

City of Wetaskiwin DIRECTORY OF SERVICES FOR SENIORS



CARING FOR SENIORS IN OUR COMMUNITY

Prepared by City of Wetaskiwin
Family & Community Support Services
2017

Dear Seniors:

This booklet has been compiled to provide fingertip, quick access to telephone numbers or information that we feel may be of the most use to you, your families and the various agencies that provide services for seniors.

*FCSS has endeavored to ensure all information is current at the time of printing. If we have missed information that you would like to see in our next directory, please call us at **780-361-4425**.*

I trust this directory will be very useful to you. Please remember that our FCSS program can be a great resource for you, so do not hesitate to call us or drop by to see us.

Sincerely,

Linda Mueller

City of Wetaskiwin FCSS Manager



“The hills where peace was made” – Our city offers all the amenities with small town values and lifestyle. Wetaskiwin is a city with great history. In 1890, work started on the C&E Railway (Calgary to Edmonton) and by 1891 the northern point was reached. Settlers came and the small community grew around the train station, originally called Siding 16. Wetaskiwin was founded in 1892, became a town in 1902 and a city in 1906, making Wetaskiwin one of Alberta’s oldest cities.

Wetaskiwin invites you to stroll our historic streets. Browse through our turn of the century buildings, especially the newly restored and renovated 1907 Courthouse, which is now City Hall. Observe our 1906 water tower, which stands proudly at our city’s entrance. We invite you to take time to relax and enjoy the sights and sounds at our beautiful By-The-Lake Park.

Wetaskiwin has more than 12 500 residents and the city is surrounded by some of the finest people and farmland in the province.

Maps of the City of Wetaskiwin are available to pick up at City Hall located at 4705 – 50 Avenue.

Website: www.wetaskiwin.ca

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IMPORTANT CONTACT PHONE NUMBERS

CITY OF WETASKIWIN

- City Hall **780-361-4400**
4705 – 50 Avenue, Wetaskiwin, T9A 2E9
- Family & Community Support Services **780-361-4425**
3rd Flr. 4705 – 50 Avenue, Wetaskiwin, T9A 2E9

EMERGENCY SERVICES

- EMERGENCY – Ambulance, Fire, RCMP **911**
- Wetaskiwin Hospital & Health Centre **780-361-7100**
- RCMP – Complaint/Emergency Line **780-312-7267**

FEDERAL & PROVINCIAL SERVICES FOR SENIORS

VETERANS AFFAIRS CANADA **1-866-522-2122**

PENSIONS

- Federal Government Programs **1-800-277-9914**
TTY only: **1-800-255-4786**
Website: **www.servicecanada.gc.ca**

- Provincial Government Programs **1-877-644-9992**
Or in the Edmonton Local Calling area **1-780-644-9992**

ALBERTA SUPPORTS

- Provincial Assistance Programs **1-877-644-9992**

ROAD REPORTS & WEATHER ALERTS 511

511 Alberta website **www.511.alberta.ca**
511 Alberta is a free traveler information service that may be accessed by phone, mobile device or computer. Information includes highway conditions, roadwork, major incidents, weather alerts and waiting times at border crossings. Alberta users may access the information toll-free by simply calling 5-1-1, similar to the way they would call 9-1-1 for emergencies or 4-1-1 for directory assistance.

FAMILIES TAKE NOTE:

If a **senior** changes their **“Place of Residence”** you must contact

ALBERTA SENIORS BENEFITS – 1-877-644-9992

FEDERAL GOVERNMENT SERVICES

VETERANS AFFAIRS CANADA

In recognition of the sacrifices made by Canadians in our nation's war and peace keeping efforts, Canada offers a wide range of services and benefits to qualified veterans and certain civilians, as well as their dependents or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries, economic support allowances and additional benefits in the areas of health care, home help services, funeral and burial assistance and **commemoration, among others, designed to meet the changing need of veterans.**

For more information, contact:

**All Areas Toll-Free: 1-866-522-2122
or Edmonton Direct: 1-780-495-3762**

Veterans Affairs Canada Website: www.vac-acc.gc.ca

Need some assistance with Veterans benefits:

Call the Royal Canadian Legion Branch No. 86 Service Officer at 780-352-2662

The Service Officer looks after and arranges for all the benefits for Veterans and their dependents at the local level. This could save a long wait when the V.A.C. lines can be busy. The Service Officer will meet with those in question to provide assistance.

CANADA PENSION PLAN & OLD AGE SECURITY

Almost all of today's seniors receive income from Canada's public pensions: the Canada Pension Plan (CPP) and the Old Age Security (OAS) program. Together, the CPP and OAS provide a modest base upon which Canadians can build their retirement income.

For information on applying for or about your CPP or OAS benefits:

**Toll-Free: 1-800-277-9914
TTY: 1-800-255-4786**

Website: www.servicecanada.gc.ca

PROVINCIAL GOVERNMENT SERVICES

ALBERTA SENIORS

For more information about seniors programs and services from the Alberta government or to obtain a copy of “*Seniors Programs and Services Information Guide*”, please call:

Alberta Supports

Toll Free: 1-877-644-9992

or in the Edmonton Local Calling area – **1-780-644-9992**

It may also be found on the website: **www.seniors.gov.ab.ca** under “Information Services” or “Publications & Forms”.

Other Publications Also Available from “Alberta Seniors”

1. *Directory of Seniors Organizations in Alberta* – lists organizations in Alberta that provide services and programs for seniors.
2. *Saying Farewell* – A helpful guide with information and forms to assist you through the death and dying process.

ALBERTA SUPPORTS

Albertans can access information on more than 30 social based assistance programs and more than 100 services by visiting a single website or calling just one phone number.

Information includes services related to: career and training, income support, disabilities, seniors, homelessness, abuse and bullying, children and youth, and making life decisions such as personal directives. Albertans can also estimate their potential eligibility and obtain referral information.

