



Seniors Support Program: “The Home Away Initiative”

A Program Development
Guide for Legion Branches





Seniors Support Programs

A Program Development Guide for Legion Branches

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We also wish to acknowledge the significant contribution of David Tushingham from Algonquin College who dedicated many hours to researching new Seniors Programs, enhancing existing ones, updating the guide, and coordinating the Pilot Program at Branch 638 Kanata.

MESSAGE FROM THE DOMINION PRESIDENT

The Royal Canadian Legion continues to be the largest Veteran's organization in Canada and has been delivering programs to Veterans and their families since 1926.

The population demographics are changing in Canada and the Legion must be prepared to meet the needs of Canada's growing Senior population and their changing health care needs. Statistics Canada reports the number of Seniors (65+) in Canada is projected to increase from 4.2 million in 2005 to 9.8 million in 2036. This represents a change in the population demographic with Seniors representing 13.2 percent of the total population in 2005 to 24.5 percent of the total population by 2036. As a result of this demographic shift the need and demand for health care resources will increase. The Royal Canadian Legion believes that we have an important role to play and that the time to act is now.

With over 1400 Branches we continue to be, and will be into the future, a valuable community resource. As the Legion continues to represent and advocate for all Veterans and their families to ensure they receive the benefits and services they deserve, the Legion is uniquely positioned to provide support in local communities for our Seniors. In fact, many Branches have already developed and continue to expand Seniors' programs in their communities.

The Dominion Executive Council Veterans Services and Seniors (VSS) Committee proposed the creation of "The Home Away Initiative", the concept of which is to provide a change of scenery for Seniors living at home and respite for the caregivers of Seniors on either a regular or occasional basis. This guide, developed by the VSS Committee, contains practical and useful information that will help support Branches who are interested in starting or expanding on existing Seniors' programs and to offer a respite program. It also contains valuable information on a variety of programs and services that are, or can be made available, through Branches to Canadian Seniors.

Legion Branches should be extremely proud of their support to Veterans and their families and in their community service with the delivery of programs for Seniors. I commend you for your commitment and dedication to expand this essential program to meet a growing need in your communities.

Gordon Moore

Dominion President

Introduction

THE ROYAL CANADIAN LEGION BELIEVES THAT:

- Seniors have a right to dignity and independence.
- Seniors stay healthier and live longer if circumstances allow them to remain in their own homes.
- Seniors have physical, psychological and social needs, all of which must be met if optimum health is to be maintained.

For many years, Branches all across Canada have been providing a variety of programs and services for Seniors. This Guide has been produced by Dominion Command Veterans Service and Seniors Committee to assist Branches to expand existing programs and to develop new programs that will meet the needs of Seniors within their communities.

Although many of the programs and activities outlined can be developed by Legion Branches, most would be enhanced by input from the Ladies Auxiliary and community based Seniors' organizations. Jointly sponsored programs and activities allow organizations to coordinate their resources and bring about results that may otherwise not be possible.

This guide is also available at www.legion.ca

SECTION I - SENIORS SUPPORT PROGRAMS

WHY THE LEGION?

- The Legion is Canada's largest community support organization with extensive experience assisting Seniors in local communities.
- Legion Branches have the support of their Provincial Command to ensure successful Senior support programs.
- Legion Branches have a wealth of experience, a history of administrative expertise, and are leaders in their communities. Who better than the Legion to mobilize the community to organize services for Seniors?
- Volunteers working on Seniors' support programs make a difference in the lives and well-being of individuals in their community.
- Volunteering in outreach programs benefit the volunteer, offering opportunities to get involved in their community, be a part of social change and support and make lasting friendships.
- Why not take advantage of this opportunity to expand or improve upon the services available to Seniors in your community?
- Branches operating successful programs for Seniors in their communities strengthen their connections in the community and increase their visibility to reach a wider audience.

WHY SHOULD YOUR BRANCH GET INVOLVED?

- The availability of programs and services designed for Seniors in your community is an investment in the future for you, your spouse and your comrades. Although you may not need these services now, wouldn't it be comforting to know they are available should you need them later?
- Does your community have all the services available to allow you and your spouse to live independently for as long as possible?
- Your community needs you. As the population continues to age in greater numbers than before, governments have fewer resources to provide services for Seniors. Are the needs of all Seniors in your community being met?

SECTION II - GETTING STARTED

1. ASSESSMENT
2. SELECT YOUR PROGRAM
3. TALK IT UP
4. PLAN YOUR PROGRAM
5. LAUNCH YOUR PROGRAM
6. EVALUATE YOUR PROGRAM

STEP #1 ASSESSMENT

Time spent on planning is never wasted. Information collected at this stage will guide the choice and development or enhancement of projects. A thorough assessment of both your Legion Branch and your community will give you:

- The level of support you can expect from your Legion Branch, other organizations, and the Seniors in your community.
- What programs currently are available in the community?
- What programs or services are needed?
- How new programs will fit into your community.

Successful program planning takes time

Task 1: Assess Your Branch

The first step is to assess your Branch's available resources and commitment to the prepared program. Answer the questions below to gauge preparedness.

Is your Legion Branch prepared?

- Is your Branch interested in becoming involved?
- What programs does your Branch already sponsor or deliver?
- Is the building you plan to use accessible to the disabled? Is it large enough for what you are planning?
- Do you have enough volunteers within the Branch and in the community to cope with expanding your Seniors' programs?
- Does your Branch and its volunteers carry appropriate liability insurance?

- Does your Branch have an active Legion's Seniors Program (LSP) Chairperson and Committee? If yes, see Task 3.

Task 2: Establish a Legion Seniors Program Committee

Points to consider when establishing a Legion's Seniors Program (LSP) Committee:

- Inform and motivate your membership.
- Select a Chairperson who is enthusiastic about Seniors' concerns and is skilled at getting people to work together.
- Write terms of reference for the LSP Committee. This should describe what you want the Committee to accomplish.

LSP Committee members should have:

- ✓ Knowledge
- ✓ Time
- ✓ Interest

What type of job do you want each LSP Committee member to do? Approach people who have the particular skills you are looking for (e.g. public relations, connections in the community, fundraising skills, and public speaking skills). Just because a person has some spare time, it does not mean that he or she has the skills or enthusiasm you are looking for.

Approach each potential LSP Committee member individually. People will help when you seek their advice.

