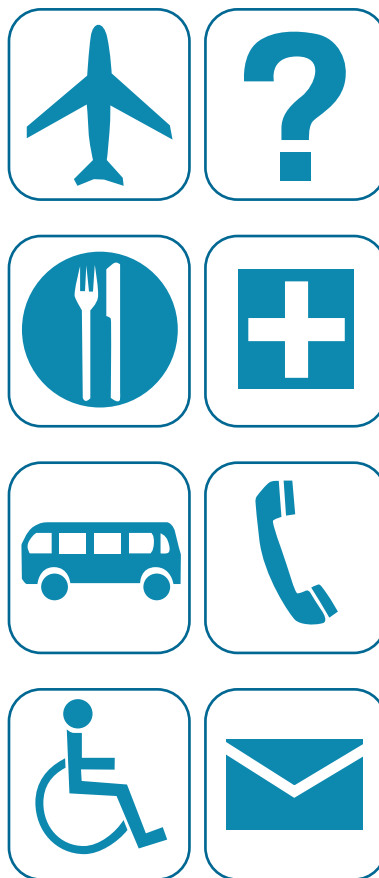


# Seniors' Information Handbook

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# Message from the Minister

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As Minister Responsible for Seniors, I am happy to bring you this Seniors' Handbook.

The first edition of the handbook was published in 2001 and offered an easy source of information about programs and services available to NWT seniors and their caregivers. This updated version includes information about health, finance, consumer issues, housing, transportation and recreation services.

The handbook was created in partnership with the NWT Seniors' Society, the Housing Corporation, and the GNWT Departments of Education, Culture and Employment; Health and Social Services; Municipal and Community Affairs; and Transportation. It fulfills our commitment to provide regular updates to the handbook, and I hope you will find it a useful resource. If you need more copies, please contact the Department of Health and Social Services' communications unit at 920-8927.

A handwritten signature in black ink that reads "J. Michael Miltenberger". The signature is written in a cursive style.

J. Michael Miltenberger

Minister Responsible for Seniors



# Contents

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- Introduction** .....1
- How to Use this Guide** .....1
- Pensions and Other income Programs** .....2
  - Old Age Security .....2
  - Old Age Security – Guaranteed Income Supplement .....2
  - Old Age Security – Allowance .....3
  - Old Age Security – Allowance for the Survivor .....3
  - Canada Pension Plan (CPP) – Retirement Pension .....4
  - Canada Pension Plan (CPP) – Disability Benefit .....4
  - Canada Pension Plan (CPP) – Survivor Benefits .....5
  - Veterans' Programs .....6
  - Veterans' Funerals, Burials and Grave Markers .....7
  - Income Support .....7
  - Personal Allowance – Elderly and Disabled Program .....8
- Housing** .....9
  - Senior Citizens Home Repair .....9
  - Home Adaptations for Seniors .....10
  - Seniors' and/or Disabled Preventative  
Maintenance Initiative .....11
  - Residential Rehabilitation Assistance Program  
for Persons with Disabilities .....11
  - Elder on the Land Initiative .....12
  - Senior Home Heating Subsidy .....13
  - Senior Citizens' and Disabled Persons'  
Property Tax Relief .....15

# Contents

---

- Long-term Care Facilities .....16**
  - Aklavik .....16
  - Fort Simpson .....16
  - Fort Smith .....17
  - Hay River .....17
  - Inuvik .....18
  - Rae-Edzo .....19
  - Yellowknife .....19
  
- Medical Boarding Homes .....20**
  
- Health Programs .....21**
  - Extended Health Benefits – Seniors Program .....21
  - Non-Insured Health Benefits .....22
  - Home Care Program .....23
  - Rehabilitation Services .....24
  
- Community Health Services .....25**
  - Alcohol and Drug Programs .....25
  - Canadian Diabetes Association .....26
  - Canadian Mental Health Association/NWT Division .....27
  - Canadian National Institute for the Blind .....27
  - New Horizons Centre .....28
  - Family Counselling Division .....28
  - NWT Council of Persons with Disabilities .....29
  - Fort Smith Council for Disabled Persons .....29
  
- Help Lines .....30**
  - Help Line and AIDS/HIV Information Line .....30
  - Crisis Telephone Line .....30
  - Tele-Care NWT .....30

# Contents

---

- Legal Help .....31**
  - Beaufort Delta Legal Services Clinic .....31
  - Law Line – Legal Services Board .....31
  - Legal Court Services .....32
  
- Crime .....33**
  - RCMP .....33
  - PhoneBusters .....34
  - Crime Stoppers .....35
  
- Human Rights .....36**
  - NWT Human Rights Commission .....36
  - Protection Against Age Discrimination .....36
  - Public Guardian Office .....37
  - Public Trustee .....37
  
- Education .....39**
  - Aurora College .....39
  
- Travel And Recreation .....40**
  - Routes to Learning Canada .....40
  - Elderhostel .....40
  - Entry Fees Discount – National Parks  
and National Historic Sites .....41
  
- Harvesting .....42**
  - Sport Fishing Licence .....42
  - Hunting and Trapping .....42
  
- Firearms Licence and Registration .....43**
  
- Safety .....44**

# Contents

---

- Emergency Food and Shelter .....45**
  - Centre for Northern Families .....45
  - Family Support Centre, Hay River .....45
  - Inuvik Transition House .....46
  - Salvation Army NWT Resource Centre .....46
  - Sutherland House, Fort Smith .....47
  - The Extended Hand .....48
  - Yellowknife Food Bank .....48
  - Alison McAteer House and  
YWCA Family Violence Program .....49
  - Tuk Women and Children's Shelter .....49
  
- Victim Services .....50**
  - Victim/Witness Assistance Program .....50
  
- NWT Seniors' Societies .....52**
  - NWT Seniors' Society .....52
  - Yellowknife Association of  
Concerned Citizens for Seniors .....53
  - Yellowknife Seniors' Society .....53
  
- Other Services .....54**
  - Accessible Parking Placard Permit .....54
  - NWT Highway and Ferry Information .....54
  - NWT Library Services .....54
  - NWT Funeral Service .....55
  - Senior Citizens Motor Vehicle Services Discount .....55
  - Seniors' Policies and Program Database .....55

# Contents

---

- Telephone Directory of Services .....56**
  - Aklavik .....56
  - Colville Lake .....56
  - Deline .....56
  - Fort Good Hope .....57
  - Fort Liard .....57
  - Fort McPherson .....57
  - Fort Providence .....58
  - Fort Resolution .....58
  - Fort Simpson .....58
  - Fort Smith .....59
  - Hay River .....59
  - Holman .....60
  - Inuvik .....60
  - Jean Marie River .....60
  - Kakisa Lake .....60
  - Lutselk'e .....61
  - Nahanni Butte .....61
  - Norman Wells .....61
  - Paulatuk .....61
  - Rae-Edzo .....62
  - Rae Lakes .....62
  - Sachs Harbour .....62
  - Trout Lake .....63
  - Tsiigehtchic .....63
  - Tuktoyaktuk .....63
  - Tulita .....63
  - Wekweti .....34
  - Wha Ti .....34
  - Wrigley .....34
  - Yellowknife .....65
  
- NWT Health and Social Services Authorities .....66**
  
- Index .....68**



# Introduction

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This guide is for NWT seniors and people in their community who help and support them. There are lots of programs and organizations that can help seniors in the NWT. The programs can help with things like pensions, health, and housing. Some of the programs give seniors money. Other programs and organizations help seniors through services like home care.

## How To Use This Guide

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The programs and services in this guide are listed under broad headings. The headings are listed in the table of contents. An alphabetical listing of the programs and services is listed in the index.

The guide is organized this way to help you easily find the information you want.

For each program there is information about:

- what the program does
- who can apply
- how to apply
- contact information
- for some contact information listings TDD/TTY (Telecommunications Device for Hearing Impaired Persons) is available.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Old Age Security

The Old Age Security pension is a monthly payment available to most Canadians aged 65 or older. You must apply to receive benefits. If you meet the eligibility requirements explained, you may be entitled to receive the Old Age Security pension even if you are still working or have never worked. You should apply for the Old Age Security pension six months before you turn 65.

### For more information, please contact:

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 *(for people with trouble hearing)*  
Fax: . . . . . (780) 495-2263

## Old Age Security – Guaranteed Income Supplement

The Guaranteed Income Supplement provides additional money, on top of the Old Age Security pension, to low-income seniors living in Canada. To be eligible for the GIS benefit, you must be receiving the Old Age Security pension and meet the income requirements. The Guaranteed Income Supplement is based on your annual income, or the combined annual income of you and your spouse or common-law partner. Since your annual income can change from year to year, you must renew your GIS each year.

### For more information, please contact:

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 *(for people with trouble hearing)*

# Pensions and Other Income Programs

---

*This section has information about programs that provide income for seniors.*

## **Old Age Security – Allowance**

The Allowance provides money for low-income seniors who meet the following conditions:

- your spouse or common-law partner (same sex or opposite sex) receives or is entitled to receive the Old Age Security pension and the Guaranteed Income Supplement;
- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here; and
- you have lived in Canada since age 18 for at least 10 years.

