

Programs and Services of Interest to Seniors



Saskatchewan
Ministry of
Health



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Programs and Services of Interest to Seniors

This booklet, *Programs and Services of Interest to Seniors*, was first produced by the Government of Saskatchewan as part of the celebration of 1999 International Year of Older Persons. We hope you will find this updated booklet useful.

Government services are provided to citizens of all ages in Saskatchewan by a number of different government ministries and agencies. This booklet provides information about government programs and services that are of particular interest to seniors.

Saskatchewan's Minister of Health also advocates on behalf of seniors and ensures their voices are heard by the provincial government. The Minister takes advice from seniors and seniors' organizations about issues of importance to them. The Minister facilitates access for seniors to other ministers, as well as providing a voice for seniors in Cabinet.

You can reach the Minister at:

Minister of Health
Room 302
Legislative Building
Regina, SK S4S 0B3
Telephone: **306-787-7345**

Seniors in Saskatchewan

Did you know that one in seven people in the province of Saskatchewan is currently 65 years of age or older? Demographic projections indicate that by the year 2028, approximately one in five Saskatchewan residents will be 65 years of age or older. At the same time, one in five Saskatchewan residents will be 14 years of age and younger.



Health

Our publicly funded, publicly administered health care system is a source of pride for Saskatchewan people. It has been 50 years since Medicare was born in this province. Since then, the health care system has grown to include a wide range of services to meet the needs of our residents—to help them stay healthy and to treat them when they are ill.

Saskatchewan's health care system provides a range of health services and support to seniors in their communities and in their own homes. All these services are aimed at helping seniors remain healthy and independent. Saskatchewan residents are eligible to receive hospital, medical, public health, mental health and addiction services as insured health services, provided by funding from the provincial government, and administered through Saskatchewan's health regions.

Home Care

The Ministry of Health's home care program helps many individuals with health problems, who may need acute, palliative or supportive care in order to live independently, longer, and in the comfort of their homes. The program helps people maintain their quality of life and provides support for people who may otherwise have to be in hospital or long-term care facilities.

Case management/assessment, home nursing, physical and occupational therapy services are provided at no charge.

The fee for meals, personal care, respite care and homemaking is based on income and the amount of care required.

Some services once available only in hospitals may now be delivered at home. For example, some people who need intravenous antibiotic therapy and palliative care may now receive these services in their own homes.

For further information, contact your local health region. See page 17 for a complete listing.

Individualized Funding

Individualized funding is an option available through the health regions that provides people with increased choice and flexibility in the way their needs are met through the home care program. It provides direct funding for those who wish to arrange and manage their own support services in their homes, rather than receive the service directly from home care staff. Eligible individuals who choose this option take on the responsibility of hiring, training, scheduling and paying their staff, and reporting to the health region.

For further information, contact your local health region. See page 17 for a complete listing.

Long-Term Care (Special-Care Homes)

The Government of Saskatchewan is committed to the provision of a publicly subsidized long-term care system for

individuals whose assessed needs cannot be met through community and home-based services or other housing options. A network of special-care homes (nursing homes) has been maintained in Saskatchewan for those who need this long-term care. Health regions operate special-care homes directly or through contract or affiliation.

Typically, persons requiring higher levels of care use special-care home services. To make the best use of special-care home resources, individuals are admitted on the basis of assessed need. Assessments are done by your local health region. See page 17 for a complete listing.

Residents pay an income-tested charge based on annual income, plus earned interest. Personal assets such as land, houses and bank accounts are not taken into account in determining the resident charge. Resident charges for special-care homes are adjusted quarterly in keeping with changes to the Old Age Security and the Guaranteed Income Supplement.

Personal Care Homes

Personal care homes are privately owned and operated facilities. They provide another option to adults who generally do not require the health services of a special-care home, but who need to receive assistance or supervision with personal care. Personal care homes require a license to operate and must comply with the requirements under *The Personal Care Homes Act*.

For more information, call the Ministry of Health at **306-787-1715** or visit **www.health.gov.sk.ca**

Ambulance

The Ministry of Health has capped road ambulance fees for seniors (65 years of age and older) at a maximum charge of \$250 for a road ambulance trip within Saskatchewan.