WEBSITE: www.albertasupports.ca

CONTACT CENTRE: TOLL FREE 1-877-644-9992

HOME SUPPORT SERVICES

CITY OF WETASKIWIN FCSS SERVICES

HOMEMAKING SERVICE

FCSS Homemaking Service is designed to assist seniors and people living with disabilities to live as independently as possible and stay in their own homes. Our services help our clients to live as residents in the community for as long as possible.

Homemaking Service can include light housekeeping such as vacuuming, cleaning bathrooms, dusting, washing floors, changing beds or doing laundry. On a short-term basis, the Homemaking Service can help people who have just been discharged from hospital and need extra help while recuperating at home.

Homemaking Services are provided at a subsidized cost. For more information call **City of Wetaskiwin FCSS at 780-361-4425**.

MEALS ON WHEELS (available in the City of Wetaskiwin only)

Meals on Wheels is a joint community service project. Volunteers deliver full-course hot meals at the lunch hour, Monday through Friday, to the clients' home. Meals may be provided on a daily basis or on any combination of days to suit the client. Each meal includes generous portions of salad, an entrée and dessert.

This program is ideal for people who can't get around very well or who may have been recently discharged from the hospital.

For more information about Meals on Wheels call **City of Wetaskiwin FCSS at 780-361-4425**.

If you, a member of your family, or someone you know ...

- Is being discharged from hospital and may need assistance at home ...
- Has an ongoing medical condition such as diabetes, heart trouble, mental illness or stroke and needs assistance at home ...
- Requires special equipment or supplies which allows more independence at home ...
- Wants to remain at home but needs assistance with daily living tasks such as bathing or dressing ...
- Is caring for a family member and needs a break ...
- Is diagnosed with a terminal illness and would like assistance to remain at home as long as possible ...

... call Wetaskiwin Home Care at 1-855-371-4122

HOME SUPPORT SERVICES..... continued

HOME CARE – Alberta Health Services

Home Care is a program of Alberta Health Services that supports your wellness and independence. The goal is to help you remain safe and independent in your own home or care setting for as long as possible.

Alberta's Home Care Program supports Albertans of all ages and is available based upon assessed unmet needs.

Services Include:

Professional assessments, screening, teaching, treatments, procedures, end of life care, rehabilitation, support for client and caregivers, personal care services, respite service and coordination of services.

You can request **Home Care** services by calling **1-855-371-4122**. Services may be requested by family, friends, neighbours or health professionals on your behalf.

AIDS TO DAILY LIVING

The Alberta Aids to Daily Living (AADL) program helps Albertans with a long-term disability, chronic illness or terminal illness maintain their independence in their community through the provision of medical equipment and supplies to meet their basic, medically assessed needs.

Who is eligible?

You may be eligible if you:

- are a resident of Alberta;
- hold a valid and active Alberta Personal Health Card; *and*
- require assistance because of a long-term disability, chronic illness or terminal illness.
- *You must be assessed by an AADL Authorizer or Specialty Supplier.*

For more information call:

AADL Toll-free in Alberta: 310-0000, then 780-427-0731

HELPING AGENCIES

AHS – MENTAL HEALTH & ADDICTIONS

Alberta Health Services – Mental Health & Addictions office is on the 1st Floor, Provincial Building at 101, 5201–50 Avenue, Wetaskiwin

Information is available at www.albertahealthservices.ca

Difficulty managing everyday activities, persistent memory problems or confusion can be a normal part of growing older. There are many different things that could cause difficulties like these to occur.

If you are experiencing any of these difficulties, you should consult your family doctor and for further assistance, you can talk to the Community Outreach Nurse for Seniors Mental Health.

In Wetaskiwin and surrounding area you can reach the Community Outreach Nurse for Seniors at **780-361-1229**.

Being “down in the dumps” over a period of time is NOT a normal part of growing old but is a common problem. Feeling this way can affect your body, mood and thoughts. It can affect the way you eat and sleep, your self-concept and it’s not the same as a passing blue mood. It is not a sign of personal weakness or a feeling that can be willed or wished away.

Help is available through your family doctor and after a complete examination your doctor may suggest you talk to a Mental Health Worker.

In Wetaskiwin and surrounding area you can reach the Mental Health Worker at **780-361-1245**.

SINGLE SESSION WALK-IN COUNSELLING

AVAILABLE AT WETASKIWIN PRIMARY CARE NETWORK

- No appointment necessary.
- No cost.

For information call: **780-312-2500**

Primary Care Network is located at 5010C – 48 Street, Wetaskiwin.

Can’t wait to talk to someone?

Trained counselors are available **24 hours a day** thru the **Mental Health Help Line at 1-877-303-2642**

AHS – MENTAL HEALTH & ADDICTIONS

Formerly called AADAC, Alberta Health Services – Mental Health & Addictions contributes to the health of Albertans through a province-wide system of addictions treatment, prevention and information services.

AHS – Mental Health & Addictions provides one on one addiction services for those in need. Services available locally are:

Individual outpatient counseling for

- Alcohol
- Other drugs (including tobacco)
- Gambling concerns
- Information and Educational services

Services are voluntary, free and confidential.

For information or assistance, contact: **780-361-1358**

2nd Floor, Provincial Building, 5201 – 50 Avenue, Wetaskiwin

8:15 AM – 4:30 PM, Monday – Friday

Website: **www.albertahealthservices.ca**

WETASKIWIN PRIMARY CARE NETWORK

5010C – 48 Street, Wetaskiwin, AB T9A 1G2

The Wetaskiwin Primary Care Network assists to better coordinate and improve access to the delivery of primary health services. Primary care is the first point of contact that a person has with the health system – the point where people receive care for most of their everyday health needs.

Priority Services Provided: Care for patients with complex / chronic conditions; seniors / geriatric care; health promotion and disease prevention; high-risk obstetrics; mental health care; palliative care (care for the terminally ill); pregnancy care and delivering babies; sexually transmitted disease care; tobacco cessation.