Listen to their suggestions and assess the extent of their interest. Explain how your volunteers could contribute. Be honest about time commitments. Once you have established your LSP Committee, call a short meeting to discuss:

- The purpose of the LSP Committee
- Review and finalize the draft terms of reference
- Define the tasks the Committee will investigate or undertake
- Seek their advice and ideas
- Schedule regular meetings, goals, actions and tasks

Task 3: Community Assessment

To ensure you develop programs that meet the needs of Seniors in your community you must first assess what is already in place and what is needed. There are two approaches for gathering information about the needs of Seniors in your community:

Formal Assessment

- Mail-out surveys.
- Telephone surveys.
- Newspaper survey ads.
- Personal interviews.
- Distribute survey forms where Seniors gather in large numbers (shopping malls, clubs, conventions, doctors' offices, churches, pharmacies, etc.).

Informal Assessment

- Talk to members of your Branch.
- Interview service providers and others in the community (doctors, nurses, hospital staff, politicians, community groups, church officials, recreational leaders).
- Talk to Seniors themselves (phone, visit, and talk to groups).

One or both of these methods may be used, but in either case, it is important to check with Seniors' clubs, city programs, local universities/colleges, church officials, professionals, etc. for studies that may have already been done in your area by other organizations. Perhaps a need has already been identified by other organizations and your Branch can move on to the next step in program planning.

If you should decide to survey Seniors in your community, a template is provided for your use.

Needs that have been identified by only a few people can lead to programs that:

- ✓ **Are not wanted**
 - ✓ **Are not needed**
 - ✓ **Will not be supported or attended**
-

A formal or informal community assessment should tell you something about:

- The number of Seniors in the community.
- Seniors who would have difficulty participating because of disabilities or transportation problems.
- Where Seniors live (urban/rural).
- What programs for Seniors already exist in the community?
- What programs service providers think are needed?
- How the Legion can work with other organizations?
- What programs Seniors would participate in?

The following **Seniors Needs Survey** has been produced in order to provide your Branch with a simple form that may be used to assess the needs of Seniors in your community.



THE ROYAL CANADIAN LEGION SENIORS NEEDS SURVEY

The local Branch of The Royal Canadian Legion would appreciate your assistance in identifying the services and activities you feel are needed by Seniors in your area. A printable version of the survey is available at legion.ca.

1. Please circle your age category:

(Under 55)	(55-59)	(60-64)	(65-69)	(70-74)	(75-79)	(80+)
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Male Female

2. Would you, a family member or a friend, use any of the following services or activities if they were available? Please check:

	Yes		Yes
Meals on Wheels		"Fraud and Con Games" Information	
Diners'/Luncheon Club		Home Safety Information	
Breakfast Club		Fire Safety Information	
Dinners for Special Events		Crime Proofing Your Home	
Blood Pressure Clinic		Elder Abuse Information	
Nutrition Classes		Medication Advice	
Visual Impairment Information		Driving Refresher Course	
Hearing Impairment Information		Estate Planning	
Foot Care Clinic		Snow Removal	
Telephone Assurance Program		Grounds Maintenance	
Letter Carrier Alert		Darts Club	
Emergency Response Systems		Drop-In Centre	
Transportation Services		Seniors Club	
Transportation for Individual with Disability		Living Alone Support Group	
Friendly Visiting		Book Club	
Caregiver Relief/Respite		Income Tax Clinic	
Daycare Services		Working with Children	
Affordable Housing Information		Online Safety Course	
Art Classes		Mahjong	
Retirement Planning Course		Movie Night	
Computer Training Course		Travel Groups Local	
Assistive Technology Information		Travel Groups Provincial	
Travel Groups National		Bridge Club	
Walking/Hiking Club		Day Trips	
Technology Classes (Phone, Computers)			

STEP #2 SELECT YOUR PROGRAM

With the help of the survey and local community centres, review the information gathered and determine what programs would be of the greatest benefit within your community. Establish a decisive framework to select your program. Other local Legion Branches can provide additional support with information and guidance on experiences with similar programs. If multiple needs are identified select one program to start. Choose a program that is easy to coordinate, where skill sets already exist, that establish partnerships in the community, activates interest of Seniors to participate and therefore has the greatest chance of success. Once a successful program is developed, build on the momentum and add new programs to meet additional needs.

An effort should be made to avoid duplication of services.

STEP #3 TALK IT UP

Your enthusiasm will rub off on others. Talk about your selected program to anyone who can help you:

- ✓ Other Legionnaires.
- ✓ Ladies Auxiliary.
- ✓ Community members, Seniors' clubs and service providers who may become involved in the program.
- ✓ Seniors in the community (particularly those who will be using the services).

From this group of people a specific LSP Committee can be established to coordinate the program you have selected.

STEP #4 PLAN YOUR PROGRAM

Before you begin developing a work plan, use the following check list to make sure you have addressed all the appropriate issues.

Check List:

- _____ Branch assessment has been done.
- _____ The LSP Committee has been established.
- _____ Legion survey has been done.
- _____ Community assessment has been done.
- _____ Needs of Seniors in the community have been identified.
- _____ Seniors' programs have been selected for development.
- _____ Community support for the program has been established.

Work Plan:

Meet with your LSP Committee to finalize a work plan and timeline. You may wish to draft a plan prior to the meeting as a starting point for discussion.

A work plan should identify:

- ✓ What you hope to achieve. There should be measurable goals with a deadline.
- ✓ When you are going to start?
- ✓ Who will actually do it and who will make sure that it is done?
- ✓ How you intend to make it happen?

In reality your own program plan will be much more specific. The LSP Committee will want to make sure that all of the following issues have been addressed:

Time:

- ✓ How long will the activity take?
- ✓ How often will it take place?
- ✓ Do volunteers have the time to do it?
- ✓ Is the time selected for the activity appropriate (e.g. afternoon versus evening)?

People:

- ✓ Do you have an enthusiastic Legion Seniors Program Committee and/or working group?
- ✓ Will you need staff?
- ✓ How many volunteers are needed? What will they do?
- ✓ How will you train them?

Promotion:

- ✓ How will you advertise the program to attract Seniors? (e.g. flyers, media, etc.)
- ✓ Where will you advertise? Seniors' clubs, Senior Centres, Legion Branches, etc.

Financial Resources:

- ✓ How much will it cost? Develop a budget for a year.
- ✓ Where will the funds come from?
- ✓ Will you have to raise funds?
- ✓ Poppy funds may be available for this program.
- ✓ Will the Seniors using the service pay a fee? How much?
- ✓ Do you have adequate liability insurance?

Material and Equipment:

- ✓ What do you have available?
- ✓ What will you need?
- ✓ What will that cost?
- ✓ What will the Branch, Auxiliary and/or partner organization contribute?