**For more information, please contact:**

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 *(for people with trouble hearing)*

## **Old Age Security – Allowance for the Survivor**

The Allowance for the survivor provides money for low-income seniors who meet the requirements below:

- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here;
- your spouse or common-law partner has died; and
- you have lived in Canada after reaching age 18 for at least 10 years.

**For more information please contact:**

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 *(for people with trouble hearing)*  
Fax: . . . . . (780) 495-2263

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Canada Pension Plan (CPP) – Retirement Pension

A CPP retirement pension is:

- A monthly benefit paid to people who are at least 60 years of age and who have contributed to the Canada Pension Plan.

### To apply:

Your retirement pension does not start automatically. You must apply for it (unless you already receive a CPP disability benefit and turn 65, at which point your disability benefit automatically changes to a retirement pension). It is best to apply at least six months before you want your pension to begin.

### For more information, please contact:

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 (for people with trouble hearing)  
Fax: . . . . . (780) 495-2263

## Canada Pension Plan (CPP) – Disability Benefit

The Canada Pension Plan (CPP) disability benefit is available to people who have made enough contributions to the CPP, and whose disability prevents them from working at any job on a regular basis. The disability must be long lasting or likely to result in death. People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit.

You must apply for a disability benefit in writing. There are also benefits available to the children of a person who receives a CPP disability benefit.

### For more information please contact:

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 (for people with trouble hearing)  
Fax: . . . . . (780) 495-2263

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Canada Pension Plan (CPP) – Survivor Benefits

Canada Pension Plan survivor benefits are paid to a deceased contributor's estate, surviving spouse or common-law partner and dependent children. There are three types of benefits:

- The Canada Pension Plan death benefit is a one-time, lump-sum payment made to the deceased contributor's estate. If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order.
- The Canada Pension Plan survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor. If you are a separated legal spouse and you are not living with a common-law partner, you may qualify for this benefit. If your deceased same-sex common-law partner contributed to the Canada Pension Plan, you could be eligible for survivor's benefits if the contributor died on or after January 1, 1998.
- The Canada Pension Plan children's benefit is paid to a dependent natural or adopted child of the deceased contributor, or a child in the care and control of the deceased contributor at the time of death. The child must be either under age 18, or between the ages of 18 and 25 and in full-time attendance at a school or university. It is important to apply for Canada Pension Plan benefits. If you do not apply, you may lose benefits you are entitled to receive.

**For more information, please call:**

Social Development Canada  
Income Security Programs  
P.O. Box 2710, Main Station  
Edmonton, AB T5J 4C2  
Phone: . . . . . 1-800-277-9914  
TTY: . . . . . 1-800-255-4786 *(for people with trouble hearing)*  
Fax: . . . . . (780) 495-2263

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Veterans' Programs

### Veterans' programs are:

- payments and services that help Canadian war veterans and family members who depend on them
- for Canadian war veterans and those who served with the Merchant Marines and in Special Duty Areas

### Examples of payments and services:

- War Veterans' Allowance
- War Disability Pension
- Veterans' Independence Program
- help with some hospital and medical expenses
- emergency health and safety funding

### To apply:

- call or write the federal government

### For more information, please contact:

Veterans Affairs Canada  
 Suite 940, Canada Place  
 9700 Jasper Ave.  
 Edmonton, AB T5J 4C3  
 Toll free: . . . . 1-866-522-2122  
 Fax: . . . . . (780) 495-4496

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## Veterans' Funeral, Burials and Grave Markers

The Funeral, Burials and Grave markers program is:

- a payment that helps cover some funeral, burial and grave marking costs
- for income-qualified veterans

### For more information, please contact:

Last Post Fund Alberta/NWT Branch  
1130 Canada Place 9700 Jasper Avenue  
Edmonton, Alberta T5J 4C3  
Phone: . . . . . (780) 495-3766  
Toll-free: . . . . 1-888-495-3766  
Fax: . . . . . (780) 495-6960  
Email: . . . . . lpfab@telusplanet.net  
Or visit: . . . . . www.lastpostfund.ca

## Income Support

### Income support is available as:

- Senior Home Heating Subsidy
- Senior Supplementary Benefit

The Senior Home Heating Subsidy helps with the cost of heating your home. Look under Housing in this handbook for more details.

### To apply:

- Application forms are available from the Department of Education, Culture and Employment office, Canada/NWT Service Centre, Area Office nearest you or on their Web site at [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca).

The Senior Citizen Supplementary Benefit is for seniors who have a low income.

### To receive this support:

- Seniors who qualify will automatically receive the Senior Citizen Supplementary Benefit if they are already receiving their Old Age Security and Government Income Supplement benefits.

# Pensions and Other Income Programs

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*This section has information about programs that provide income for seniors.*

## **Income Support Continued...**

**For more information, please contact:**

- An Income Support Officer in your community or the Income Support Programs Division office in Yellowknife at:  
Education, Culture and Employment  
Income Support Programs Division  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: . . . . . 1-867-920-8921  
Toll-free: . . . . 1-800-661-0763  
Fax: . . . . . 1-867-873-0443  
Or visit: . . . . . [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

## **Personal Allowance – Elderly and Disabled Program**

The Personal Allowance – Elderly and Disabled Program is:

- money given to a person in a long-term care facility. The money is for buying things that are not supplied at the long-term care facility.
- for adults who are living in a long-term care facility, in or out of the Northwest Territories, who have a social, behavioural or mental disability and whose income is less than \$200 a month.

**Contact your local Authority for more information.**



# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## **Home Adaptations for Seniors' Independence Program**

The Home Adaptations for Seniors' Independence Program is:

- a grant that will cover some of the cost for installing handrails, grab bars and easy-reach storage for seniors

### **The grant will help seniors:**

- to make permanent changes to their homes that can help them with daily living
- who are 65 years old or older and in need of affordable and healthy housing
- who have trouble with daily living activities

### **To apply:**

- write or call the Northwest Territories Housing Corporation

### **For more information, please contact:**

Public Affairs Coordinator  
Northwest Territories Housing Corporation  
P.O. Box 2100  
Yellowknife, NT X1A 2P6  
Phone: . . . . . (867) 920-6561  
Fax: . . . . . (867) 669-7901

# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Seniors' and/or Disabled Preventative Maintenance Initiative

The Seniors' and/or Disabled Preventative Maintenance Initiative is a grant:

- for low income seniors and people with disabilities to help pay for maintenance cost and minor repairs to their home
- available on an annual basis to a maximum of \$875.00
- for people who have lived in the NWT for five years or more

### To apply:

- write or call the Northwest Territories Housing Corporation

### For more information, please contact:

Public Affairs Coordinator  
Northwest Territories Housing Corporation  
P.O. Box 2100  
Yellowknife, NT X1A 2P6  
Phone: . . . . . (867) 920-6561  
Fax: . . . . . (867) 669-7901

## Residential Rehabilitation Assistance Program for Persons with Disabilities

The Residential Rehabilitation Assistance Program for Persons with Disabilities is a loan:

- for home owners and landlords
- to make changes like widening doors and hallways or putting in lower countertops in a house or apartment to make it easier for someone with a disability to live there
- to make sure the house or apartment is a safe and healthy place to live

### To apply:

- write or call the Northwest Territories Housing Corporation

### For more information, please contact:

Public Affairs Coordinator  
Northwest Territories Housing Corporation  
P.O. Box 2100  
Yellowknife, NT X1A 2P6  
Phone: . . . . . (867) 920-6561  
Fax: . . . . . (867) 669-7901

# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## **Elder on the Land Initiative**

The Elder on the Land Initiative gives money to Elders:

- who have lived on the land on a full-time basis for at least the past two years
- to repair or replace their existing shelter with a modest, simply constructed shelter
- who are least 50 years old or older
- who are in need of affordable and healthy housing
- who are living in a home that is not safe or healthy
- who are living outside community boundaries

### **To apply:**

- call or write the Northwest Territories Housing Corporation

### **For more information, please contact:**

Public Affairs Coordinator  
Northwest Territories Housing Corporation  
P.O. Box 2100  
Yellowknife, NT X1A 2P6  
Phone: . . . . . (867) 920-6561  
Fax: . . . . . (867) 669-7901

# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Senior Home Heating Subsidy

The Senior Home Heating Subsidy provides seniors with fuel, electricity or wood to heat their homes.

### The program is for NWT seniors who:

- are 60 years old or older
- own and live in their own home
- are not getting income assistance
- have a low household income and meet an income test
- are residents of the NWT
- apply once every year between September 1 and March 31

The amount of benefits a senior can receive depends on the community in which a senior lives, the type of home heating required and the net household income level. For example, in Yellowknife a household can get up to 5 cords of wood, 2,400 litres of fuel oil, 3,200 litres of propane, 6,000 kilowatt hours of electricity or 90 gigajoules of natural gas.