For information call **780-312-2500**

THE SUPPORT NETWORK

24-Hour Distress Line – 1-780-482-HELP (4357)

The Support Network offers confidential, non-judgmental listening to people in distress who are experiencing difficulty in their lives.

FRAUDS & SCAMS

On a daily basis, criminals are taking advantage of people. Although many legitimate businesses market their products and services over the telephone, door to door, through the Internet, through the mail or through newspaper and magazine ads, there are unscrupulous people who will also use these methods to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you.

PROTECT YOURSELF FROM FRAUDS & SCAMS BY:

- Taking your time! Don't be pressured into making an immediate decision. Take time to ask family, a friend or someone you trust before making a deal you're not comfortable with.
- Never give your credit card number or bank account information to people calling over the phone and don't ever send money by messenger or overnight mail.
- Call PhoneBusters at **1-888-495-8501** or the website at **www.phonebusters.com** or call Alberta Government Consumer Information Centre at **1-877-427-4088**, if the offer sounds too good to be true.
- Never buy something because there is a **FREE GIFT**.
- If you feel uncomfortable or pressured by the caller, **HANG UP**.
- Always remember, if it sounds too good to be true, it usually is.
- Watch out for people asking you for "shipping & handling" fees or to pay a "small gift tax" in order to receive a prize. Legitimate contests won't ask you to send money to receive a prize.

HOMEOWNERS BEWARE:

Home-repair frauds are occurring more frequently!!

- Avoid contractors who knock on your door and claim they are doing work in the area and offer you a “special price” for repairs they feel your home needs.
- Be wary of contractors who promise you a discount for work done if you agree to allow them to use your home to “advertise” their work.
- Be cautious of contractors who quote a price without seeing what needs to be repaired.
- Be wary of contractors who demand a large down payment to buy materials.
- Be cautious of contractors who offer to conduct a free inspection of your home and then suggest major repairs.

Before hiring a contractor, have the individual provide you with the following:

- ✓ Municipal business license
- ✓ GST Number
- ✓ Workers’ compensation account number
- ✓ Provincial prepaid contractor’s license number

REMEMBER: Legitimate businesses are not concerned about you checking past customer relationships, and are willing to wait for you to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them. You should always shop around – get more than one price and compare. If you suspect a fraud or scam report it immediately to your local RCMP detachment at **780-312-7267**.

ELDER ABUSE

Elder abuse is generally described as any action or lack of action that causes harm to an elderly person. Elder abuse takes many forms:

- Physical abuse – slapping, pushing, kicking, punching, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- Sexual abuse
- Psychological abuse – humiliation, isolation, intimidation, threats, inappropriate control of activities or removal of decision-making power when the elderly person is still capable of making decisions
- Financial abuse

For help or information, please contact:

- **Seniors Abuse Help Line – 1-780-454-8888** (Edmonton)
- **Family Resource Centre – 780-352-4010**
- **RCMP – 780-312-7267**
- **Victim Services Social Worker – 780-312-7287**
- **Older Adult Knowledge Network (Oak-Net)** -- a website offering information on types of abuse and legal protections for older adults -- **www.oaknet.ca**

VICTIM SERVICES

Aiding and assisting victims of crime and tragedy, Victim Services provides support, information and appropriate referrals.

If you have experienced any kind of crime or tragedy in your life and require some support, assistance is available.

For assistance, please call **Wetaskiwin & District Victim Services Unit** at **780-312-7287**.

Located in the Wetaskiwin RCMP Detachment at 5005 – 48 Avenue

SECURING YOUR HOME

If you have any questions or concerns about the security of your home against theft or vandalism, please contact:

Wetaskiwin & District Victim Services
780-312-7287

MEDICAL INFORMATION AND SUPPORT

HEALTH LINK ALBERTA – 1-866-408-LINK (5465)

You never know when you'll need immediate health advice or information. That's why Health Link Alberta is available to you 24 hours-a-day, 7 days a week. One phone call will connect you to a Registered Nurse who can answer your questions and give you sound advice whenever you need it.

All calls are treated professionally and confidentially.

THE SUPPORT NETWORK

24-Hour Distress Line 1-780- 482-HELP (4357), offering confidential and non-judgmental listening to people in distress who are experiencing difficulty in their lives.

ALZHEIMER SUPPORT GROUP - Wetaskiwin

Where: Peace Hills Lodge, Wetaskiwin

When: Last Tuesday of every month, from 1:30 – 3:30 PM

For information call Mesghina Teweldebrhan, Continuing Care Counselor at **780-361-4337**

ALZHEIMER SOCIETY OF RED DEER & CENTRAL ALBERTA

Phone: **1-403-342-0448**

Website: www.alzheimer.ab.ca

ALZHEIMER SOCIETY OF ALBERTA

10531 Kingsway Avenue, Edmonton, AB T5H 4k1

Toll-free: **1-866-950-5465** Website: www.alzheimer.ab.ca

E-mail: reception@alzheimer.ab.ca

ALZHEIMER SOCIETY OF CANADA

#20 Eglinton Ave., West, Suite 1600, Toronto, Ontario M4R 1K8

Toll-free: **1-800-616-8816**

Website: www.alzheimer.ca

E-mail: info@alzheimer.ca

CANADIAN CANCER SOCIETY

Alberta /Northwest Territories Division

Contact: **1-800-661-2262** Email: info@cancer.ab.ca

Website: www.cancer.ca

Volunteer Driver Program for Cancer Treatment Appointments

Phone: Volunteer Driver Program Coordinator – **1-855-477-8998**

8:30 am to 4:30 pm, Mon – Fri (Edmonton)

The *Volunteer Driver Program* offers safe and reliable transportation to people who need assistance travelling to and from active treatment at the Cross Cancer Institute. Clients are people living with cancer who are 18 years of age or older who require assistance to travel to and from active cancer treatment. Clients must be able to walk to and from the vehicle and be able to get in and out of a vehicle safely with minimal assistance. Clients with walkers are welcome to use the program; however, volunteer drivers are not equipped to handle wheelchairs. The program currently services the City of Leduc and surrounding area, Sherwood Park, St. Albert and the City of Edmonton. For clients living outside of the drive area, if they are able to drive to Leduc, volunteers would meet them at a predetermined location in Leduc and drive them into the Cross Cancer Institute for their appointments.

