberta.ca

- SALT is a group of Edmonton seniors concerned with, and advocating for, 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.
- SALT advocates on policy issues rather than on behalf of individuals.

Seniors United Now (SUN)

The Voice of Seniors in Alberta
Unit 37 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.

**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

37, 2016 Sherwood Drive Sherwood Park Alberta T8A 3X3		780-449-1816 Toll Free: 1-855-786-8669 Email: unitenow@telus.net
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**LEAVE A
LEGACY**



For information on how your
PLANNED GIVING can help us
inspire and support seniors to be
the best they can be, please
contact Sage at **780.423.5510** or
visit www.mysage.ca

CONSUMER RESOURCES

Alberta Consumers' Association

Mailing address:

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

Phone: 780.426.3270

Email: contact@albertaconsomers.org

www.albertaconsomers.org

Hours of Operation: Wed-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.

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

Email: bfkanswerline@atco.com

www.atcoblueflamekitchen.com

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

Better Business Bureau (BBB)

16102 100 Ave. NW AB T5P 0L3

Phone: 780.482.2341

Email: info@edmonton.bbb.org

www.bbb.org/edmonton

- Business profiles which include BBB Rating, reviews and complaints, contact information, products and services.
- Consumer education and advice.
- Dispute resolution services 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

www.edmonton.ca/

edmontonservicecentre

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

Closed 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)
- Edmonton Tower is a fully accessible building near major transit routes and has several nearby ePark parking zones located 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 website.

Senior Services

Phone: 311

Email: seniors@edmonton.ca

www.edmonton.ca/seniors

- The city provides strategic leadership and coordination related to age-friendly services for seniors in Edmonton.
- Information on senior programs and services can be found on the website.
- Municipal services available for seniors residing in Edmonton can be found in the guide.

Newcomer's Guide to Edmonton

Phone: 311

www.edmonton.ca/programs_services

- The City of Edmonton's Multicultural Relations team provides a new English version of the Newcomer's Guide to Edmonton on the website above.
- Translations are available in Amharic, Arabic, Chinese (Mandarin), French, Punjabi and Somali on the website.

311

TTY: 780.944.5555

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. If you require fire, ambulance, police emergency assistance you must call 911 for emergency assistance.

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.

Website self-service is also available for many 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.

Services not included in 311

- DATS registrants 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 the caller 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 Edmonton

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

Congratulatory Messages - Federal - Governor General & The Queen

Phone: 1.613.993.8164

Online submissions: <https://www.gg.ca/en/contact-us/birthday-anniversary-greetings>

The Governor General

(backdated up to 12 months)

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

The Queen

(backdated up to 6 months)

- Age 100 and every year thereafter
- 60th wedding anniversary and every 5 years thereafter
- 70th wedding anniversary and every year thereafter

Messages will be mailed one month prior to the required date.

Congratulatory Messages - Federal - Prime Minister & MPs

Phone: 1.613.941.6880

Email: pm@pm.gc.ca

For a message from the Prime Minister or an MP, 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.

Congratulatory Messages - Provincial - Premier, MLAs, Lieutenant Governor

Phone: 780.427.2251.

Email: premier@gov.ab.ca

www.alberta.ca/premier-request-scroll

- The Premier and MLAs provide birthday (65+) and wedding anniversary (25+) 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

Phone: 1.866.580.3625 (DNCL) to register.

Phone: 1.877.249.2782 for complaints.

www.lnnte-dncl.gc.ca

Elections Canada

Toll-Free: 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. NW

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

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.

TDD/TTY: call 780.427.9999 in Edmonton or 1.800.232.7215 throughout Alberta.

Insurance Bureau of Canada

Consumer Information Office

Phone: 1.844.227.5422

Email: askibcwest@ibc.ca

www.ibc.ca

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

Provides information about:

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

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.

See also [ESTATE PLANNING – What To Do When Someone Dies](#)

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

Toll-Free: 1.844.280.5020

www.canada.ca/en/publichealth

www.canada.ca/dementia

- 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, and dementia.

Service Alberta

Consumer Services

Phone: 780.427.4088

Toll-Free: 1.877.427.4088 (outside Edmonton)

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.

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

Toll-Free: 1 800 O CANADA (1.800.622.6232)

TTY: 1.800.926.9105

www.servicecanada.gc.ca

www.servicecanada.gc.ca/seniors

services for seniors

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

See also [ESTATE PLANNING – What To Do When Someone Dies](#)

Utilities Consumer Advocate

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

Phone: 310.4UCA (4822)

Email: ucahelps@gov.ab.ca

www.ucahelps.alberta.ca

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.

Thank You

Sage would like to thank the businesses and organizations that advertise in the Directory of Senior Services.

Your support for this important community resource is very much appreciated.

Want to advertise in the 2021/2022 Directory of Senior Services?

Please contact:
info@MySage.ca.

sage
Sage Seniors Association



Seniors Information Phone Line



There are agencies to help seniors with:

- in-home supports;
- income assistance (CPP, GIS, AB Seniors Benefit, etc.);
- housing options;
- tax preparation;
- meals on wheels, and more.



Dial **2-1-1+press2** or visit ab.211.ca

Free / Confidential / 24/7 / Live answer