Information on ambulance service in Saskatchewan can be found at www.health.gov.sk.ca

Influenza and Pneumococcal Immunization

Influenza and pneumococcal immunization are available free of charge to people 65 years of age and over. These immunizations are also available to those under 65 years who have high-risk medical conditions. Check with your public health nurse or physician about getting these immunizations.

Foot Care

Specialized foot care services are provided by podiatrists (also known as chiropodists) in the health regions.

Services that are available include assessment, intervention, wound management, education, consultation and prevention. A range of conditions is managed, including corns, calluses, diabetic wounds, pain and other problems of the foot.

Individuals are responsible for paying part of the cost of a visit to a podiatrist, as well as the cost of supplies or shoe inserts that may be prescribed.

For further information, contact your local health region. See page 17 for a complete listing.

Hearing Health Services/Hearing Aid Plan

Hearing services are available in some health regions. The Hearing Aid Plan provides hearing tests, counseling, public education, hearing aid sales and hearing aid fittings to Saskatchewan residents of all ages.

There is a charge for hearing tests and for the fitting of hearing aids. Hearing aids and accessories are sold and repaired at a reasonable cost.

For further information, contact your local health region. See page 17 for a complete listing or check the white pages of your telephone directory under Hearing Assessment and Hearing Aids.

HealthLine

HealthLine is a free, confidential 24-hour telephone advice line, staffed seven days a week by registered nurses, social workers, and registered psychiatric nurses.

HealthLine provides immediate, professional health advice and information for health concerns including mental health and addictions. It directs you to the most appropriate care and can help you decide whether you should treat your own symptoms, go to a clinic, wait to see your doctor or go to a hospital emergency room.

Having the following information readily available upon calling HealthLine will help improve the efficiency of your call:

- Name, address, telephone number, health card number, a list of current medications, allergies and medical conditions.

For 24-hour health advice and information call HealthLine at:

1-877-800-0002 or

TTY: **1-888-425-4444** for hearing impaired

HealthLine Online

You can also visit **www.healthlineonline.ca**. HealthLine Online provides medically approved health information, including descriptions of common medical conditions and treatments, along with advice about when to seek medical assistance. HealthLine Online is quick and easy to use.

Surgical Care

Currently, about 79,000 surgeries are performed every year in hospital operating rooms across Saskatchewan.

For information about Saskatchewan's surgical care system and approximate wait times for a variety of procedures, including cancer surgeries, visit **www.sasksurgery.ca**

Saskatchewan's online Specialist Directory lists all of the province's surgical specialists. The Specialist Directory shows you your options when it comes to surgery and which specialists have the shortest waiting times for surgery. You and your family doctor can use this information, along with your doctor's knowledge of the health system, to find a specialist who can assess your condition and provide surgery, if necessary, in the shortest time possible. To learn more visit www.health.gov.sk.ca

For information about your own care, the surgical care co-ordinators in Saskatoon and Regina Qu'Appelle Health Regions provide a communication link for patients, their referring physician, and the health regions. Both health regions have a full-time surgical care co-ordinator and a toll-free help line for patients having surgery in those health regions:

- Saskatoon Surgical Care Co-ordinator
1-866-543-6767 (306-655-0567 locally)
- Regina Qu'Appelle Surgical Care Co-ordinator
1-866-622-0222 (306-766-5241 locally)

A surgical care co-ordinator will be able to help you by:

- confirming that you are on a wait list for surgery;
- giving you an estimated wait time for your surgery;
and
- providing you with general information about wait times and booking procedures.

If you are receiving surgery in a health region other than Saskatoon or Regina Qu'Appelle, the quality of care

co-ordinator for that health region will be able to provide you with information about your wait for surgery. See page 17 for a complete listing of health regions.

Quality of Care Co-ordinator

Every health region has a quality of care co-ordinator or client representative in place. The role of the quality of care co-ordinator is to:

- assist individuals and families with questions or concerns about health services in their health region;
- ensure individuals are informed about their rights and options; and
- recommend changes and improvements to enhance the quality of health services delivered in the health region based on their findings and trends of concerns raised.