Location:

- ✓ Is it accessible? (Elevator, chair-lift, etc.)
- ✓ Will it cost money to rent or modify?
- ✓ Will Seniors be able to get there?
- ✓ Is there transportation?

Example: DINERS' CLUB/LUNCHEON CLUB

When: Every Monday, except statutory holidays.

What: Provide hot, nutritious meals at a Legion Branch to Seniors at below \$5 a meal.

Who: Volunteers from the community, members of the Ladies Auxiliary, Legion members, local grocer for food at a discount.

How: Will work together to organize, prepare and serve meals.

STEP #5 LAUNCH YOUR PROGRAM

Now that your LSP Committee has found the resources it needs, it is time to communicate. Advertising and promoting your program will continue to be an important activity to reach out to Seniors (see SECTION IV). Throughout the program, your LSP Committee should regularly address the following issues:

- Do we need to continue to promote our program?
- Do we need to recruit new volunteers?
- What will we do to engage our volunteers?
- Do we need continuing financial resources and where is it going to come from?

SECTION III – FUNDING OPPORTUNITIES AND SUGGESTIONS

Many of the programs described in this Guide require little, if any, money to implement. Other programs, however, may require a considerable outlay in order to get them off the ground. There are several sources of funding that your Branch may want to explore in order to bring a much needed Seniors' program to the community.

1. POPPY TRUST FUNDS

Poppy Trust Funds may be available from your Branch to support the delivery of your program:

Subject to prior approval of the Provincial Command, a District, Zone, Branch, or group of Branches, may make an allotment of not more than 50 percent of the total available Poppy Trust Fund on the date prior approval is requested. Approval must precede the expenditure for drop-in centres for the elderly, support of meals on wheels services, transportation and related services for Veterans, their dependants and Seniors and only as these provide known support of Veterans in the community. **(Poppy Manual – 700134 - July 2013 – Section 402.g).**

Subject to prior approval of the Provincial Command, a District, Zone, Branch, or group of Branches, may make an allotment to cover the cost of installation, maintenance and repair to personal lifting devices, access ramps and handicap door operators to the Branch entrance, installed for the purpose of assisting Veterans, their dependants and other persons with disabilities. **(Poppy Manual – 700134- July 2013 – Section 402.m).**

2. COORDINATE RESOURCES

Organizations in your community may not have the financial resources to independently start a particular program for Seniors. However, by pooling Legion resources and expertise with those available from other community organizations, what appeared impossible at one stage can then become a reality.

3. FUNDRAISING

Many Legion Branches and Ladies Auxiliaries are masters at developing projects to raise funds. Examples of activities include:

- ✓ Spaghetti dinners, breakfasts etc and participants are charged a fee and a portion of the proceeds support a particular event.
- ✓ Raffles.
- ✓ Passing the hat around to collect donations.
- ✓ Bingo nights.
- ✓ Silent auctions.

4. FUNDING GRANTS

Many Legion Branches across Canada have applied for and received New Horizons grants from Employment and Social Development Canada to assist them with funding Seniors' programs. If programs are sound and meet a real need in the community, many municipalities will contribute some of the start-up funds for your project. More information about the New Horizon Grant is available at the Employment and Social Development Canada website at <http://www.hrsdc.gc.ca/eng/seniors/funding/>.

5. USER FEES

For many of the programs described, a "User Fee" may be charged to cover or supplement the basic costs of a program. Some Seniors may wish to contribute as well.

SECTION IV - COMMUNICATION

Effective promotion and communication is crucial to developing an effective Seniors program. Promotional messaging and clear communications that reach your audience will:


- ✓ Ensure Seniors and their caregivers are aware of services and activities.
- ✓ Help your Seniors program gain support from stakeholders and from your community.
- ✓ Support your fundraising efforts.
- ✓ Introduce your Legion Branch to potential new members and volunteers.
- ✓ Educate the community about the Legion.

When developing a promotional poster, flyer, brochure or advertising piece, be sure to include the following:

- ✓ A catchy short title and optional subtitle to further describe the program.
- ✓ Include a large, eye-catching photo or image and use text size and placement to emphasize information.
- ✓ A description of the program.
- ✓ Who the program is for – the intended audience.
- ✓ The benefits of attending the program.
- ✓ Where the program is delivered – location, dates, time.
- ✓ Any participant fees.
- ✓ Any supports available, such as transportation to the program.
- ✓ A contact phone number, email and/or website for more information.
- ✓ Include the Legion logo. If you are partnering with another organization, include their logo as well.
- ✓ Keep the text short and to the point.


Large Font Title

Subtitle for 1-line description



Write a short description of the program, including who it is for and the benefits of participating. Tell them where to find more information.

Location
Date
Time
Fee
Contact

Legion 

Below are some ideas to consider when developing your promotional tactics:

- ✓ Ensure your Branch Executive, Branch Service Officer, and members are aware of the campaign and encourage them to promote the program through word-of-mouth.
- ✓ Create posters, flyers and brochures your members can help distribute.
- ✓ If your Branch has a website, create a webpage with the program information and contact person. Add this link to your advertising materials and promote it through social media.
- ✓ Contact local organizations where Seniors and/or their caregivers may frequent and ask to display a poster, distribute brochures or flyers, or post a short piece in their newsletter. Consider developing a short presentation about the program that can be delivered at these organizations. You can adapt the presentation to the audience – either providing information directly to Seniors, or providing information for caregivers, explaining how your program can help their clients and how they can help promote the program.
 - Consider the following organizations to approach: Seniors' residences, hospitals, doctors' offices, libraries, community recreation centres, Seniors' services such as Meals on Wheels, pharmacies.
- ✓ Advertise in, or submit an article to your local community newspaper.
- ✓ Request to appear on local radio and TV programs.
- ✓ Organize an information session at your Branch and open it to the public. Your members can be your best source of outreach in the community.

For more ideas and information on how to promote your program, please see the Legion's Public Relations Manual:

http://www.legion.ca/wp-content/uploads/2013/09/pr_manual_E.pdf

Tip: Word of Mouth

Never underestimate the power of word-of-mouth. Be sure to let your Executive Team and all Branch members know about this campaign and encourage them to talk about it whenever possible.