### To apply:

- Application forms are available from the Department of Education, Culture and Employment Office, Canada/NWT Service Centre, Area Office nearest you or on their Web site at [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

Continued...

# Housing

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*This section has information about rental housing, housing repairs and renovations and property taxes.*

## Senior Home Heating Subsidy, Continued...

### When you apply, you must include with your application:

1. Something that shows how old you are, like a birth certificate, driver's license or health care card.
2. Something that shows what your total household income is, like income tax returns or pay stubs.
3. Something that proves that you own your home, like a title, deed or mortgage document.

Note: Applicants who believe they have been denied benefits or are eligible for a benefit that is higher than the one calculated can appeal through the formal appeal process. Appeals must be made within 7 days of receiving a denial letter.

### For more information, please contact:

- An Income Support Officer in your community or the Income Support Programs Division office in Yellowknife at:

Education, Culture and Employment  
Income Support Programs Division  
Government of the Northwest Territories  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: . . . . . 1-867-920-8921  
Toll-free: . . . . 1-800-661-0763  
Fax: . . . . . 1-867-873-0443  
Or visit: . . . . . [www.ece.gov.nt.ca](http://www.ece.gov.nt.ca)

# Housing

---

*This section has information about rental housing, housing repairs and renovations and property taxes.*

## **Senior Citizens' and Disabled Persons' Property Tax Relief**

The Senior Citizens' and Disabled Persons' Property Tax Relief is a program that helps seniors and people with disabilities pay less or no property tax. Taxes are lowered depending on the type of property owned or occupied. You have to apply for this program every year.

### **To apply:**

- write or call the Department of Municipal and Community Affairs

### **For more information please contact:**

Community Financial Services  
Municipal and Community Affairs  
Government of the Northwest Territories  
Suite 500, 5201 - 50th Ave.  
Yellowknife, NT X1A 3S9  
Phone: . . . . . (867) 873-7672  
Fax: . . . . . (867) 873-0609

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# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Aklavik

### Joe Greenland Centre

- a home for seniors

### For information contact:

Joe Greenland Centre  
Box 162  
Aklavik, NT X0E 0A0  
Phone: . . . . . (867) 978-2381  
Fax: . . . . . (867) 978-2943

## Fort Simpson

### Fort Simpson Long-term Care

- for seniors and people who are disabled

### For information contact:

Deh Cho Health and Social Services  
Fort Simpson Long-term Care  
P.O. Box 246  
Fort Simpson, NT X0E 0N0  
Phone: . . . . . (867) 695-7080  
Fax: . . . . . (867) 695-7083

# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Fort Smith

### Fort Smith Health Centre and Long-term Care Unit

- for seniors and people who are disabled

#### For information contact:

Fort Smith Health Centre  
Long-term Care Unit  
Box 1080  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-6200  
Fax: . . . . . (867) 872-6275

### Northern Lights Special Care Home

- for seniors and people who are disabled

#### For information contact:

Northern Lights Special Care Home  
P.O. Box 1319  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-5403  
Fax: . . . . . (867) 872-5404

## Hay River

### H.H. Williams Memorial Hospital Extended Care Ward

- for seniors and people who are disabled

#### For information contact:

H.H. Williams Memorial Hospital  
Extended Care Ward  
#3 Gaetz Drive  
Hay River, NT X0E 0R8  
Phone: . . . . . (867) 874-7180  
Fax: . . . . . (867) 874-7118

# Long-term Care Facilities

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*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## **Woodland Manor**

- for seniors and people who are disabled

### **For information contact:**

Woodland Manor  
52 A Woodland Drive  
Hay River, NT X0E 0R8  
Phone: . . . . . (867) 874-2493  
Fax: . . . . . (867) 874-7234

## **Inuvik**

### **Charlotte Vehus Home**

- for adults with developmental delays and brain injuries

### **For information contact:**

Charlotte Vehus Home  
P.O. Box 1800  
Inuvik, NT X0E 0T0  
Phone: . . . . . (867) 777-4780  
Fax: . . . . . (867) 777-4687

### **Inuvik Regional Hospital Extended Care Unit**

- for seniors and people who are disabled

### **For information contact:**

Inuvik Regional Hospital  
Long-term Care Unit  
Bag Service #2  
Inuvik, NT X0E 0T0  
Phone: . . . . . (867) 777-8130  
Fax: . . . . . (867) 777-8038

# Long-term Care Facilities

*This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.*

## Rae-Edzo

### Jimmy Erasmus Senior Citizens Home

- for seniors

**For more information contact:**

Jimmy Erasmus Senior Citizens Home  
P.O. Box 178  
Rae-Edzo, NT X0E 0Y0  
Phone: . . . . . (867) 392-6708  
Fax: . . . . . (867) 392-6872

## Yellowknife

### Aven Manor

- for seniors and people with disabilities

**For information contact:**

Aven Manor  
c/o Yellowknife Association of Concerned  
Citizens for Seniors  
#1, 5710 - 50th Ave.  
Yellowknife, NT X1A 1G1  
Phone: . . . . . (867) 920-2443  
Fax: . . . . . (867) 873-9915

### Stanton Regional Hospital – Extended Care Ward

- for seniors and people with disabilities

**For more information contact:**

Stanton Regional Hospital  
Extended Care Ward  
P.O. Box 10  
Yellowknife, NT X1A 2N1  
Extended Care: . . . (867) 669-4125  
Main switchboard: . (867) 669-4111  
Fax: . . . . . (867) 669-4131

# Medical Boarding Homes

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*This section has information about medical boarding homes that provide places for people to stay when they are travelling for medical reasons.*

## **Lena Pederson Kitikmeot Boarding Home**

The Lena Pederson Kitikmeot Boarding Home provides a place to stay and meals for people who have travelled from the Kitikmeot to Yellowknife for medical appointments.

### **For more information, please contact:**

Lena Pederson Kitikmeot Boarding Home  
Box 1960  
Yellowknife, NT X1A 2P5  
Phone: . . . . . (867) 920-2807  
Fax: . . . . . (867) 873-9148

## **Vital Abel House**

The Vital Abel House is located in NDilo and provides a place to stay and meals for people who have travelled to Yellowknife for medical appointments.

### **For more information, please contact:**

The Vital Abel House  
Box 1287  
NDilo, NT X1A 2N9  
Phone: . . . . . (867) 873-6689  
Fax: . . . . . (867) 873-5751

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Extended Health Benefits Seniors' Program**

Extended Health Benefits Seniors' Program pays for some health services for Metis and non-native NWT residents who are 60 or older and already registered with the NWT Health Care Plan.

The health services covered by this program are beyond the regular health services available under the NWT Health Care Plan.

### **Some of the services you can get from this program are:**

- medicines
- medical travel, accommodations, meals and transportation
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care

### **To apply:**

- call or write the Department of Health and Social Services
- on-line forms are available on the Department of Health and Social Services Web site

### **For more information please contact:**

Health Benefits Coordinator  
Health Services Administration  
Department of Health and Social Services  
Government of the Northwest Territories  
Bag #9  
Inuvik, NT X0E 0T0  
Toll Free: . . . . 1-800-661-0830  
Phone: . . . . . (867) 777-7400  
Fax: . . . . . (867) 777-3197  
Or visit: . . . . . www.hlthss.gov.nt.ca  
*(see Programs and Services)*

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Non-Insured Health Benefits**

Non-Insured Health Benefits pays for health services for Inuit and people who are registered Indians of any age or income living anywhere in Canada.

### **That means health services like:**

- medicines
- medical travel, accommodations, meals and transportation for medical visits including to traditional healers
- approved escorts for medical travel
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care
- medical boarding homes, transportation and interpreter services

### **To apply:**

- call or write the Non-Insured Health Benefits Coordinator
- on-line forms are available on the Department of Health and Social Services' Web site

### **For more information please contact:**

Non-Insured Health Benefits Coordinator  
Health Services Administration  
Department of Health and Social Services  
Government of the Northwest Territories  
Bag #9  
Inuvik, NT X0E 0T0  
Toll-free: . . . . 1-800-661-0830  
Phone: . . . . . (867) 777-7400  
Fax: . . . . . (867) 777-3197  
Or visit: . . . . . www.hlthss.gov.nt.ca  
*(see Programs and Services)*

# Health Programs

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*This section has information about health benefit programs and other health services.*

## **Home Care Program**

The home care program helps people stay in their homes when they are sick or in need of medical help or supports with daily living activities. The home care program helps people stay at home rather than going to a hospital or a long term care facility.

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### **The program is for people who:**

- have a valid NWT health care card
- live in a place where the program is offered
- have been assessed and found to have needs best met by home care

### **People can get help with services like:**

- nursing
- personal care
- foot care
- rehabilitation
- respite care
- palliative care
- home intravenous therapy
- nutrition services
- diabetes education services

### **To apply:**

- write or call your local Health and Social Services Authority

### **For more information, please contact:**

- see the list of all Health and Social Services Authorities on page 66

# Health Programs

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*This section has information about health benefit programs and other health services.*

## Rehabilitation Services

Rehabilitation services help people improve and maintain their independence if they have an injury, disability, or chronic disease.