Other Cancer Society programs:

“CancerConnection” – 1-800-263-6750 – When you need someone to talk to, *CancerConnection* is there. The peer support program matches newly-diagnosed patient and caregivers with survivors and others who have had similar experiences.

Cancer Information Service – 1-888-939-3333 – This is a national, toll-free service offering information about cancer and community resources.

Financial Assistance Program – This program provides financial assistance to people who need help covering transportation and accommodation expenses when travelling to cancer treatment facilities in other cities. For more information, please contact the regional office at **1-800-661-2262**.

Inspiring Hope Support Group Series – www.inspiringhope.ca – If you’ve recently been diagnosed with cancer, the Inspiring Hope Support Group Series can provide emotional and informative support. Please see the website for further information.

ALBERTA CANCER FOUNDATION

Provincial Office: **1-800-412-4222**
Cross Cancer Institute: **1-780-432-8771** (Edmonton)

CANADIAN HARD OF HEARING ASSOCIATION

Toll-free: **1-800-263-8068** TTY: **1-613-526-2692**
Website: **www.chha.ca**
Edmonton Branch: #10, 9912 – 106 Street, Edmonton, AB T5K 1C5
Voice / TTY: **1-780-428-6622**
E-mail: **chha-ed@shaw.ca** Website: **www.chha-ed.org**

CANADIAN DIABETES ASSOCIATION

Alberta & District Office **1-780-423-1232** (Edmonton)
Website: **www.diabetes.ca**

**DIABETES EDUCATION PROGRAM –
WETASKIWIN**

- What is Diabetes? - Hypoglycemia/Hyperglycemia
- Foot Care - Exercise
- Medications - Coping with Diabetes
- Sick Days - Healthy Eating
- Complications

For dates, times, cost and to register, call the Diabetes Program at **780-361-4333**.

CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

The CNIB provides counseling, rehabilitation services and support to help blind, deaf-blind and visually impaired people.

For more information about the CNIB and their services contact them at:

Edmonton

Red Deer

Local: **1-780-488-4871**

Local: **1-403-346-0037**

Toll-free: **1-800-563-2642**

Website: **www.cnib.ca**

TTY: **1-780-482-2791** (Collect calls are welcome at all offices)

HEART & STROKE FOUNDATION OF ALBERTA, NWT & NUNAVUT

Phone: **1-888-473-4636**

Website: **www.heartandstroke.ca**

MULTIPLE SCLEROSIS SOCIETY OF CANADA

Alberta Division – Head Office: call Toll Free: **1-800-268-7582**

Central Alberta Chapter: 105, 4807 – 50 Avenue, Red Deer

Call: **1-403-346-0290** **E-mail:** **info.centralalberta@mssociety.ca**

PARKINSON'S SOCIETY OF ALBERTA

Toll-free: **1-800-561-1911**

Website: **www.parkinsonalberta.ca**

E-mail: **info@parkinsonalberta.ca**

WETASKIWIN TWILIGHTERS VISIONARY SUPPORT GROUP

Support for the visually impaired. For information see Pg. 20.

SOCIAL & RECREATIONAL ORGANIZATIONS

WETASKIWIN SENIOR CITIZENS SOCIETY

The Wetaskiwin Senior Citizens Society is designed to be affordable, provide companionship, connect seniors to the community, enhance and improve the quality of life of seniors.

The Wetaskiwin Senior Citizens Society welcomes everyone 50+

Hours: Monday – Friday, 9:00 am – Noon and 1:00 pm – 4:00 pm

Located at **5216 – 54 Street**, Wetaskiwin

For information on programs or services, call **780-352-4646**

Membership ONLY \$15.00 per calendar year!

A large range of activities and services are offered. A monthly newsletter of activities and services can be picked up at the Centre.

Services Available:

Hearing Aid Clinic, Foot Doctor, Catering, Pancake Breakfasts,

Other Activities:

Computer Instruction, Floor Curling, Military Whist, Crafts, Crib, Pool Tables, Bingo, Bridge, Fun Singers, Alberta 55+ Association

“Jammers” Old Time Music Nights: *Wednesdays from 7–10 pm*

Room Rentals & Catering:

The Seniors Center is available to rent to members and the general public for a variety of social gatherings and meetings.

Three rooms are available for rent: The Lounge, which holds 20; the Elks Hall, which holds 65 and Main Hall, which holds 200.

If you have a special function planned, book early! The Seniors Centre provides excellent service, at very reasonable prices. Call 780-352-4646 for your reservations today!

PENSION CLINIC – by appointment only – call 780-352-4646

If you need help or information regarding pensions, volunteers at the Seniors Centre have been trained to assist you in the following:

Old Age Security, Guaranteed Income Supplement, Canada Pension, Widows Pension and Spouses Allowance.

When you come, bring your birth certificate, marriage certificate, death certificate or other formal pertinent certificates.

SOCIAL & RECREATIONAL ORGANIZATIONS...continued

ALZHEIMER CAREGIVERS SUPPORT GROUP

Where: Peace Hills Lodge, Wetaskiwin

When: Last Tuesday of every month, from 1:30 – 3:30 PM

For information call Mesghina Teweldebrhan, Continuing Care Counselor at **780-361-4337**.

WETASKIWIN TWILIGHTERS VISIONARY SUPPORT GROUP

This support group is for individuals of **any age** living with visual loss or limitations. We welcome new members from anywhere in Wetaskiwin & area!

Meetings: 2nd Tuesday of each month at 2:00 p.m., Manluk Centre

Activities: Include picnics and a variety of other activities and outings.

If you know of anyone with visual loss or limitations, please make them aware of this support group.