SECTION V - SAMPLE OF SENIORS PROGRAMS

1. NUTRITION AND HEALTH SUPPORT
2. SECURITY
3. SAFETY
4. INDEPENDENT LIVING
5. INFORMATION AND EDUCATION
6. LEISURE ACTIVITIES

All of the programs suggested in this section contribute to the overall health and well-being of Seniors. An attempt has been made to include a variety of basic programs that meet the needs of Seniors. Some of the programs require a great deal of resources and commitment, while others are very simple and require few.

There are various levels of involvement, depending on the unique situation of the individual Branches:

- ✓ Programs supported solely by Legion Branches, either independently or coordinated with other Branches.
- ✓ Jointly delivered Seniors' programs as a result of sharing resources with other organizations. (i.e. Community organization, suppliers, services).
- ✓ Using the expertise of members to get the program off the ground and then teaching Seniors how to run it themselves.
- ✓ Most Legion Branches have space which is not being used during the day – if your Branch is unable to coordinate the delivering of a Seniors program, you may consider lending the space in your building to other Seniors organizations.

1. NUTRITION AND HEALTH SUPPORT

Preparing regular nutritious meals can be a problem for many Seniors, particularly those who are isolated or in poor health. Many isolated or frail Seniors exist on “tea and toast”. In the case of some single Seniors, there is difficulty in buying and cooking for one. In addition, where transportation services are minimal or when a physical condition reduces mobility, getting out to buy groceries poses a real problem. Programs that provide meals to these Seniors fulfil a very real need in the community.

a. Meals on Wheels: Food is prepared at a central location, such as a nursing home or hospital, and volunteers deliver hot, nutritious, low-cost meals to persons who are unable to attend to their own nutritional needs. Clients can include elderly, disabled, chronically ill and convalescent persons. This program requires a great deal of commitment and coordination.

› Benefits:

- ✓ Premature and/or unnecessary institutionalization is prevented.
- ✓ Better nutrition leads to better health.
- ✓ Social contact with volunteers reduces loneliness.
- ✓ Volunteers are able to monitor the well-being of the meal recipients.

b. Nutrition Classes: A person's nutritional needs change over time. Learning and understanding what your body needs to feel at its best is important. Nutrition classes offer an opportunity to learn what you need to continue to live a healthy and active life. Proper nutrition is tied into slowing physical signs of aging and fighting off life-threatening diseases such as cancer, diabetes, or heart disease.

› Benefits:

- ✓ Promotes healthy lifestyle.
- ✓ Seniors live longer and are stronger.
- ✓ Provides the brain with key nutrients sharpens the mind.
- ✓ Better nutrition leads to feeling better, having more energy, looking better and having higher self-esteem.

c. Group Dining: Hot, nutritious, low-cost meals are provided on a regular basis in a central location such as a Legion Branch, by volunteers or caterers to Seniors wanting social contact in a stimulating environment. There may be coordinated funding opportunities with restaurants in the local communities. Once established, this program might be expanded to include some of the activities listed in the LEISURE ACTIVITIES under Drop-In Centres. A program such as this is particularly well suited to most Legion Branches because of the availability of appropriate space during

the lunch or dinner hour and the existence of essential dining facilities. Types of Group Dining include:

- Wheels on Meals - Volunteers provide transportation for Seniors requiring travel assistance to the Legion.
- Diners' Club/Luncheon Club - Seniors provide their own transportation to the Legion.
- Combination - Wheels on Meals and Diners' Club.
- Breakfast Club - Could be held at the Legion or at a local restaurant.
- Special Events Dining - Meals are provided at the Legion only on special occasions.
- Senior Veterans and Friends - Veterans bring a friend to the Legion to share a meal.
- Meet and Eat - Seniors are seated with others in a random seat draw to encourage meeting new friends.

› **Benefits:**

- ✓ Regular nutritious meals improve health.
- ✓ People tend to look forward to eating when in the company of others.
- ✓ Stimulating conversation reduces depression.
- ✓ New friendships are formed thus decreasing the loneliness of isolated Seniors.
- ✓ Lunch at the Branch can lead to an afternoon of socialization.

d. **Foot Care Clinics:** A foot care program provides Seniors in your community with access to professionals who are specially trained in the care of feet. The service can be subsidized by the sponsor organization or user fees can be charged. As we grow older there is a greater need for foot care assistance:

- Toenails thicken or become misshapen and are harder to cut.
- Painful calluses or corns may develop.
- Poor eyesight makes proper foot care difficult.
- Physical limitations make it more difficult to reach our feet.

- A condition such as diabetes with its accompanying poor circulation makes safe foot care a vital issue.

› **Benefits:**

- ✓ Seniors with healthy feet remain active and mobile.
- ✓ Clients will be taught how to correctly look after their feet in order to restore or maintain foot health.

e. **Support Groups:** Peer Support groups exist for any number of medical conditions or situations that people must learn to deal with. In addition, Branches may wish to organize support groups for people who are affected by similar health concerns. The purpose of the group is to provide mutual support and information sharing. Individuals who face similar situations are able to understand one another's feelings and frustrations. Solutions to problems can be discussed and worked out within the safety of a sympathetic group. Types of support groups include:

- Living Alone - The Legion Branch can easily identify those spouses of members who once were involved in the Branch. In addition to starting a group to provide mutual support, a program could be started to reintroduce these Seniors now living alone to Legion activities.
- Medical Conditions - Many national and provincial organizations which specialize in a particular medical condition will provide assistance in establishing support groups. Examples of this could include:
 - ✓ Heart and Stroke
 - ✓ Alzheimer
 - ✓ Diabetes
 - ✓ Cancer
- Hearing Impairment - A support group could help these people and their families cope with the frustration that can arise from dealing with hearing loss.
- Visual Impairment - A support group could help these people and their families cope with the frustration that can arise from dealing with diminished vision.

- Peer Counselling - Committed volunteers can be trained to listen and talk with their peers in a special way and to help them manage their lives better. Because of their common life experiences they are aware of the issues and problems confronting Seniors. The training of counsellors is generally done by a professional and requires a time commitment on the part of the volunteers.

› Benefits:

- ✓ Provides mutual support and information sharing.
- ✓ Individuals who face similar situations are able to understand another's feelings and frustrations and provide support.

f. Health Clinics and Monitoring: Is there a certain health condition that has many people in the area affected or concerned? A good way to make sure their concerns are met and their questions answered is to have a professional come in and talk with them. Organizing a health care professional to come in can also provide an opportunity to administer injections against the flu, shingles or their vaccinations or monitor blood pressure.

› Benefits:

- ✓ Provides a safe environment to answer health questions and concerns.
- ✓ Creates opportunities for those who have missed opportunities to have vaccinations.