There are four main types of rehabilitation services:

- Physiotherapy – to assess, restore, and maintain physical function
- Occupational therapy – to develop physical, cognitive, sensory, developmental, and/or psychological skills for independence.
- Speech language pathology – to overcome and prevent communication problems in language, speech, voice and fluency.
- Audiology – to detect and evaluate hearing loss as soon as possible, and recommend treatment.

Rehabilitation services are available in NWT regional centres.

People living in smaller communities may have to travel to a regional centre. The rehabilitation professional will travel to specific communities outside of the regional centre.

### Rehabilitation professionals do these treatments:

- Audiologists help people with hearing loss
- Speech language pathologists help people with speaking and language difficulties
- Occupational therapists and physiotherapists help people with physical and movement problems

### To apply:

- usually a doctor or nurse will make a referral
- they call and make an appointment for you to see the rehabilitation professional

### For more information, please contact:

- see the list of all Health and Social Services Authorities on page 66

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## Alcohol and Drug Programs

Most communities have centres that offer alcohol and drug programs like Alcoholics Anonymous (AA). Most centres also have counselling services.

### For more information, please contact:

- look under your community listing for alcohol and drug services in your telephone directory of this handbook

## Canadian Cancer Society, NWT Division

The Canadian Cancer Society is a national community-based organization of volunteers, whose mission is the eradication of cancer and the enhancement of quality of life for people living with cancer. Money raised in our community goes towards important research, supportive care services, prevention education, provision of information about cancer, and advocacy for healthy public policy.

### For more information, please contact:

Toll-free:

French and English . . . . . 1-888-939-3333

NWT Aboriginal Languages . 1-888-261-4673

NWT Unit. . . . . (867) 920-4428

Cancer patients and their caregivers can receive one-to-one emotional and hope support from trained volunteers who have been through the cancer journey and survived by calling toll-free 1-800-263-6750.

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# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Canadian Diabetes Association**

The Canadian Diabetes Association provides information about diabetes.

### **For more information, please contact:**

Alberta/NWT Toll-free: . . . . . 1-800-563-0032  
National Toll-free: . . . . . 1-800-226-8464  
Or visit: . . . . . [www.diabetes.ca](http://www.diabetes.ca)

## **Canadian Hard-of-Hearing Association**

This is a national organization that works to help people who have hearing loss.

### **For more information, please contact:**

Canadian Hard-of-Hearing Association  
2435 Holly Lane  
Ottawa, ON K1V 7P2  
Phone: . . . . . (613) 526-1584  
TTY: . . . . . (613) 526-2692 *(for people who have trouble hearing)*  
Toll-free: . . . . . 1-800-263-8068  
Or visit: . . . . . [www.chha.ca](http://www.chha.ca)

Canadian Hard-of-Hearing Association (NWT Chapter)  
#51 Aven Court  
5710 - 50th Street  
Yellowknife, NT X1A 1E9  
Phone: . . . . . (867) 873-4735  
Fax: . . . . . (867) 873-4318

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **Canadian Mental Health Association/NWT Division**

The Canadian Mental Health Association/NWT Division promotes the importance of mental health for all people of the NWT. They do that through education, advocacy and research. They can help people with mental health problems get help.

### **For more information, please contact:**

Canadian Mental Health Association/NWT Division  
Box 2580  
Yellowknife, NT X1A 2P9  
Phone: . . . . . (867) 873-3190  
Fax: . . . . . (867) 873-4930  
Toll-free: . . . . 1-800-661-0844

## **Canadian National Institute for the Blind**

The Canadian National Institute for the Blind helps people who are adjusting to blindness or visual impairment. They also provide other services to help people who are blind or have a visual impairment.

### **For more information, please contact:**

Canadian National Institute for the Blind  
Box 872  
Yellowknife, NT X1A 2N6  
Phone: . . . . . (867) 873-2647  
Fax: . . . . . (867) 873-2657  
Or visit: . . . . . www.cnib.ca

# Community Health Services

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*This section has information about community health services for all NWT residents including seniors.*

## **New Horizons Centre**

The New Horizons Centre functions as an informal drop-in-centre and day program for adults with psychiatric illness. The centre provides social and recreational activities. Participants also receive assistance in information gathering for employment, education and addiction.

### **For more information, please contact:**

New Horizons Centre  
Yellowknife Health and Social Services Authority  
4913-47th St.  
Yellowknife, NT X1A 2N5  
Phone: . . . . . (867) 920-3247  
Fax: . . . . . (867) 873-0650

## **Family Counselling Division**

The Family Counselling Division provides counselling services free of charge to residents of Yellowknife, Dettah, and NDilo who are not part of an Employee Assistance program.

### **For more information, please contact:**

Family Counselling Division  
Box 608  
Yellowknife, NT X1A 2N5  
To make an appointment in Yellowknife:  
Phone: . . . . . (867) 920-6522  
Fax: . . . . . (867) 873-9032



# Help Lines

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*These help lines are for anyone who is having personal problems and wants to talk to somebody.*

Trained volunteers answer the phones and will be able to talk with you about your problems. Your call will be completely confidential which means no one will know that you have called and talked about your personal problems.

## Help Line and AIDS/HIV Information Line

You can call this number if you are having personal problems or if you have questions or concerns about AIDS/HIV. You can call between 7:00 p.m. and 11:00 p.m. any night of the week.

Call Toll-free: . . . . 1-800-661-0844  
In Yellowknife, NDilo or Dettah:  
Phone. . . . . 920-2121

## Crisis Telephone Line

You can call this line collect from anywhere in the NWT if you are having personal problems.

Phone collect: . . . 1-867-872-4133

## Tele-Care NWT

Tele-Care NWT is your family health and support line. It is a free, confidential telephone service that you can use to get advice from a nurse. It offers round-the-clock advice and access to information from registered nurses in order to help you decide on your first step.

***It is not for emergencies. If you have an emergency, call your local health centre or go to the hospital.***

Call Toll-free: . . . . 1-888-255-1010  
Call TDD/TTY: . . . . 1-888-255-8211

# Legal Help

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*This section has information about free legal services.*

## Beaufort Delta Legal Services Clinic

Beaufort Delta Legal Services Clinic

Box 1100

Inuvik, NT X0E 0T0

Toll-free: . . . . 1-800-661-0704

Inuvik: . . . . . (867) 777-2030

Fax:. . . . . (867) 777-3211

## Law Line – Legal Services Board

Law Line

Legal Services Board

P.O. Box 1320

Yellowknife NT X1A 2L9

Phone: . . . . . (867) 920-2360

Fax:. . . . . (867) 873-5320

Call collect: . . 1-867-873-3130

*(Tuesday and Thursday evenings 6:00 - 8:30 p.m.)*

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# Legal Help

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*This section has information about free legal services.*

## **Legal Court Services**

Legal Court Services will help people involved in legal matters get legal counsel through Legal Aid.

**For more information, please contact:**

### **Legal Court Services**

Box 267  
Fort McPherson, NT X0E 0J0  
Phone: . . . . . (867) 952-2756  
Fax: . . . . . (867) 952-2042

### **Legal Court Services**

Box 157  
Holman, NT X0E 0S0  
Phone: . . . . . (867) 396-3511  
Fax: . . . . . (867) 396-3256

### **Legal Court Services**

General Delivery  
Rae - Edzo, NT X0E 0Y0  
Phone: . . . . . (867) 392-6386  
Fax: . . . . . (867) 392-6387

### **Legal Court Services**

Box 287  
Tuktoyaktuk, NT X0E 1C0  
Phone: . . . . . (867) 977-2260  
Fax: . . . . . (867) 977-2154  
*Also see Victim Services, page 50*

# Crime

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## RCMP

**If you have an emergency, you can call the 24-hour emergency line at (867) 669-1111. If you need help from the RCMP, you can:**

- Dial your local 3-digit prefix, followed by 1111;
- check the phone book on page 2 for the number to call in your community.
- Or you can get the number listed under your community in this handbook.

**For more information, please contact:**

Royal Canadian Mounted Police  
"G" Division, Criminal Operations  
Bag 5000  
Yellowknife, NT X1A 2R3  
Phone: . . . . . (867) 669-5100  
Fax: . . . . . (867) 669-5135

If you call a local detachment after hours or when all staff are out of the office, the phone will ring through to the 24-hour Operational Communications Centre. The Operators there can locate and dispatch police officers in any community at any time of day or night. They can also activate other specialized response units such as Search and Rescue or crisis teams if necessary.

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## PhoneBusters

PhoneBusters is a national anti-fraud call centre jointly operated by the Canadian Mounted Police and the Ontario Provincial Police Royal. This call centre helps seniors understand and fight against telemarketing fraud.