For more information, call **Lou Klone at 780-352-4364**

Bernie Fietz at 780-352-6254

or Michelle Dolen at 780-352-7419

LIBRARY SERVICES

WETASKIWIN PUBLIC LIBRARY

The Wetaskiwin Public Library is located at 5002 - 51 Avenue.

Membership is **FREE** to City and County of Wetaskiwin residents. One piece of ID is required to obtain a library card. Your library card also functions as a TAL (The Alberta Library) card, which allows you to borrow books from the Millet Public Library and over 230 other libraries across Alberta.

Seniors are welcome to free one-on-one Basic Computer classes. Call 780-361-4446 to register.	Volunteers are available to deliver books directly to your home, through the Homebound Delivery Program. To register call the library 780-361-4446	The Wetaskiwin Public Library has about 2000 large print books and over 600 audio books for individuals who have difficulty reading regular print.
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Regular hours are:

Monday – Thursday from 10:00 a.m. – 8:00 p.m.
Friday & Saturday from 10:00 a.m. – 5:00 p.m.

For information on membership or programs, call the Wetaskiwin Public Library at 780-361-4446 or check out their website at www.wetaskiwinpubliclibrary.ab.ca.

Interested in COMPUTERS??

SENIOR CONNECT COMPUTER LEARNING WETASKIWIN COMMUNITY LITERACY PROGRAM

Located at 5010 – 50 Avenue, Wetaskiwin
Mailing Address: Box 6265, Wetaskiwin, T9A 2E9
Phone: **780-352-7257** E-mail: literacy@incentre.net

Are you interested in computers? SENIOR CONNECT offers one-on-one computer lessons for seniors. This program is a partnership between the Wetaskiwin Community Literacy Program and the Wetaskiwin Senior's Centre.

PARKS & RECREATION

MANLUK CENTRE Wetaskiwin Regional Aquatics & Fitness

Public Swimming Pool - The Manluk Centre is home to multiple aquatic features including Western Canada's only Board Rider, two waterslides, a competition pool, a tot pool, a lazy river, a leisure pool and a steam room.

Fitness Centre - The fitness centre is located on the second floor of the Manluk Centre and overlooks the many aquatic features.

For information on schedules, programs or pricing, call the Manluk Centre at 780-361-4443 or check out the City of Wetaskiwin website at www.wetaskiwin.ca.

PARKS AND WALKING TRAILS

BY-THE-LAKE PARK

6128-56 Avenue (north end of Wetaskiwin off of Hwy 2A)

By-the-Lake Park is a superb day-use facility featuring a 2.5-kilometre trail surrounding a 17 acre man-made lake. It's definitely a place to escape the hustle and bustle of city life. As you walk around the park, you will find informative signage on the various plants and wildlife that call the area home. A large picnic area makes this an ideal spot to spend a summer afternoon with family and friends and the lake is stocked with fish for summer and winter fishing (Alberta Sport Fishing Regulations must be followed). During the long-winter months you can enjoy cross-country skiing, ice skating, tobogganing, even a make-up game of pond-hockey.

Knights of Columbus Hall is available for private bookings. Call the Recreation Department at **780-361-4444**.

MUNICIPAL PARKS & WALKING TRAILS

Wetaskiwin features over 400 acres of parks and an outstanding walking trail system. A map of the walking trails is available on the City of Wetaskiwin website at www.wetaskiwin.ca under the "Visitors" tab, click "Maps".

For more information, contact Recreation at **780-361-4444**.

CAMPGROUNDS

WETASKIWIN LIONS RV CAMPGROUND

Located 1 km East on Hwy.13
For information call **780-352-7258**.

- 52 site RV campground. All sites have 30 amp power – 27 are fully serviced and 25 have power and water only.
- Playground, basketball hoop, trout pond, horse shoes, arcade and TV Room
- Inside washrooms/showers and a sani-dump

PRAIRIE BREEZE INN RV & CAMPING

Located on 1 km west on Hwy.13
For information call **780-352-7220** or visit the website at **www.prairiebreeze.ca**

- 47 campsites
- Gorgeous Inn with 14 guest rooms and the Great Room with fireplace for socializing.

GOLF COURSES

LOONS GOLF & RV RESORT (9 HOLES)

Located East on Highway 13
Phone: 780-352-3300

MONTGOMERY GLEN GOLF & COUNTRY CLUB (18 HOLES)

Located at City limits, North on Highway 2A
Mailing address: Box 6562, Wetaskiwin, AB T9A 2G2
Phone: 780-352-5342

TRANSPORTATION

WETASKIWIN TRANSIT

Located at 2nd Flr. 4904 – 51 Street, Wetaskiwin, AB T9A 1L2
Mailing Address: Box 6210, Wetaskiwin, AB T9A 2E9

Phone: 780-352-RIDE (7433)

Wetaskiwin Transit is a blend of dispatch/route public service available within the City of Wetaskiwin. One attendant may travel with seniors or disabled at no charge. Out of town bookings may be made for individual medical appointments or group outings, based on van availability.

Dispatch hours are Monday to Friday from 8:00 am – Noon and 1:00 pm – 5:00 pm. Vans are walker and wheelchair accessible. Must book at least 24 hours in advance.

When calling to book, please have the following information ready:

- Your name and address
- Date and time for the trip you are requesting
- Full address of your pick-up location and destination
- Whether you use a wheel chair, cane, walker or other device
- Whether you will be traveling with an attendant

CANADIAN CANCER SOCIETY

**Volunteer Driver Program for Cancer Treatment
Appointments – see page 16 for information.**

DRIVING MISS DAISY

Transportation, Accompaniment & Assistance for seniors

A local business offering in- or out-of-town transportation for seniors to doctor, dentist, shopping, airport, beauty salon, social functions, etc. Other services available include grocery delivery, personal shopping, Alzheimer's companion, transportation and accompaniment to treatments and/or surgery. Driving Miss Daisy caters to the special needs of each senior client on an individual basis. For more information and rates call **780-387-6688**.

TAXI SERVICES

Regular taxi service is available throughout the City of Wetaskiwin.

Eagle Taxi
780-352-7699

Seniors Rates offered.