2. SECURITY

For many Seniors who live alone, there is a very real concern that they will become ill or have an accident and there will be no one to assist them. The following program addresses this problem.

a. Telephone Assurance Program: Volunteers make a friendly daily phone call at a pre-arranged time to ensure the Senior's safety and well-being. Many Canadian Seniors live alone and this program provides them and their families with the assurance that assistance will be summoned if the telephone is not answered. Volunteers can be enlisted from the community, senior citizens' residences or institutions.

› Benefits:

- ✓ Daily contact with a volunteer extends the period of time frail Seniors can live independently in their communities.
- ✓ Seniors feel less isolated and thus less lonely.
- ✓ Allows Seniors who are confined to their homes or who are institutionalized to volunteer their time to assist others.

3. SAFETY

Legion Branches are in an excellent position to host lectures for the benefit of all Seniors in the community. Most professionals and experts in your community will be eager to provide information on a variety of safety and security topics. Topics could include:

a. Fraud and Con Games: Your local detachment of the RCMP or your provincial or community police force will be more than willing to set up workshops in your Branch to assist the Legion in reducing the incidents of Seniors being taken advantage of by shady characters.

b. Crime-Proofing Homes: Your local police can assist Seniors in your community to improve the security of their homes so that opportunities for burglary are reduced.

c. Home Safety: The rate of accident and injury for Canadians over the age of 65 and older is three times higher than the rest of the population. This program will inform Seniors in your community on how to reduce the risk of accidental injury around the home. Information is available to assist nurses, police, etc. in organizing a seminar in your Branch.

d. Fire Safety: Fire Departments can be approached to arrange home inspections and check smoke detectors. Some Legion Branches have launched campaigns to make sure that all Seniors in their area have smoke detectors installed in their homes.

e. Elder Abuse: This is not a new problem but is now coming into focus because people are no longer willing to accept it as a part of growing older. Elder abuse can include physical, emotional and/or financial abuse. A social worker or health official in your community can provide Seniors with more information on this topic.

f. Drug Awareness: A community pharmacist can provide valuable information on the safe and responsible use of medicines. In addition, your Legion Branch may wish to sponsor a “brown bag drug program”. This program encourages Seniors to bring all the medications they are taking to a designated location where a pharmacist can then advise them on side effects, interactions and safe usage.

g. Driving Course: Senior drivers have more accidents than their younger counterparts on a per kilometre basis. In addition, they are more likely to suffer fatal injuries or require lengthy hospitalization. This is a classroom refresher course for drivers 55 years of age or older. The course must be planned and administered in accordance with the guidelines issued by the Canada Safety Council.

› **Benefits:**

- ✓ Learn how the process of aging has an impact on driving.
- ✓ Identify and correct any bad driving habits that may have been developed.
- ✓ Gain more confidence behind the wheel by refreshing defensive driving skills.
- ✓ Maintain independence.

4. INDEPENDENT LIVING

It is possible to provide Seniors with services and programs that often mean the difference between living independently and having to be institutionalized or moved to another location.

a. Home Assistance Services: Seniors often need assistance with a variety of chores such as:

- Shopping
- Gardening
- Cleaning
- Snow Shovelling
- Light Housekeeping
- Laundry
- Painting
- Small repairs

Home help can be organized in a variety of ways:

- Paid Worker Services - Users of the service pay home helpers by the hour or by the job. A list of service providers could be available at the Legion Branch.
- Student Services - Young people are paid for their services by the user, or do jobs on a volunteer basis through church groups or school programs. The Legion Branches can coordinate with high schools, colleges and universities for student placement opportunities for large project support. High School students need a minimum of 40 hours of volunteer work to pass. Take advantage of this by providing volunteer opportunities.
- Barter System (Seniors Helping Seniors) - A list of Seniors is maintained who have skills they can offer in exchange for services they need. For example, exchanging a casserole for shovelling the walk.
- Shopping Service - Arrangements might be made with a local grocery store to have employees prepare phone-in orders and have them delivered to shut-in Seniors, either by the store or by a volunteer.
- Volunteers - Volunteers possessing the necessary skills provide assistance to those Seniors unable to cope with the tasks at hand.

› **Benefits:**

- ✓ If Seniors are able to keep up with chores around the house they can live in their own homes for a longer period of time.
- ✓ A well maintained home helps a Senior maintain pride and dignity.
- ✓ A well maintained home is a safe home.

b. Transportation: One of the biggest problems facing many Seniors today is a lack of appropriate and affordable transportation. When a Senior cannot get out to shop for groceries or attend appointments, very real health and independence problems occur. Many Legion Branches across Canada have recognized the problems and are involved in a variety of programs that provide Seniors and the disabled with transportation to medical appointments, shopping, banking, etc.

There are several kinds of transportation programs:

- Volunteer Driver Program - Volunteers drive Seniors to appointments. The user reimburses the driver for his mileage, provides a small fee, or in some cases, Legion Branches subsidize the service.
- Transportation with Attendant - In addition to providing transportation as described above, a second volunteer accompanies the Senior to his or her appointment to provide physical assistance and moral support.
- Transportation for Person with Disability - Many Legion Branches across Canada have purchased buses or vans which they have donated for the use of organizations serving Seniors. Other Branches have purchased vehicles and opted to provide this service on their own either by hiring a driver or by providing a qualified volunteer driver. This service ensures that disabled Seniors have access to appropriate transportation that is otherwise not available in certain locations.

› Benefits:

- ✓ Seniors can live independently in the community for as long as possible.
- ✓ A volunteer can provide assistance and support which is not always available on public transportation.
- ✓ Assist Seniors to medical appointments.
- ✓ Reduces social isolation.
- ✓ Bring Seniors to the Branch to participate in programs and meet other Seniors.

c. Friendly Visiting: The purpose of this program is to provide companionship on a regular basis to an elderly or shut-in person in need of a “friend”. The goal is to establish an ongoing companionship between individuals. Visits may occur in the home, hospital or institution.

› Benefits:

- ✓ Many Seniors state that “loneliness” is one of their biggest problems ... a friendly visitor helps.

- ✓ Shut-ins will feel that they are still members of the community and not forgotten.
- ✓ Mental and physical health improves when loneliness and depression are dispelled.