### Telemarketing fraud is:

- when someone tries to sell you something over the phone or tries to get you to give out your personal financial information over the phone by telling lies about what they are going to do

### For more information, please contact:

PhoneBusters  
Box 686  
North Bay, ON P1B 8J8  
Toll-free: . . . . . 1-888-495-8501  
Toll Free Fax: Number: . . 1-888-654-9426  
Overseas and Local Phone: 1-705-495-8501  
Overseas and Local Fax: . 1-705-494-4008  
E-mail: . . . . . info@phonebusters.com  
Nigerian Letters Only: . . . waf1@phonebusters.com  
Or visit: . . . . . www.phonebusters.com

You can report any suspicious calls to PhoneBusters at the same toll free number in Canada or the U.S.

# Crime

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## Crime Stoppers

If you know about a crime and want to report it you can call Crime Stoppers for free. All calls are confidential which means no one will know that it was you who called.

### For more information, please contact:

Crime Stoppers  
Box 2226  
Yellowknife, NT X1A 2B7  
Phone: . . . . . (867) 669-5222  
Fax: . . . . . (867) 669-5104  
Toll-free: . . . . 1-800-222-TIPS (8477)

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# Human Rights

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## *NWT Human Rights Commission*

### **NWT Human Rights Commission**

The NWT Human Rights Commission provides education, information, and deals with complaints about discrimination in employment, tenancy, and public services. Discrimination means being treated negatively or being denied an opportunity because of your race, colour, ancestry, place of origin, age, marital or family status, disability, religion, sex, pregnancy, sexual orientation, gender identity, or social conditions.

#### **For more information, please contact:**

NWT Human Rights Commission  
Main Floor, Laing Building (at Franklin and 49th Street)  
PO Box 1860  
Yellowknife, NT X1A 2P4  
Toll-free: . . . . 1-888-669-5575  
Phone: . . . . . (867) 669-5575  
Fax: . . . . . (867) 873-0357

### **Protection Against Age Discrimination**

This program investigates seniors' complaints about age discrimination against organizations under federal jurisdiction.

#### **For more information, please contact:**

Canadian Human Rights Commission  
344 Slater Street, 8th Floor  
Ottawa, ON K1A 1E1  
Toll-free: . . . . 1-888-214-1090  
TTY: . . . . . 1-888-643-3304 (*for people who have trouble hearing*)  
Fax: . . . . . (613) 996-9661  
E-mail: . . . . . info.com@chrc-ccdp.ca  
Or visit: . . . . . www.chrc-ccdp.ca

# Human Rights

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## *NWT Human Rights Commission*

### **Public Guardian Office**

The Public Guardian office helps people become legal guardians of individuals 18 years of age and older, who are unable to make reasonable decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member, a caretaker or a close friend will become a legal guardian. To become a legal guardian people should call the Public Guardian Office. They will then do an assessment. That means they will look into the situation and find out if a legal guardian is necessary. That assessment then goes to the courts. The courts decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The guardian does not make decisions about money. A different person called a trustee makes those decisions.

### **For more information, please contact:**

Public Guardian  
Department of Health and Social Services  
Government of the Northwest Territories  
Box 1320  
Yellowknife NT X1A 2L9  
Phone: . . . . . (867) 920-8025  
Fax: . . . . . (867) 873-0248  
Or visit . . . . . www.hlthss.gov.nt.ca  
*(see Programs and Services Section)*

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# Human Rights

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## *NWT Human Rights Commission*

### **Public Trustee**

This office helps with making decisions about money for people who can't do that themselves. The Public Trustee will help children, mentally incompetent adults and seniors make good decisions about their money.

### **For more information, please contact:**

Public Trustee  
Department of Justice  
Government of the Northwest Territories  
Box 1320  
Yellowknife, NT X1A 2L9  
Phone: . . . . . (867) 873-7464  
Fax: . . . . . (867) 873-0184  
Toll-free: . . . . 1-866-535-0423

# Education

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## Aurora College

Aurora College offers many different courses including Adult Basic Education.

**For more information about programs in your community, you can write or call:**

### Aurora College, Thebacha Campus

Box 600  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-7509  
Fax: . . . . . (867) 872-4511

### Aurora College, Yellowknife Campus

Bag Service 9700  
Yellowknife, NT X1A 2R3  
Phone: . . . . . (867) 920-3030  
Fax: . . . . . (867) 873-0333

### Aurora College, Aurora Campus

Box 1008  
Inuvik, NT X0E 0T0  
Phone: . . . . . (867) 777-7800  
Fax: . . . . . (867) 777-2850  
Or visit: . . . . . [www.auroracollege.nt.ca](http://www.auroracollege.nt.ca)

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# Travel And Recreation

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## Routes to Learning Canada

Routes to Learning Canada provides high quality, affordable, educational experiences for adults throughout the entire year, if you would like to find out about Routes to Learning Canada trips you can write them or visit their Web site.

### You can write to:

Routes to Learning Canada  
300 - 4 Cataraqui St.  
Kingston, ON K7K 1Z7  
Phone: . . . . . 1-613-530-2222  
Or visit: . . . . . [www.routestolearning.ca](http://www.routestolearning.ca)

## Elderhostel

Elderhostel provides high quality, affordable, educational and recreational opportunities for adults interested in travelling anywhere in the world, throughout the year.

### For a catalogue please write to:

Elderhostel INC.  
75 Avenue de Lafayette  
Boston, MA  
USA, 02111-1746  
Phone: . . . . . 1-877-426-8056  
Fax: . . . . . 1-877- 426-2166  
TTY: . . . . . 1-877-426-2167 (*for people who have trouble hearing*)  
Or visit: . . . . . [www.elderhostel.org](http://www.elderhostel.org)

# Travel And Recreation

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## Entry Fees Discount – National Parks and National Historic Sites

Seniors 65 and older can receive discounts on entry fees into many of Canada's National Parks and Historic Sites. The prices and discounts vary from park to park and site to site, and some parks do not have entrance fees at all. To receive these discounts, seniors must show proof of their age. Discounts are only offered on entrance fees and do not apply to other services like mooring, camping or guided tours. Before leaving for a park or historic site, it would be best to call ahead or visit online for detailed fee information.

Parks Canada offers annual National Park Passes and Historic Site Passes; patrons pay a one-time fee and are able to use all parks and sites without paying the entrance fee.

Annual Entrance Fee for National Parks	.....\$38
Annual Entrance Fee for National Historic Sites of Canada	.....\$29
Discover Package (for use at National Parks and National Historic Sites)	.....\$49

### For more information, please contact:

Parks Canada  
25 Eddy St., 7th Floor  
Hull, PQ K1A 0M5  
Toll-free: . . . . 1-888-773-8888 operator  
Or visit: . . . . www.pc.gc.ca

# Harvesting

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## Sport Fishing Licence

For most areas in the NWT, Seniors do not need a sport fishing licence if they are 65 years of age or older.

### Two areas where seniors do need a licence are:

- Great Bear Lake Special Management Area - you must have a valid Sport Fishing Licence and a Special Management Area Licence (\$10.70). Both can be obtained from any Resources, Wildlife and Economic Development (RWED) office.
- Inuvialuit Settlement Region - you must have a valid Sport Fishing Licence and validation. This free validation may be obtained from any vendor of fishing licences or any RWED office.

### For more information, please contact:

- Your local RWED office or Fisheries Management office. Look in the blue pages of your phone book under 'Fisheries'.

## Hunting and Trapping

Seniors must possess a valid hunting licence and species tags in order to harvest wildlife. Only seniors that possess a General Hunting Licence (GHL) or special GHL can trap.

# Firearms Licence and Registration

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Under the Firearms Act, individuals must obtain a Firearms Licence to possess or obtain an unrestricted firearm or ammunition. A Firearms Licence is valid for 5 years. All firearms must be registered.

**To obtain a Possession and Acquisition Firearm Licence, individuals must:**

- take the Canadian Firearms Safety Course and pass the test, or
- show that they have already taken the Canadian Firearms Safety Course and passed the test (good for life, unless the applicant is later subject to a prohibition order); or
- pass (or have already passed) the test without taking the course; or
- have a Chief Firearms Officer certify that their knowledge of firearms laws and safe handling practices meets the standards set out in the Regulations (only for adults who have owned a firearm since January 1, 1979).

Aboriginal individuals may receive special adaptations regarding Possession and Acquisition Licences for non-restricted firearms. Applicants must complete the Canadian Firearms Safety Course and pass the test, or be alternatively certified.

**For more information, please contact:**

Toll-free: . . . . 1-800-731-4000

# Safety

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## The Safe Living Guide - Home Safety for Seniors

The Safe Living Guide is available from the Public Health Agency of Canada.

### The guide has information on:

- home safety
- safety checklists
- consumer products
- reducing and preventing injuries
- proper use of medication

### For more information, please contact:

Division of Aging and Seniors  
Public Health Agency of Canada  
Address locator: 1908A1  
Ottawa, ON K1A 1B4  
Phone: . . . . . (613) 952-7606  
Fax: . . . . . (613) 957-7627  
Or visit: . . . . . [www.phac-aspc.gc.ca/seniors-aines](http://www.phac-aspc.gc.ca/seniors-aines)

# Emergency Food and Shelter

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## Centre for Northern Families

This centre provides temporary shelter for women in crisis, one-to-one counselling to clients, and referrals to other helpful agencies in the community. The centre also runs a Healthy Baby club, a Toddler's club, and a walk-in clinic once a week.