Lucky 7 Cabs
780-335-7711

Seniors Rates offered.

LICENSES AND REGISTRY SERVICES

BIRTH, MARRIAGE AND DEATH CERTIFICATES

If you require a birth, marriage or death certificate, you may apply through a Registry Agent. You will require identification and prove you are eligible to make the application.

Wetaskiwin Motor Vehicles Services (authorized agent for Alberta Registries), 208, 3725 – 56 Street (Wetaskiwin Mall) **780-352-7450**

HANDICAPPED PARKING PLACARD

If you cannot walk 50 meters, you can request a handicapped placard or a disabled license plate. This service is provided through a Registry Agent (see below). To apply you will need a completed placard application form and two pieces of identification. You can obtain a placard application form from either the Registry Agent or the physician who will complete the form. A physiotherapist, occupational therapist or medical physician can complete these forms.

For more information, contact: Wetaskiwin Motor Vehicles Services (authorized agent for Alberta Registries) at **780-352-7450**

WILLS AND ESTATES

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die. There are two types of wills:

- A formal will: prepared for you by a lawyer
- A holograph will: prepared by you and done in your handwriting

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the handbook “**Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process**”. To obtain copies of this booklet, telephone: Alberta Supports - Toll-free: **1-877-644-9992 or 1-780-644-9992**

For more information on wills, executors, or the *Intestate Succession Act*, contact your lawyer or call the Lawyer Referral service at **1-800-661-1095**. Excellent information is also available on-line at Older Adults Knowledge Network – **www.oaknet.ca**

PUTTING YOUR AFFAIRS IN ORDER

In the first days and weeks after losing a loved one, there is a long list of calls the survivor needs to make, preferably by working closely with the executor of the estate.

A careful reading of this list serves as a guide to help you put your affairs in order to make things much easier during a difficult time.

Service Canada – 1-800-277-9914

- In person assistance is available by appointment only.
- Includes Old Age Security, Guaranteed Income Supplement, Allowance for the Survivor, Canada Pension Plan (Retirement Pension, Disability Pension, Survivor's Benefit and Death Benefit.)
- Give the name and Social Insurance Number of the deceased and make arrangements to take in the senior's Blue Card and other pension identification to be cancelled.
- Pension payments for the month of death are paid to the estate.
- See note under "Banks" (page 28) regarding cheques deposited directly to the bank account.

Alberta Seniors Benefit

10405 Jasper Avenue, Edmonton T5J 4R7

Phone toll free **1-877-644-9992** or Edmonton– **1-780-644-9992**

- Give the name and Personal Health Number of the deceased and the date of death.
- Alberta Seniors Benefit will arrange to have benefits cancelled.
- A payment for the month of death will be paid to the estate.
- Publishes "Saying Farewell" – a helpful guide with information and forms to assist you through the dying and death process.

Employment Insurance - Toll Free 1-800-206-7218

- When you get the voice mail, choose Option 3 and then Option 3 again to reach the Social Insurance Registry
- Give the deceased person's name and social insurance number.

Veterans Affairs Canada –

Toll Free 1-866-522-2122 (English) or 1-866-522-2022 (French)

- If the deceased was a veteran and received benefits or support services.

PUTTING YOUR AFFAIRS IN ORDER..... continued

Income Tax - Canada Revenue Agency

9700 Jasper Avenue, Edmonton, AB T5J 4CB

Toll Free 1-800-959-8281 or 1-800-665-0354 (TDD)

- Send or take a copy of the funeral director's death certificate with the social insurance number of the deceased person written on it to the above address. This is particularly important if the person has been receiving GST credits.
- After completing the final income tax return, complete the form requesting a Certificate of Clearance to wind up their account with this department.
- The survivor will have to file an income tax return for the year of death for the deceased.
- If there is income from the other sources, pro-rate it to the date of death.
- It is strongly advised that an accountant's help be obtained, particularly if the estate is considerable, as the estate will pay the cost for the survivor's income tax return.

Insurance

If you are not able to identify the source company of an insurance policy or cannot find the policy(s) of the deceased, contact the Canadian Life and Health Insurance OmbudService and have them do a policy search to locate potential life insurance coverage that may have been misplaced over time.

Canadian Life and Health Insurance OmbudService

Phone **1-888-268-295-8112** or visit the website at **www.olhi.ca** to make e-mail contact and look for more information about policy searches at this site.

Funeral and costs

Check to see if the deceased has made pre-arrangements. If not, decide on time and place of the funeral or memorial service.

Credit cards

These should be cancelled with the credit card issuers and the cards should be destroyed unless they are in the survivor's name as well.

PUTTING YOUR AFFAIRS IN ORDER..... continued

Banks/safety deposit boxes

- The bank will require a copy of the will and the funeral director's death certificate.
- If cheques were deposited directly into a bank account, the issuer may not have the correct address of the deceased and must be apprised of the person's death.

Alberta Health and Wellness and Blue Cross

10025 Jasper Avenue, Edmonton, AB

Mailing Address: PO Box 1360, Stn. Main, Edmonton T5J 2N3

Phone toll-free by dialing **1-780-310-000, then 780-427-1432**

- Notify Alberta Health and Wellness when an individual on your Alberta Health Care Insurance Plan account is deceased.
- Alberta Health and Wellness will cancel the coverage for the deceased person and ensure coverage remains in place for any surviving family members.

Alberta Blue Cross Plan

10009 – 108 Street, Edmonton T45J 3C5; Phone **1-780-498-8000**

- If the survivor is over 65, a new card will be issued. If the survivor is under 65, he/she will need to pay a monthly fee to continue with the service.

Property and Residences

If the deceased's name is on the title of property or a home, contact Alberta Land Titles, John E Brownlee Building, 10365 – 97 Street, Edmonton T5J 3W7 or mail to Box 2380, Edmonton, T5J 2T3
Phone **1-780-427-2742 or fax 1-780-422-4290**

- Have the name on the title changed.
- Special documentation will be required to change a title.