5. INFORMATION AND EDUCATION

Every day we are bombarded with information, new technologies, government forms and issues we are not familiar with. Sorting out the red tape, filling in forms or routing out appropriate information can be difficult and confusing. Branches can become involved in programs by using the expertise of members or by arranging to have experts on specific issues come to the Branch to speak to groups of Seniors.

a. Information and Referral Program:

This program could provide Seniors with information about community services available to them. There are two possible approaches:

- ✓ **Formal Information and Referral Program** - An information and referral program provides staff and/or volunteers to answer questions pertaining to Seniors or to assist Seniors in dealing with government services and programs.
- ✓ **Informal Information Program** - In locations where resources are limited a less formal system of providing information might be considered. An attractive pamphlet stand or rack located in an accessible location in a Legion Branch could provide all Seniors in your community with the information they are seeking. Publicize your service and have a volunteer regularly stock the pamphlet rack with the free information issued by various levels of government as well as booklets produced by organizations providing services to Seniors.

› Benefits:

- ✓ Seniors and/or their caregivers can become better informed about community services that are available to them and how to access these services.

b. Legal Concerns: Seniors on limited incomes often cannot afford to have legal work done. Members of Legion Branches can find out if there is a lawyer in their area who is willing

to provide legal aid to eligible Seniors in the community. In addition, your Legion Branch might invite a lawyer to speak to Seniors on such important issues as:

- Wills
- Power of Attorney
- Public Trustee
- Living Wills, etc.

› Benefits:

Seniors can find out:

- ✓ The latest information on planning their estate.
- ✓ Plan for their family transition.
- ✓ Allows a Senior to designate someone they trust to manage their affairs as per written instructions.
- ✓ Allows their estate to pass to their beneficiaries without the lengthy and costly process of probate.
- ✓ A good estate plan can give peace of mind knowing all their affairs are in order and personal wishes will be carried out.

c. Income Tax Clinics: Many Legion Branches have enlisted the help of qualified volunteers to assist Seniors in completing simple income tax forms. District taxation offices can arrange training courses for volunteers who would be provided with kits and brochures to use in helping people.

› Benefits:

- ✓ Seniors take pride in understanding the forms once they have been explained to them.
- ✓ An understanding volunteer can lend valuable assistance to those Seniors who have poor reading skills or poor eyesight.
- ✓ Some Seniors would prefer that their financial concerns remain a private matter rather than involve their families.

d. Retirement Planning: This program provides Seniors with the opportunity to realistically adjust their lives in preparation for retirement. Many communities have retirement planning courses available to them through community

colleges, banking and insurance institutions etc. The success of such a program depends upon a competent and knowledgeable coordinator. Many of the younger members of your Branch may also want to participate in such a program. You may also find that others in the community are attracted to a retirement planning program and as a result want to become involved in Legion activities.

› Benefits:

- ✓ An opportunity to consider the pros and cons of retirement.
- ✓ Mutual support and sharing of retirement concerns and ideas.
- ✓ Forecasting a financial situation and exploring alternatives.
- ✓ Exploring a new lifestyle.
- ✓ Identify skills that can be of benefit to themselves and the community.
- ✓ Assist individuals to become better managers of their lives by providing information on finances, health, housing and relationships.

e. Senior Talent Bank: Organizing a Senior talent bank will enable and encourage Seniors to serve the community through volunteer activity for the good of the community and for their own well-being. A registry of Seniors' names and their skills and abilities is maintained. Seniors can then be placed with agencies or organizations that would benefit from their expertise.

› Benefits:

- ✓ Promotes the effective use of senior citizens as volunteers in the community.
- ✓ Provides opportunities for involvement in the community.
- ✓ Encourages continued participation in the community.

f. Technology Education: Technology is constantly being updated and these changes can sometimes make it difficult to keep up. Classes can further our understanding on how to use technology, to stay connected with expanding families, to simply make life easier, and can be greatly beneficial in promoting

independent living. Some suggested topics could include:

- Understanding the basics of using a smartphone or computer.
- How to protect their computer from viruses and invasion.
- How to maintain their computer running quickly and smoothly.
- What kind of sites and pop-ups can be trusted.
- What kinds of social media are available and how to use them.
- Information on assistive technology to assist with disabilities or impairments.

› **Benefits:**

- ✓ Promotes the effective use of technology and how to avoid costly computer viruses.
- ✓ Encourages the use of technology for communication.
- ✓ Lessens loneliness and assists Seniors to stay in touch with extended family.
- ✓ Teaches Seniors to protect personal information from online con artists and hackers.

g. Continuing Education: Life is a learning experience and many Seniors are discovering the joys of taking courses offered through universities, colleges, high schools and other community organizations. Traditional programs, general interest courses and workshops on arts, crafts and hobbies are often offered at a special Seniors' rate. Your Branch could promote these courses by making this information available to members and Seniors who participate in Legion sponsored activities. In smaller communities, the Branch could coordinate with the community college to offer a program in the Branch.

› **Benefits:**

- ✓ Keeping the mind engaged improves memory, self-confidence and overall health.
- ✓ Helps Seniors meet people who share the same interests.
- ✓ Offers opportunities to learn or build upon skills.

6. LEISURE ACTIVITIES

a. Fitness: We recognize the benefits of keeping fit and maintaining a healthy lifestyle. Information is available on a number of national and provincial programs designed to assist groups to become more involved in physical fitness. Many Legion Branches are already involved in delivering a wide variety of fitness programs:

- Fitness courses/Exercise programs
- Social dancing/Dance classes
- Walking excursions
- Swimming
- Indoor/outdoor sports and games

› **Benefits:**

- ✓ Promotes healthy lifestyle.
- ✓ Lessens the frequency of bone and joint problems.
- ✓ Reduces anxiety and stress.
- ✓ Everyday activities remain possible because the body remains supple.
- ✓ General improvement in body condition and weight.
- ✓ Increased knowledge and control of the body.
- ✓ Promotes social interaction and reduces social isolation.

b. Inter Generational Programs: An intergenerational program encourages planned activities between young and old. Meaningful activities can encourage communication and a sharing of ideas between different age groups. A variety of approaches are possible:

- Seniors work with daycare, nursery schools and the formal school system and organizations dealing with children to provide tutoring, sharing of talents and knowledge.
- Children visit facilities for Seniors and engage in activities of mutual interest.
- Some daycare centres and nursery schools are located in facilities housing Seniors and both Seniors and children benefit from sharing activities.

› **Benefits:**

- ✓ Seniors gain a sense of self-worth, continued development of learning skills and a sense of continued usefulness in the community.
- ✓ Young and old share their lives and develop friendships.
- ✓ Breaks down barriers and stereotypes that exist between generations.
- ✓ Provides a grandparent figure for those with little or no experience with grandparents.

c. Drop-In Centre or Seniors' Club: Many Legion Branches in Canada are generously providing space within their buildings for Seniors and Veterans to meet regularly to enjoy social, recreational and educational opportunities. Often, a Seniors' club or drop-in centre starts informally with only a handful of people, but as the activities of the group become known in the community, the numbers swell. This is a program that is especially well suited to Legion Branches.