**For more information, please contact:**

Centre for Northern Families  
5610-50th Avenue  
Yellowknife, NT X1A 2P7  
Phone: . . . . . (867) 873-9131  
Fax: . . . . . (867) 873-2676

## Family Support Centre, Hay River

The Family Support Centre offers a home for women and children who are experiencing violence. The centre offers in-home support for women and children as well as an outreach program. The centre also provides extensive work with elders who are experiencing abuse and youth who are being bullied.

**For more information, please contact:**

Family Support Centre, Hay River  
Box 4413  
Hay River, NT X0E 1G3  
Phone: . . . . . (867) 874-3311  
Fax: . . . . . (867) 874-3252  
Crisis Line: . . . (867) 874-6626

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# Emergency Food and Shelter

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## **Inuvik Transition House**

The Inuvik Transition House offers a home for women and children who are experiencing violence. The shelter provides in-house support, one-to-one counselling and referrals to other helpful agencies in the community.

### **For more information, please contact:**

Inuvik Transition House  
Box 2628  
Inuvik, NT  
X0E 0T0  
Phone: . . . . . (867) 777-3877  
Fax: . . . . . (867) 777-3491

## **Salvation Army NWT Resource Centre**

### **WMS (Withdrawal Management Services)**

#### **Early stage recovery**

- 2-week alcohol/drug awareness program/workshop
- 20 sessions addressing alcohol/drug awareness issues
- Case management and addictions treatment referrals

#### **Treatment Centre**

- Residential and out-patient treatment
- 7-week addictions treatment with a focus on family violence and grief and loss as they pertain to substance abuse and relapse prevention
- Long term after-care

# Emergency Food and Shelter

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## Connections (Emergency Shelter/Thrift Store/Case Planning)

- clothing vouchers
- men's shelter
- workshops
- emergency hampers
- tax support
- employment support
- casual labor pool
- advocacy
- family education/workshops
- Soup line
- Working Family Housing Assistance Program
- Personal identification support
- Court support

### For more information, please contact:

Salvation Army  
4925-45th Street  
P.O. Box 2585  
Yellowknife, NT X1A 2P9  
Phone: . . . . . (867) 920-4673  
Fax: . . . . . (867) 920-4096

## Sutherland House, Fort Smith

Sutherland House offers a home for women and children who are experiencing violence. Offers in-house support for women and children, one-to-one counselling to clients and referrals to other helpful agencies in the community.

### For more information, please contact:

Sutherland House, Fort Smith  
Box 908  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-5925  
Fax: . . . . . (867) 872-4404  
Crisis Line: . . . (867) 872-4133

# Emergency Food and Shelter

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## **The Extended Hand**

The Extended Hand provides Christian counselling, food bank, second-hand store and fellowship.

### **For more information, please contact:**

The Extended Hand  
P.O. Box 681  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-4541  
Fax: . . . . . (867) 872-4773

## **Yellowknife Food Bank**

The Yellowknife Food Bank gives food to people who need it. The food bank is open September to June, every second Saturday from noon to 4pm.

### **For more information, please contact:**

Yellowknife Food Bank  
4909-50th Street  
Yellowknife, NT X1A 2N7  
Phone: . . . . . (867) 873-4035

# Emergency Food and Shelter

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## Alison McAteer House and YWCA Family Violence Program

Alison McAteer House provides a home for women and children who are experiencing violence. Women and children can get counselling and other support. The maximum length of stay is six weeks.

### For more information, please contact:

Alison McAteer House  
C/O YWCA  
103-4904 54th Ave  
Yellowknife, NT X1A 1H7  
Phone: . . . . . (867) 669-0235  
Fax: . . . . . (867) 669-0334  
Crisis Line: . . . (867) 873-8257 (*will take collect calls*)

### For administrative inquiries:

Phone: . . . . . (867) 920-2777 ext. 305

## Tuk Women and Children's Shelter

This centre provides temporary shelter for those in crisis, one-to-one counselling to clients and referrals to other helpful agencies in the community.

### For more information, please contact:

Tuk Women and Children's Centre  
P.O. Box 30  
Tuktoyaktuk, NT X0E 1C0  
Crisis Line: . . . (867) 977-2070/2071  
Fax: . . . . . (867) 977-2072  
E-mail: . . . . . tukwcs@permafrost.com

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# Victim Services

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## Victim/Witness Assistance Program

### Victim services help:

- crime victims with information on the criminal justice system;
- help with victim impact statements; support victims at court/community justice hearings; and
- provide crime victims with referrals to other services/programs.

### For more information, please contact:

#### Fort Good Hope Victim Services

c/o G'asho Got'ine Charter Community Council  
Box 80  
Fort Good Hope, NT X0E 0H0  
Phone: . . . . . (867) 598-2232  
Fax: . . . . . (867) 598-2513

#### Fort Smith Victim Services

c/o Uncle Gabe's Friendship Centre  
Box 957  
Fort Smith, NT X0E 0P0  
Phone: . . . . . (867) 872-5911  
Fax: . . . . . (867) 872-5313

#### Hay River Victim Services

c/o Hay River Health and Social Services Authority  
3 Gaetz Drive  
Hay River, NT X0E 0R4  
Phone: . . . . . (867) 874-7212  
Fax: . . . . . (867) 874-7224

# Victim Services

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**Inuvik Victim Services**

c/o Inuvik Justice Committee  
Box 2869  
Inuvik, NT X0E 0T0  
Phone: . . . . . (867) 777-5493  
Fax: . . . . . (867) 777-3181

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**Yellowknife Victim Services**

PO Box 2321  
Yellowknife, NT X1A 2P7  
Phone: . . . . . (867) 920-2978 (*Mon - Fri: 9 a.m. to 5 p.m.*)  
. . . . . (867) 669-5197 (*Mon - Sun: 7 a.m. to 10 p.m.*)  
Fax: . . . . . (867) 873-3152

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If you live outside these centres and need help with your victim impact statement, call collect to (867) 920-6911.

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# NWT Seniors' Societies

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## NWT Seniors' Society

The NWT Seniors' Society gives information and support to seniors and elders across the NWT. The Society operates a toll-free Seniors' Information Line that you can call Monday through Friday from 8:30 a.m. to 4:30 p.m.

### Information on other seniors societies across the NWT including:

- Deninu Kue Seniors' Society
- Fort Simpson Seniors' Society
- Fort Smith Senior Citizens Society
- Hay River Seniors' Society

### For more information, please contact:

NWT Seniors' Society  
#2, 5710-50th Ave.  
Yellowknife, NT X1A 1G1  
Phone: . . . . . (867) 920-7444  
Fax: . . . . . (867) 873-4318  
E-mail: . . . . . seniors@tamarack.nt.ca  
Toll-free: . . . . 1-800-661-0878

# NWT Seniors' Societies

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## Yellowknife Association of Concerned Citizens for Seniors

The Yellowknife Association of Concerned Citizens for Seniors (YACCS) has been “building a supportive community for the health of seniors” in Yellowknife and surrounding communities for almost 20 years. Through advocacy and direct service provision, YACCS has earned a solid reputation as a leader in addressing senior's issues. YACCS owns and operates: Aven Manor - 29 bed long term care facility; Aven Court - 24 unit seniors independent housing; and the Baker Community Centre (seniors’ wellness programs), which is YACCS owned while operated by the Yellowknife Seniors Society.

### For more information, please contact:

Yellowknife Association of Concerned Citizens for Seniors  
Suite #1  
5710 - 50th Avenue  
Yellowknife, NT X1A 1G1  
Phone: . . . . . (867) 920-2443  
Fax: . . . . . (867) 873-9915  
E-mail: . . . . . yaccs@theedge.ca

## Yellowknife Seniors' Society

Yellowknife Seniors' Society offers social, recreational and educational programs six days a week. Monthly calendar of events available at their office or website.

### For more information, please contact:

Yellowknife Seniors' Society  
#2, 5710 50th Ave.  
Yellowknife, NT X1A 1G1  
Phone: . . . . . (867) 873-9475  
Fax: . . . . . (867) 873-4318  
E-mail: . . . . . yk.ss@nt.sympatico.ca  
Or visit: . . . . . www.ykseniors.ca

# Other Services

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## Accessible Parking Placard Permit

Accessible Parking Permits are available for people with disabilities so they can park in designated accessible parking spots.

### For more information, please contact:

NWT Council for Persons with Disabilities  
Yellowknife and across the NWT  
Phone: . . . . . (867) 873-8230  
Toll-free: . . . . . 1-800-491-8885

### Fort Smith

Phone: . . . . . (867) 872-3223

### Hay River

Phone: . . . . . (867) 874-6522

## NWT Highway and Ferry Information

The Department of Transportation provides reports on road conditions and ferry information.

Toll-free: . . . . . 1-800-661-0750  
Or visit: . . . . . [www.dot.gov.nt.ca](http://www.dot.gov.nt.ca)

## NWT Library Services

A service to allow people to borrow books in communities without a library. The service will issue a 'borrower by mail' card.