There are many other areas that may need to be remembered such as telephone service and many other household bills that may need to have the primary name changed to that of the survivor.

Making preparations ahead of time and keeping your documents together is very important in helping to ease some of the stress of everyday matters during the loss of a loved one.

VOLUNTEERING IN YOUR COMMUNITY

Volunteers are vital to our communities and the quality of life we all enjoy.

- Seniors have and want to share their talents, wisdom, experience and many abilities.
- Senior volunteers are essential and are valued and recognized.
- Seniors contribute to and are valuable members of our communities.

CITY OF WETASKIWIN FCSS VOLUNTEER SERVICES

Volunteers are an important part of many FCSS programs and services. Our main volunteer driven programs are:

- Meals on Wheels Delivery Driver
- Volunteer Driver Program
- Friendly Visitor Program
- Secret Santa Delivery - (one time per year – proof of valid Drivers' License required)
- Emergency Social Services – in the event of an emergency in the community, ESS volunteers assist at the Reception Centre to help with shelter, food services and other needs of evacuees

For more information on any of these Volunteer Opportunities, call **City of Wetaskiwin FCSS at 780-361-4425.**

FAMILIES TAKE NOTE: If a Senior changes their “Place of Residence” contact Alberta Supports at 1-877-644-9992

HOUSING FOR SENIORS

THE BETHANY GROUP

– HOUSING AND COMMUNITY SERVICES

Housing Office: 300, 4501 – 60 Street, Wetaskiwin, AB T9A 1X7
The Housing office has a separate entrance at the south end of the Peace Hills Lodge. Peace Hills Lodge is located near the Wetaskiwin Airport.

Phone: **780-352-4435** Fax: **780-352-4458**

Website: **www.thebethanygroup.ca**

The Bethany Group administers the following Senior’s Self Contained Housing, Lodges, and Designated Supportive Living facilities in the City of Wetaskiwin: **Peace Hills Lodge, Kiwanis Kourt, Luther Manor, Wetaskiwin Legion Arms, Wetaskiwin Meadows Affordable Seniors Housing and Wetaskiwin Meadows (DSL)**. The Bethany Group administers Affordable & Community Housing within the City of Wetaskiwin.

Kiwanis Kourt - 5203 – 55 Street, Wetaskiwin

Units: 24 Self-contained apartments, 1 bedroom
Age: 65+
Rent: 30% of your net income as per line 150 of your tax assessment up to a set maximum amount that is reviewed annually. Contact Housing office for current rates
Utilities: \$45.00 / month. Reviewed annually
Contact Housing Manager for current rates
Parking: \$10.00 month. Reviewed annually
Services: Security door and common room for gatherings

Luther Manor - 5410 – 39 Avenue, Wetaskiwin

Units: 50 Self-contained apartments, 1 bedroom
Age: 65+
Rent: Same as **Kiwanis Kourt** – see above
Contact Housing Manager for current rates
Utilities: \$45.00 / month. Reviewed annually
Contact Housing Office for current rates
Parking: \$10.00 month. Reviewed annually
Services: Security door, common room for gatherings and overnight guest room available for rent

HOUSING FOR SENIORS..... continued

THE BETHANY GROUP - continued

Wetaskiwin Legion Arms - 5215 – 55 Avenue, Wetaskiwin

- Units:** 50 Self-contained apartments, 1 bedroom
- Age:** 65+
- Rent:** Same as Kiwanis Kourt – see previous page
Contact Housing Office for current rates
- Utilities:** \$45.00 / month. Reviewed annually
Contact Housing Manager for current rates
- Parking:** \$10.00 month. Reviewed annually
- Services:** Security door
Common room for family gatherings

Peace Hills Lodge – 4501 – 60 Street, Wetaskiwin

- Units:** 79 Lodge units (all handicapped accessible).
Six 1-bedroom suites available
- Age:** 65+
- Rent:** 30% of your net income as per line 150 of your tax
assessment up to a set maximum amount that is
reviewed annually plus lodge services package fee.
One-bedroom suites are charged a flat fee per
month. Contact Housing Office for current rates
- Utilities:** Included in rent
- Parking:** Available for a fee
- Services:** Meals, housekeeping, linen laundry, activities,
security
- Activities:** Activity Coordinator on site

Wetaskiwin Meadows – 5402 – 52 Avenue, Wetaskiwin

- Units:** 26 Subsidized Designated Supportive Living level 3
suites.
Eligibility is based on care needs, placements made
through Red Deer Continuing Care Placement Office.
- Services:** Meals, housekeeping, linen laundry, activities,
security

HOUSING FOR SENIORS..... continued

THE BETHANY GROUP - continued

Wetaskiwin Meadows Affordable Seniors Housing

5402 52 Avenue, Wetaskiwin

Units: 5 studio apartments
6 barrier – free 1 bedroom apartments
24 1 bedroom apartments
3 2 bedroom apartments

Age: 65 +

Rent: Studio \$590 month
1 bd room \$710 per month
2 bd room \$820 per month

Utilities: Included in rent

Parking: \$10 extra

Services: Security door and common room for gatherings

SUNRISE VILLAGE

(Professionally managed by Continuum Healthcare Inc.)

5430 – 37A Avenue, Wetaskiwin

Phone: 780-352-4725

Sunrise Village offers two kinds of Senior’s lifestyles under one roof for Seniors 60+.

A) 11 Two Bedroom + 8 One Bedroom self-contained suites. Complimentary laundry facilities are located on each floor. Complimentary tea, coffee and recreation activities can be utilized. The units are rented on a monthly basis, with meal and housekeeping packages an option.

B) 53 Supportive Living suites - Studios, One and Two Bedroom available, varying sizes with many extras included. Rates include all meals and 24 hour snacks, weekly housekeeping and linen service, utilities (excluding phone and TV), organized activities, suite maintenance plus around the clock personal care provided by Health Care Aides.

C) 26 Subsidized Designated Supportive Living level 3 suites. Eligibility is based on care needs, placements made through Red Deer Continuing Care Placement Office.