For further information, call your local health region. See page 17 for a complete listing or see a list of quality of care co-ordinators and client representatives at

www.health.gov.sk.ca

Seniors' Drug Plan

Under the Seniors' Drug Plan, eligible seniors 65 years and older pay \$20 per prescription for drugs listed on the Saskatchewan Formulary and those approved under Exception Drug Status.

Program eligibility is determined by age and the income reported on your income tax return filed with the Canada Revenue Agency. You must:

1. Be a Saskatchewan resident 65 years of age or older with a valid Saskatchewan Health card; and
2. Be eligible for the federal age credit, which is based on the annual net income you reported on Line 236 of your income tax form in the previous year.

Seniors who are covered under federal government programs, such as the federal Non-Insured Health Benefits Program or Veterans Affairs are not eligible for the Seniors' Drug Plan.

Seniors with Guaranteed Income Supplement (GIS) or Seniors Income Plan (SIP) will continue to have a \$200 or \$100 semi-annual deductible. Individual prescriptions under these two programs will be \$20.

Seniors with Special Support coverage will pay the lesser of the Special Support co-payment or the \$20 per prescription.

Seniors' drug costs that are high in relation to their income, may apply for the Special Support Program.

Application forms are available:

- online at:
www.health.gov.sk.ca/seniors-prescription-drug-plan
- at your pharmacy
- by contacting the Drug Plan and Extended Benefits Branch toll-free at **1-800-667-7581** or in Regina at **306-787-3317**.

Saskatchewan Aids to Independent Living (SAIL)

Seniors with physical disabilities or certain chronic health conditions may be eligible to receive supplies and equipment from the SAIL program. Examples include wheelchairs, walkers, home oxygen, prosthetics and assistance with the cost of ostomy supplies.

For more details, call **306-787-7121** in Regina.

Eye Examinations

Eye examinations are covered for seniors who receive income assistance from the Seniors Income Plan (see page 24). Eligible seniors can receive one eye examination per year.

For more information, call toll-free **1-800-266-0695**.

Chiropractic Services

Seniors who receive income assistance from the Seniors Income Plan (see page 24) are eligible for 12 chiropractic treatments.

For more information, call toll-free **1-800-266-0695**.

Sask911

The Ministry of Corrections, Public Safety and Policing supports and manages the Sask911 system, which provides province-wide access to 9-1-1 emergency call taking.

The Ministry works with communities to promote public awareness about the system and how best to use it, contributing to its success and its application for seniors.

Emergency calls are answered by trained call-takers in 9-1-1 call centres located in Prince Albert, Saskatoon, Lloydminster and Regina. Technology enables the operators to identify the name, location, and phone number of the caller, which is particularly helpful in rural areas. As well, the province's 9-1-1 centres have installed devices on their phone networks to enhance communications for people with hearing difficulties.

For further information on Sask911 in our province, call toll-free **1-866-757-5911**, or **306-787-9563** in Regina.

Out-of-Country Travel

If you are travelling out-of-country, it is *strongly recommended that you carry extra medical insurance* in case of an accident or an unforeseen medical emergency. *The Ministry of Health covers only limited physician and hospital expenses.*

For more information on out-of-country health treatment, call toll-free **1-800-667-7523** or **306-787-3475** in Regina.

Health Card Renewal

Your Saskatchewan Health Services card expires every three years. Renewal stickers for all household members are mailed directly to you. It is important, therefore, to keep your address current with the Ministry of Health.

If you move, please send your change of address to:

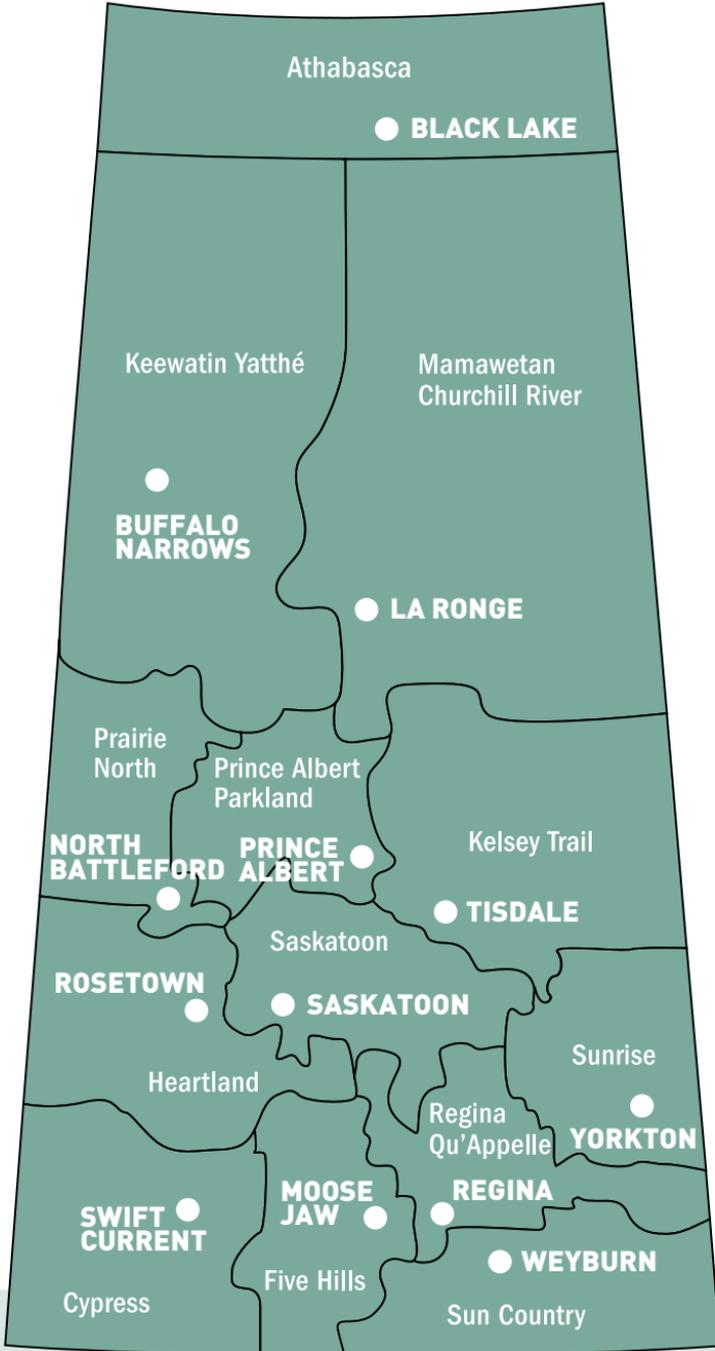
Health Registration
Ministry of Health
100 - 1942 Hamilton Street
Regina SK S4P 4W2
or you can call **306-787-3251** in Regina
or toll-free **1-800-667-7551**.

Or use **www.ExpressAddress.com** to notify the Ministry of Health of a change of address for your health card. You can also use this site to request a replacement card. For more information on ExpressAddress, see page 40.

For information on other health-related programs and services, call **1-800-667-7766** or visit the Ministry of Health website at **www.health.gov.sk.ca**

If you do not have Internet access, many public libraries in communities across the province have free public Internet access. Check with your local library.

Saskatchewan Health Regions



Saskatchewan Health Region Contacts

Athabasca

Phone: 306-439-2200
www.athabascahealth.ca

Cypress

Phone: 306-778-5100
or toll-free 1-888-461-7443
www.cypresshealth.ca

Five Hills

Phone: 306-694-0296
or toll-free 1-888-425-1111
www.fhhr.ca

Heartland

Phone: 306-882-4111
or toll-free 1-800-631-7686
www.hrha.sk.ca

Keewatin Yatthé

Phone: 306-235-2220
or toll-free 1-866-274-8506
www.kyrha.ca

Kelsey Trail

Phone: 306-873-6600
www.kelseytrailhealth.ca

Mamawetan Churchill River

Phone: 306-425-2422
www.mcrrha.sk.ca

Prairie North

Phone: 306-446-6606
www.pnrha.ca

Prince Albert Parkland

Phone: 306-765-6400
or toll-free 1-800-922-1834
www.princealbertparklandhealth.com

Regina Qu'Appelle

Phone: 306-766-5100
or toll-free 1-888-354-8111
www.rqhealth.ca

Saskatoon

Phone: 306-655-3300
or toll-free 1-866-655-5066
www.saskatoonhealthregion.ca

Sun Country

Phone: 306-842-8399
www.suncountry.sk.ca

Sunrise

Phone: 306-786-0100
www.sunrisehealthregion.sk.ca

Housing

The Saskatchewan Housing Corporation (SHC), an agency of Saskatchewan Social Services, provides quality, affordable housing for seniors, families and people with disabilities. Annually, the Saskatchewan Housing Corporation meets the housing needs of approximately 67,000 persons in nearly 300 communities.