### For more information, please contact:

NWT Library Services  
75 Woodland Dr.  
Hay River, NT X0E 1G1  
Toll-free: . . . . . 1-866-297-0232  
Or visit: . . . . . [www.nwtpls.gov.nt.ca](http://www.nwtpls.gov.nt.ca)

# Other Services

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## NWT Funeral Service

Contact the NWT Seniors' Society for information on funeral services available in your community.

## Senior Citizens Motor Vehicle Services Discount

Seniors who are over the age of 60 can get a discount of 50 per cent on the annual fees for motor vehicle registrations and driver's licences.

### For more information, please contact:

Department of Transportation  
Road Licensing and Safety Division  
Government of the Northwest Territories  
4510 - Franklin Avenue  
P.O. Box 1320  
Yellowknife, NT X1A 2L9  
Phone: . . . . . (867) 873-7406  
Fax:. . . . . (867) 873-0120

## Seniors' Policies and Program Database

This Web site that has information about policies, programs and services for seniors.

Visit: . . . . . [www.sppd.gc.ca](http://www.sppd.gc.ca)

# Telephone Directory of Services

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## Telephone Directory of Services

### Aklavik

Band Office/Council	.978-2340
Public Health Centre	.978-2516
Social Workers	.978-2236
RCMP	.978-1111
Inuvik Regional Health and Social Services Authority	.(867) 777-8146

### Colville Lake

Band Office	.709-2200
Social Workers (Fort Good Hope)	.(867) 598-2176
RCMP (Colville Lake)	.709-1111
If no answer call (Fort Good Hope)	.(867) 598-1111
Public Health Centre	.709-2409
Sahtu Health and Social Services Authority	.(867) 587-3438

### Deline

Community Wellness (Alcohol and Drug Programs)	.589-4701
Band Office	.589-4908
Public Health Centre	.589-3111
Social Workers	.589-3906
RCMP	.589-1111
Sahtu Health and Social Services Authority	.(867) 587-3438

# Telephone Directory of Services

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## Fort Good Hope

- Alcohol and Drug Programs .....598-2352
- Band Office .....598-2231
- Family Violence Worker .....598-2728
- Legal Court Services .....598-2760
- Public Health Centre .....598-2211
- Social Workers .....598-2940/2304
- RCMP .....598-1111
- Sahtu Health and  
Social Services Authority .....(867) 587-3438

## Fort Liard

- Alcohol and Drug Programs .....770-4301
- Band Office .....770-4141
- Public Health Centre .....770-4301
- Social Workers .....770-4301
- RCMP .....770-1111
- Recreation .....770-4104
- Deh Cho Health and Social  
Services Authority .....(867) 695-3815

## Fort McPherson

- Alcohol and Drug Programs .....952-2245
- Band Office .....952-2330
- Mental Health Counsellor .....952-2438
- Métis Council .....952-2212
- Public Health Centre .....952-2586
- Social Workers .....952-2250/2802
- RCMP .....952-1111
- Inuvik Regional Health  
and Social Services Authority ... (867) 777-8062

# Telephone Directory of Services

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## Fort Providence

Alcohol and Drug Programs	.699-7010
Band Office	.699-3441
Family Counselling Centre	.699-3801
Public Health Centre	.699-4311
Social Workers	.699-3421
RCMP	.699-1111
Recreation	.669-3441
Deh Cho Health and Social Services Authority	.(867) 695-3815

## Fort Resolution

Alcohol and Drug Programs	.394-4291
Band Office	.394-4335
Métis Council	.394-4151
Public Health Centre	.394-4511
Social Workers	.394-4532
RCMP	.394-1111
Recreation	.394-4556
Yellowknife Health and Social Services Authority	.(867) 873-7276

## Fort Simpson

Alcohol and Drug Programs	.695-7091
Band Office	.695-3131
Friendship Centre	.695-2577
Legal Court Services	.695-7315
Long-term Care Home	.695-7080
Public Health Centre	.695-7000 (or 695-3332 after hours)
Social Workers	.695-7070

# Telephone Directory of Services

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RCMP .....695-1111  
Recreation .....695-3300/2253  
Deh Cho Health and Social  
Services Authority .....695-3815

## Fort Smith

Alcohol and Drug Programs  
Treatment Centre .....872-5309  
Band Office .....872-2986  
Crisis Shelter .....872-5925/4133  
Friendship Centre .....872-3004  
Home Care .....872-6204  
Legal Court Services .....872-2759  
Long-term Care Home .....872-5403  
Medical Clinic .....872-6205  
Métis Council .....872-2643  
Public Health Centre .....872-6203  
Social Workers .....872-6209  
RCMP .....872-1111  
Recreation .....872-4732  
Fort Smith Health and Social  
Services Authority .....872-6200

## Hay River

Community Addictions Services .....874-7166  
Crisis Shelter .....874-3311  
Friendship Centre  
(Alcohol and Drug Programs) .....874-2838  
Home Care .....874-7209  
Hospital .....874-7100  
Legal Court Services .....874-2475  
Medical Clinic .....874-7190  
RCMP .....874-1111

# Telephone Directory of Services

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Recreation .....874-6522  
Social Workers .....874-7100  
Treatment Centre .....874-6699  
Hay River Health and Social  
Services Authority .....874-7115

## Holman

Community Wellness  
(Alcohol and Drug Programs, Mental Health)396-4417  
Health Centre .....396-3111  
Legal Court Services .....396-3158  
Public Health Centre .....396-3111  
Social Workers .....369-3907  
RCMP .....396-1111  
Inuvik Regional Health  
and Social Services Authority ....(867) 777-8146

## Inuvik

Alcohol and Drug Centre .....777-2726  
Ambulance Emergency Line .....777-4444  
Band Office .....777-7900  
Friendship Centre .....777-2166  
Health and Social Services  
(Community Counselling Programs) ..777-8056  
Home Care .....777-7399  
Hospital .....777-8000  
Public Health Clinic .....777-8041  
RCMP .....777-1111  
Social Workers .....777-7220/7249/7242  
Inuvik Regional Health  
and Social Services Authority .....777-8146

# Telephone Directory of Services

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## Jean Marie River

See Fort Simpson Phone Listings

## Kakisa Lake

See Fort Providence Phone Listings

## Lutselk'e

Band Office .....370-3051/3052

Community Wellness  
(Alcohol and Drug Programs) .....370-3212

Public Health Centre .....370-3111

RCMP .....370-1111

Recreation .....370-3182

Yellowknife Health and Social  
Services Authority .....370-3116

## Nahanni Butte

Band Office .....602-2900

Public Health Centre .....602-2203

RCMP (Fort Liard) ..... (867) 770-4221

Social Worker (Fort Liard) ..... (867) 770-4301

Recreation .....602-2900

Deh Cho Health and Social  
Services Authority ..... (867) 695-3815

## Norman Wells

Community Health Centre .....587-2250

Social Services .....587-2736

RCMP .....587-2444

Recreation .....587-2741

Sahtu Health and Social  
Services Authority .....(867) 587-3438

# Telephone Directory of Services

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## Paulatuk

Community Health Centre .....580-3231  
Social Workers .....580-3800  
RCMP .....580-1111  
Inuvik Regional Health  
and Social Services Authority ... (867) 777-8146

## Rae-Edzo

Counselling Services  
(Alcohol and Drug Programs) .....392-6777  
Band Office .....392-6581  
Community Health Centre .....392-6351  
24-hour Emergency .....392-6075  
Transportation .....392-6305  
Friendship Centre (Alcohol and Drug  
Programs, Elder Programs) .....392-6000  
Legal Court Services .....392-6386  
Long-term Care Home .....392-3000  
Senior Citizens Home .....392-6708  
Social Services .....392-3000  
RCMP .....392-1111  
Recreation .....392-6501/6500/6604  
Dogrib Community Services Board ...392-3000

## Rae Lakes

Band Office (Alcohol and Drug Programs)997-3441  
Public Health Centre .....997-3141  
Social Services (Wha'Ti) .....(867) 573-3602  
RCMP (Rae-Edzo) .....(867) 392-1111  
Dogrib Community Services Board  
(Rae-Edzo) .....(867) 392-3000

# Telephone Directory of Services

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## Sachs Harbour

Public Health Centre .....690-4181  
Social Services (Inuvik) .....(867) 777-8056  
Recreation .....690-4354  
RCMP (Inuvik) .....(867) 777-1111  
Inuvik Regional Health  
and Social Services Authority ... (867) 777-8146

## Trout Lake

Band Office .....206-2800/2818  
Home Care .....206-2800  
Public Health Centre .....206-2838  
Fort Simpson Health Centre ....(867) 695-7000  
24-hour Emergency .....(867) 695-3232  
RCMP (Fort Liard) .....(867) 770-1111  
Social Worker (Fort Liard) .....(867) 770-4301  
Recreation .....206-2800  
Deh Cho Health and Social  
Services Authority .....(867) 695-3815