› **Benefits:**

- ✓ Relieves loneliness and/or depression.
- ✓ Opportunity to make new friends.
- ✓ Opportunity to learn new skills.
- ✓ Opportunity to teach others new skills.
- ✓ Some of the newcomers may want to get involved in Legion activities.
- ✓ Drop-In Centres frequently lead to new programs. Once Seniors get together they will devise their own programs.

d. Weekly Seniors Coffee: Similar to a Drop-In Centre, this event can occur on the same day and time each week. Encourages Seniors to meet regularly to enjoy social, recreational and educational opportunities. Each week a Senior could be celebrated and invited to speak about their experience in life or anything of interest to them.

› **Benefits:**

- ✓ Reduces loneliness.
- ✓ Opportunity to make new friends.
- ✓ Opportunity to learn new skills and teach others new skills.
- ✓ May lead to new programs.

e. Group Travel: There is much to experience and see both locally, nationally and internationally. Exploring different cultures can be a thrilling experience and create memories that will last a lifetime. Going in groups can offer both security and companionship.

› **Benefits:**

- ✓ Reduces loneliness and make new friends.
- ✓ Exchange ideas, find new interests or refine old ones.
- ✓ Explore the culture of another location or country.

f. Travel Insurance: When you are planning on traveling, travel insurance can help you have security of mind and prevent you from incurring unforeseen expenses. There is both a wide range of coverage and insurance companies available and picking the insurance plan and coverage that is right for you can take time. It can also be a complicated process. If there is a travel event organized by the Legion, or if there is simply a lot of interest within the local community for travel, bringing in a speaker or holding a get-together can be a great way to answer questions people may have. Experiences with certain insurance providers (both good and bad) can be shared for the benefit of everyone present.

› **Benefits:**

- ✓ Security of Mind.
- ✓ Freedom to cancel trips because of unforeseeable event.

SECTION VI – EVALUATION OF PROGRAM

One important part of establishing your Seniors program is to evaluate the success and outcome. After each program has been completed the working group should meet with the LSP Committee and provide constructive feedback. Some questions to ask include:

- 1. DID THE PROGRAM MEET YOUR GOALS AND THE EXPECTATIONS OF PARTICIPANTS?**
- 2. HOW SUCCESSFUL WAS THE PROGRAM?**
- 3. WHAT IMPROVEMENTS COULD BE MADE?**
- 4. MEASURE PROGRAMS, COMMUNICATIONS, FEEDBACK FROM PARTICIPANTS/ ORGANIZATIONS/VOLUNTEERS – REVIEW**

It is critical to identify any problems experienced and to resolve or improve upon these areas identified prior to the development of the next program. This is an important step that is often forgotten.

This Guide was developed by the VSS Committee to assist Branches to develop, enhance or expand upon existing Branch programs. It is meant to be a helpful resource and tool for Branches and provide valuable information regarding resources available to assist Canadian Seniors.

Branches should be proud of the legacy of commitment and support of all Veterans and their families. With the ever increasing number of Seniors in our communities, we are honoured to have the experience and capacity to expand our assistance to all Seniors in our communities.

We sincerely hope this Guide has been beneficial to assist Branches who have existing Seniors Programs and for those who wish to develop them.

Congratulations



SECTION VII - SENIORS RESOURCES

This reference section has been provided to assist Branches in finding resources to assist with your Seniors program. This reference section is not meant to be a complete listing of all available resources.

NATIONAL SUPPORT ORGANIZATIONS

Alzheimer Society of Canada

Phone: 1-800-616-8816

<http://www.alzheimer.ca/en>

Contact for support and information about Alzheimer's and other forms of dementia. Extensive knowledge of Alzheimer's covering warning signs, coping strategies and what resources are available to help both the individual with the dementia as well as the family.

Amyotrophic Lateral Sclerosis (ALS)

Phone: 1-800-267-4257

<http://www.als.ca/en>

Contact for support and information on Amyotrophic Lateral Sclerosis, also known as Lou Gehrig's disease. The website offers information on the latest research, health care providers and clinical trials. Events and supports are also listed.

Canadian Cancer Society

Phone: 1-416-961-7223

<http://www.cancer.ca/en/?region=on>

Contact for support and information on all forms of cancer. The website offers detailed information about cancer types, diagnosis, and treatments. Supports and services for those living with cancer, and for friends and family are also listed. Additionally, information on causes and prevention, latest news, events, volunteer opportunities, and research is provided.

Canadian Diabetes Association

Phone: 1-800-226-8464

<http://www.diabetes.ca/>

Contact for support and information about all forms of diabetes. Detailed information about healthy lifestyles, resources for friends and family, and results of the latest research can be found on their website. Both volunteer opportunities and events can also be found.

Canadian Hearing Society

Phone: 1-877-347-3427

<http://www.chs.ca/>

Contact for support with all hearing impairment concerns or issues. Includes technology that can increase quality of life or general information on other tools to support friends and family. Health care, counselling and educational programs are available. For general information visit their Knowledge Centre on their website for quick access to helpful information and tips.

Canadian Mortgage and Housing Corporation

Phone: 1-613-748-2000

<http://www.cmhc-schl.gc.ca/en/index.cfm>

Contact for information on all home and financial possibilities. This can be for those looking to buy a new home, renting out an old one, or home market information. Information on affordable housing and adapting homes for physical limitations is also available.

Canadian National Institute for the Blind

Phone: 1-800-563-2642

<http://www.cnib.ca/en/Pages/default.aspx>

Contact for support and information about vision loss. Find easy access to one of the world's largest libraries for those living with visual impairments. Counselling and rehabilitation support service available as well as information on technology that can improve quality of life.

Canada Safety Council

Phone: 1-613-739-1535

<https://canadasafetycouncil.org/home>

Contact for information on a wide range of safe information. This information covers traffic safety, home safety, senior safety and much more. Multiple safe driving courses are available. These courses can be for both recreational and professional vehicles.

Heart and Stroke Foundation of Canada

Phone: 1-613-569-4361

<http://www.heartandstroke.com/site/c.ikIQLcMWJtE/b.2796497/k.BF8B/Home.htm>

Contact for support and information about forms of heart disease and strokes. Can provide detailed information about how to maintain a healthy lifestyle and reduce the risk of heart disease and strokes. Both diet and physical activity guidelines are provided. Visit website for possible volunteer opportunities and upcoming events.