For information on the suites and for facility tours, and pricing please call **780-352-4725** or drop in at 5430 – 37A Avenue.

HOUSING FOR SENIORS continued

MADYSON MANOR - 5511 – 50 Avenue, Wetaskiwin

Phone: 780-361-1111

Units: 29 Self-contained units

Age: 65+ given first consideration

Rent: Call for information

Utilities: Included in rent

Services: Private bathrooms with sink, toilet & tub with shower.

Three meals, snacks, housekeeping & laundry.

Medication assistance program on request.

Podiatrist

Beauty salon (extra cost)

Guest room (extra cost)

Activities Movies, bingo, sing-a-longs, variety of games, entertainment, outings

NORTHRIDGE ESTATES HOUSING SOCIETY

4810 Northmount Drive, Wetaskiwin

For information call 780-352-7740

Units are not bought or sold but are through membership only. Membership prices for each unit are set. Utilities, taxes, building insurance and services are shared by members and water, electricity, garbage collection, and maintenance costs are paid in a single low monthly fee. Units vary in size from 950 to 1380 sqft.

NORTHTOWN VILLAGE

(Fully managed by Good Samaritan Society)

4710 Northmount Drive, Wetaskiwin

For information call 780-352-6671

The Good Samaritan Northtown Village is a quality Senior's retirement community offering the advantage of Life Lease tenancy. Specially designed condominium units; some with attached garages. Units range in size from 786 to 1257sq.ft.

Royal LePage Parkland Agencies in Wetaskiwin are the exclusive listing brokers for all Northtown Village Life Lease purchases. For first-hand information to answer all your questions contact any broker from Royal LePage Parkland Agencies.

WHEN TO CALL 9-1-1

Don't risk the lives of yourself or someone else by trying to get to the hospital. Valuable minutes count! Here are just a few situations where an ambulance should be called!

- ⊙ Anyone having stroke-like symptoms
i.e. unable to speak, loss of movement, unusual behaviour
- ⊙ Anyone having chest pain or heart trouble
- ⊙ Anyone with an altered level of consciousness
- ⊙ Any drug overdose or poisoning
- ⊙ Any difficulty breathing
- ⊙ Allergic reactions
- ⊙ Anyone injured in a motor vehicle collision
- ⊙ Falls greater than twice the persons height
- ⊙ Severe bleeding or amputation

HOW TO CALL 9-1-1

- ⊙ **REMAIN CALM**
- ⊙ Know where you are (address / phone number)
- ⊙ Have specific directions ready with a legal land description, if you live in the country
- ⊙ The 911 operator will ask you questions such as:
 - The condition of the patient
 - The number of patients
 - Age of patient
- ⊙ Be prepared to stay on the line, you will be advised on how to care for the patient prior to the ambulance arrival.

DID YOU KNOW...

- ⊙ Anyone over the **age of 65** will not receive an ambulance bill
- ⊙ **Peace Hills EMS** in Wetaskiwin has direct billing with Blue Cross
- ⊙ Your motor vehicle insurance covers the cost of an ambulance if you're involved in a collision
- ⊙ All patients transferred out of Wetaskiwin Hospital to another facility do not receive an ambulance bill
- ⊙ You are the first link in the chain of survival, without your **9-1-1** call we can't help!

PHARMACIES, DOCTORS, PODIATRISTS, DENTISTS & DENTURISTS

PHARMACIES

Guardian - Town & Country Pharmacy
5104 – 50 Avenue
780-361-0011
FREE Home Delivery within City limits.
Injections available, contact Pharmacist.

Shoppers Drug Mart
4825 – 50 Street
780-352-9225
FREE Home Delivery Tuesdays & Fridays within City limits.
Injections available, contact pharmacist.

Safeway Pharmacy
3901 – 56 Street
780-352-2848
No home delivery.
Injections available, contact pharmacist.

Value Drug Mart
5215A – 50 Avenue
780-352-5202
FREE Home Delivery within City limits
Injections available, contact pharmacist.

Wal-Mart Pharmacy
3600 – 56 Street
780-352-8494
No home delivery.
Injections available, contact pharmacist.

Wetaskiwin Family Pharmacy
5101 – 50 Street
780-352-5111
FREE Home Delivery within City limits.
Injections available, contact pharmacist.

MEDICAL CLINICS

Associate Clinic
5215 – 49 Avenue
780-352-7157

Community Clinic
5108 – 50 Avenue
780-352-2511

Tower Professional Center
5520 – 50 Avenue
780-352-9700

Wetaskiwin Family Medical Practice
5107 – 50 Street
780-352-3010

Wetaskiwin Lung Lab
Dr. York, Respiratory Specialist
5217 – 50 Street
780-352-7085

FOOT CLINIC

Foot Clinics are held at the Wetaskiwin Senior Citizens Society, 5216 – 54 Street.

For information on the Foot Clinic, please call **780-352-4646**.

DENTISTS

Dr. Russell Crawford
Park Square Dental
5219 – 49 Avenue
780-352-0652

Dr. Timothy Mahoney
5116 – 51 Avenue
780-352-5113
www.drmahoneydental.com

Dr. Lawrence Seve
5110 – 50 Avenue
780-352-9272

Dr. Mike Pitcher & Dr. Ron Tratch
5007 – 51 Avenue
780-352-5076
www.pitcherdentalclinic.com

Wetaskiwin Dental Clinic
Dr. Quon
102, 4814 – 56 Street
780-352-0700

DENTURISTS

Creative Design Denture Clinic
5014C – 50 Avenue
780-352-5550

Precision Denture Clinic
5104 – 51 Avenue
780-352-2777

Wetaskiwin Denture Clinic
5114 – 50 Avenue
780-352-4343

OPTOMETRISTS

Doctors Eyecare
4916 – 53 Street
780-361-2020

Vision Care Plus
5004 – 51 Street
780-352-4312

Visionmasters
3725 – 56 Street
780-352-3730