## Tsiigehtchic

Band Office .....953-3201  
Community Health Centre .....953-3361  
Social Workers  
(Fort McPherson) .....(867) 952-2802/2250  
Recreation .....953-3206  
RCMP (Fort McPherson) .....(867) 952-1111  
Inuvik Regional Health  
and Social Services Authority ... (867) 777-8146

# Telephone Directory of Services

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## Tuktoyaktuk

Legal Court Services .....977-2260  
Public Health Centre .....977-2321  
Social Workers/  
Mental Health Workers ...977-2511/2140/2434  
RCMP .....977-1111  
Inuvik Regional Health  
and Social Services Authority ... (867) 777-8146

## Tulita

Band Office .....588-3341  
Community Wellness Centre  
(Alcohol and Drug Programs) .....588-4019  
Public Health Centre .....588-4251  
Social Workers .....588-4271  
RCMP .....588-1111  
Sahtu Health and Social  
Services Authority .....(867) 587-3438

## Wekweti

Band Office .....713-2010  
Wekweti Dispenser .....713-2904  
RCMP (Wha Ti) .....(867) 573-1111  
Recreation .....713-2010 ext.24  
Social Workers (Wha Ti) .....(867) 573-3602  
Dogrib Community  
Services Board .....(867) 392-3000

## Wha Ti

Band Office .....573-3012  
Community Health Centre .....573-3261  
Social Workers .....573-3602

# Telephone Directory of Services

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RCMP .....573-1111  
Recreation .....573-3401  
Dogrib Community  
Services Board .....(867) 392-3000

## Wrigley

Band Office .....581-3321  
Community Health Centre .....581-3441  
RCMP .....581-1111  
Recreation .....581-3410/3321  
Social Worker (Fort Simpson) ....(867) 695-7070  
Deh Cho Health and Social  
Services Authority .....(867) 695-3815

## Yellowknife

Alcoholics Anonymous .....444-4230  
NWT Behavioral Sciences and  
Family Counselling .....669-7736  
Salvation Army .....920-4673  
Tree of Peace Friendship Centre .....873-2864  
Home Care .....920-3338  
Mental Health Clinic .....873-7042  
Public Health Centre .....920-6570  
Social Service Programs .....873-7276  
RCMP *24-hour Emergencies* .....669-1111  
RCMP *General enquiries*  
*Monday to Friday 9:00 a.m. to 5:00 p.m.* .669-5100  
Recreation .....920-5647  
Stanton Territorial  
Health Authority .....(867) 669-4224  
Yellowknife Health and Social  
Services Authority .....873-7276

# NWT Health and Social Services Authorities

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## Deh Cho Health and Social Services Authority

(867) 695-3815  
Box 246  
Fort Simpson, NT X0E 0N0

Communities Served:  
Fort Liard, Fort Providence, Fort Simpson, Hay River Reserve, Jean Marie River, Kakisa Lake, Nahanni Butte, Trout Lake, Wrigley

## Dogrib Community Services Board

(867) 392-3000  
Bag 5  
Rae-Edzo, NT X0E 0Y0

Communities Served:  
Rae Edzo, Rae Lakes, Wekweti, Wha Ti

## Fort Smith Health and Social Services Authority

(867) 872-6200  
Box 1080  
Fort Smith, NT X0E 0P0

Communities Served:  
Fort Smith

## Hay River Health and Social Services Authority

(867) 874-7115  
#3 Gaetz Drive  
Hay River, NT X0E 0R8

Communities Served:  
Enterprise, Hay River

# NWT Health and Social Services Authorities

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## **Inuvik Regional Health and Social Services Authority**

(867) 777-8146  
Bag Service #2  
Inuvik, NT X0E 0T0

Communities Served:  
Aklavik, Fort McPherson, Holman, Inuvik, Paulatuk,  
Sachs Harbour, Tuktoyaktuk, Tsiigehtchic

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## **Sahtu Health and Social Services Authority**

(867) 587-3438  
Box 340  
Norman Wells, NT X0E 0V0

Communities Served:  
Colville Lake, Deline, Fort Good Hope, Norman Wells, Tulita

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## **Stanton Territorial Health Authority**

(867) 669-4224  
Box 10  
Yellowknife, NT X1A 2N1

Communities Served:  
Stanton Regional Hospital

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## **Yellowknife Health and Social Services Authority**

(867) 873-7276  
Box 608  
Yellowknife, NT X1A 2N5

Communities Served:  
Yellowknife, Dettah, Fort Resolution, Lutsel K'e, Ndilo

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# Index

---

Alison McAteer House .....49

Aurora College, Aurora Campus .....39

Aurora College, Thebacha Campus .....39

Aurora College, Yellowknife Campus .....39

---

Aven Manor .....19

Beaufort Delta Legal Services Clinic .....31

---

Canadian Hard of Hearing Association (NWT Chapter) .....26

Canadian Mental Health Association/NWT Division .....27

Canadian National Institute for the Blind .....27

---

Centre for Northern Families .....45

Charlotte Vehus Home .....18

---

Crime Stoppers .....35

Deh Cho Health and Social Services .....16

---

Department of Transportation .....55

Division of Aging and Seniors  
Public Health Agency of Canada .....44

---

Education, Culture and Employment  
Income Support Programs Division  
Public Affairs Coordinator .....8, 9, 10, 11, 12, 14

---

Elderhostel INC. ....40

Family Counselling Division .....28

---

Family Support Centre, Hay River .....45

Fort Good Hope Victim Services .....50

---

Fort Smith Council for Disabled Persons .....29

Fort Smith Health Centre .....17

Fort Smith Victim Services .....50

---

H.H. Williams Memorial Hospital .....18

Hay River Victim Services .....50

---

Health Benefits Coordinator  
Health Services Administration  
Department of Health and Social Services  
Government of the Northwest Territories .....21

---

Inuvik Regional Hospital .....19

Inuvik Transition House .....46

Inuvik Victim Services .....51

---

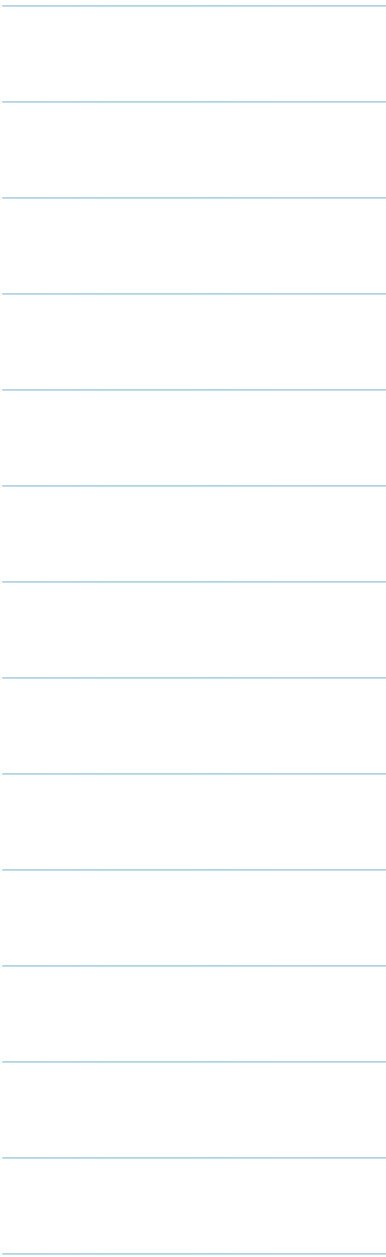
Jimmy Erasmus Senior Citizens Home .....19

Joe Greenland Centre .....16

# Index

---

- Last Post Fund Alberta/NWT Branch .....7
- Law Line .....31
- Legal Court Services .....32
- Lena Pederson (Kitikmeot) Boarding Home .....20
- New Horizons Centre .....28
- Northern Lights Special Care Home .....17
- Northwest Territories Housing Corporation  
Community Operations Division  
Municipal and Community Affairs .....9, 15
- NWT Library Services .....54
- NWT Council of Persons with Disabilities .....29
- NWT Human Rights Commission .....36
- NWT Seniors’ Society .....52
- Non-Insured Health Benefits Coordinator  
Health Services Administration .....22
- Parks Canada .....41
- PhoneBusters .....34
- Public Guardian .....37
- Public Trustee .....38
- Routes to Learning Canada .....40
- Royal Canadian Mounted Police .....33
- Salvation Army .....47
- Social Development Canada  
Income Security Programs .....2, 3, 4, 5
- Stanton Regional Hospital  
Extended Care Ward .....19
- Sutherland House, Fort Smith .....46
- The Extended Hand .....47
- The Vital Abel House .....20
- Tuk Women and Children's Centre .....49
- Veterans Affairs Canada .....6
- Woodland Manor .....18
- Yellowknife Association of Concerned Citizens for Seniors .53
- Yellowknife Food Bank .....48
- Yellowknife Seniors' Society .....53
- Yellowknife Victim Services .....51







**NWT SENIORS' SOCIETY**  
**1-800-661-0878**