Health Canada

Phone: 1- 613-957-2991

<http://www.hc-sc.gc.ca/index-eng.php>

Provides national resources for information on health products, environmental/workplace health, nutrition, and healthy living. Information on the Canadian Health Care System is available, in addition to the latest science and research on many current health concerns.

Medic Alert

Phone: 1-800-668-1507

<http://www.medicalert.ca/how-it-works>

Medic Alert sells medical ID bracelets and other forms or jewelry that are engraved with all your medical information. This helps paramedics to understand your medical history in seconds regardless of the situation. Joining with Medic Alert also grants access to 24-hour Emergency Hotline, easy access medical profile, and family contact support in the case of an emergency.

Public Health Agency of Canada

Phone - (BC/YT: 604-666-2083)

(ON/NU: 416-973-0003)

(AB/NWT: 780-495-2754)

(QC: 514-283-2858)

(SK/MB: 204-789-2000)

(Atlantic: 902-426-2700)

<http://www.phac-aspc.gc.ca/index-eng.php>

Provides information on travel health, immunization and vaccines, and emergency preparedness and response. Also provides information on current information on infectious diseases.

Royal Canadian Mounted Police

Phone: 1-613-993-7267

<http://www.rcmp-grc.gc.ca/index.htm>

Contact for information on scams, fraud, criminal record checks or a wide range of legal information. Programs, information and resources are all listed on their website.

Service Canada Pensions

Phone: 1-800-622-6232

<http://www.servicecanada.gc.ca/eng/services/pensions/cpp/index.shtml>

Contact for information on the Canada Pension Plan and financial resources that are available. This can include post-retirement benefits, disability benefits, survivor benefits and more.

Victorian Order of Nurses

Phone: 1-613- 233-5694

<http://www.von.ca/en/home/default.aspx>

The Victorian Order of Nurses focuses on providing person focused support to individuals in the comfort of their own home. They offer more than 75 different home care, personal support, and community services. Contact by phone or visit their website for more information on these supports or to links to other health care services.

SEMI-NATIONAL SUPPORT ORGANIZATIONS**Meals on Wheels**

211 Social Service information

<http://www.211.ca/> <http://www.mealsonwheels.ca/index.html>

Semi-National (Ontario, Calgary, Edmonton, Halifax, Vancouver, and Winnipeg have similar Meals on Wheels programs)

PROVINCIAL ON-LINE SENIOR SITES

British Columbia - Phone- Victoria:1- 250-387-6121 Vancouver: 604-660-2421 Elsewhere in BC: 1-800-663-7867 Outside BC: 1-604-660-2421

British Columbia Seniors Guide
<http://www2.gov.bc.ca/gov/topic/page?id=442A501304294470A793668B377B32C3>

Alberta - Phone: 1-780-427-2711

Alberta Seniors Guide
<http://www.health.alberta.ca/documents/Seniors-ProgramsServicesGuide.pdf>

Saskatchewan - Phone: 1-306-787-7345

Saskatchewan Seniors Guide
<http://www.health.gov.sk.ca/Seniors-programs-services>

Manitoba - Phone: 1-204-945-3744

Manitoba Seniors Guide
http://www.gov.mb.ca/shas/publications/docs/Seniors_guide.pdf

Manitoba Seniors Secretariat
<http://www.gov.mb.ca/shas/>

Ontario - Phone: 1-888-910-1999

Ontario Seniors Secretariat
<http://www.Seniors.gov.on.ca/en/Seniorsguide/index.php>

The Older Adult Centres' Association of Ontario -
Phone: 1-866-835-7693
http://www.oacao.org/about_oacao.html

Central Health Line - Phone: 1-416-222-2241
<http://www.centralhealthline.ca/>

Quebec - Phone: 1-877-644-4545

Quebec Seniors Secretariat (French)
<http://www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/aines/Pages/accueil.aspx>

Quebec Seniors Guide (French)
http://www4.gouv.qc.ca/FR/Portail/Citoyens/Evenements/aines/Documents/guide_aines_francais_2013_2014_web.pdf?PDF

Quebec Seniors Secretariat (English)
<http://www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/aines/Pages/accueil.aspx>

Quebec Seniors Guide
http://www4.gouv.qc.ca/EN/Portail/Citoyens/Evenements/aines/Documents/guide_aines_anglais_2013_2014_web.pdf

New Brunswick - Phone: 1-855-550-0552

New Brunswick Social Development –Seniors
http://www2.gnb.ca/content/gnb/en/departments/social_development/Seniors.html

New Brunswick Seniors Guide
<http://www2.gnb.ca/content/dam/gnb/Departments/hic-csi/pdf/Seniors/SeniorsGuide-e.pdf>

Nova Scotia - Phone: 1-800-670-4357

Nova Scotia Positive Aging Directory
https://novascotia.ca/Seniors/pub/2013_ProgramsPA.pdf

Nova Scotia Secretariat
<http://novascotia.ca/Seniors/>

Prince Edward Island - Phone: 1-902-620-3777

PEI Seniors Secretariat & Guide
<http://www.gov.pe.ca/sss/index.php3?number=1025787&lang=E>

Newfoundland and Labrador

- Phone: 1-709 -729-4984

Newfoundland and Labrador Seniors guide
<http://www.Seniorsresource.ca/Seniors%20Guide%202013%20revised%20bookmarked%20August.pdf>

Newfoundland and Labrador Department of Health and Community Services for Seniors
<http://www.health.gov.nl.ca/health/Seniors/>

Yukon - Phone: 1-800-661-0408

Yukon Seniors Guide
http://www.hss.gov.yk.ca/pdf/ycoa_info_please.pdf

Yukon Seniors Secretariat
http://www.gov.yk.ca/services/people_Seniors.html



North-West Territories

- Phone: 1-800-661-0878

North West Society Seniors information handbook
http://www.hss.gov.nt.ca/sites/default/files/Seniors_information_handbook.pdf

North West Territories Senior Society
<http://nwtSeniorssociety.ca/>

Nunavut - Phone: 1-877-212-6438

Nunavut Seniors Guide
http://www.phac-aspc.gc.ca/Seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRC_en.pdf

NOTES

Seniors Support Program: “The Home Away Initiative”

Dominion Command

86 Aird Place, Ottawa, ON
Canada K2L 0A1

legion.ca