SHC announced the Rental Construction Incentive (RCI) program in 2011. The objective of the RCI is to encourage the development of new purpose-built rental housing for any client group including families and seniors, by matching assistance provided by municipalities to property developers, up to a maximum of \$5,000 per unit. The program will run for five years, and is expected to provide 2,900 new housing units.

Social Housing for Seniors

Social housing for seniors is available in approximately 280 communities across Saskatchewan. The program provides suitable, adequate and affordable rental housing for seniors with low to moderate incomes. Some housing units are suitable for persons with disabilities. Tenant rents are based on a graduated rental scale that calculates rent based on gross monthly household income and tenants' ability to pay. (The rent scale ranges from 25 to 29 per cent.)

Acceptance is based on need, with priority given to applicants with greatest need based on income, current shelter costs, current housing conditions and whether or not current housing conditions aggravate a health problem

or are unsuitable because of a disability. Social housing for seniors is intended for persons who are capable of living independently with or without supports from family, the community and health or social services systems.

Non-profit housing sponsors also offer low-income housing to seniors. These sponsors own approximately 2,000 additional rental units for seniors throughout the province. In addition, seniors may also make application where affordable housing units are available with rents set at the lower end of the market for the community they are located in. For more information, contact your local housing authority or call toll-free **1-800-667-7567**.

Saskatchewan Assisted Living Services (SALS)

SALS is a community-based service option for tenants in selected senior social housing sites who require a combination of shelter and support services to maintain their independence. Optional services are made available depending on the tenant's desire to receive the services and the community's ability to provide them. Generally, services include up to one meal per day served in a common dining area, laundry, housekeeping, a personal response system for unscheduled needs and the co-ordination of activities and other services such as social and fitness activities, transportation, independent bathing and support for tenant associations.

Tenants pay the direct costs of the activities and services they wish to participate in such as meals, craft materials, instruction fees and transportation fees. All services are optional. Costs are kept affordable to persons with low and moderate incomes through local co-ordination, partnerships and bulk delivery.

SALS is now available in approximately 7,000 households in 65 communities.

For more information, contact your local housing authority or call toll-free **1-800-667-7567**.

Home Repair Programs

Saskatchewan Housing Corporation (SHC) offers programs that can assist low- to moderate-income households to complete repairs to make their homes healthier and safer. Eligible repairs include major repairs to plumbing, heating, electrical and structural systems.

SHC also offers programs that assist low- to moderate-income households adapt their home to address the needs of a household member with a disability. Eligible repairs are modifications necessary to improve accessibility and to make it easier and safer for performance of daily activities.

All repair programs offered by SHC are income-tested. To qualify for funding assistance, the gross household income must be less than the income levels established for the programs.

For more information regarding the repair programs delivered by the Saskatchewan Housing Corporation, please call toll-free **1-800-667-7567**.

For additional information on programs and services offered by the Saskatchewan Housing Corporation, visit www.socialservices.gov.sk.ca/housing

Finances

Saskatchewan seniors receive income tax savings from both the federal and provincial governments. Federal and provincial credits, including the Age Credit and the Saskatchewan Senior Supplement, reduce both federal and provincial income taxes. Beginning with the 2007 taxation year, the federal government introduced measures permitting senior couples with eligible pension income to reduce their combined taxes by transferring income to the lower-income spouse (pension income splitting). Pension income splitting reduces the income taxes for both federal and provincial purposes.

Saskatchewan's provincial income tax calculation generally mirrors the federal income tax calculation. Provincial tax is determined by applying provincial tax rates directly to taxable income and then deducting provincial tax credits. The provincial tax credits generally mirror the federal credits; however, the amounts may differ.

The basic and spousal exemption amounts are \$14,535 and are available to all Saskatchewan tax filers, including

seniors. These measures supplement the October 2008 income tax reduction initiative which increased Saskatchewan's basic and spousal exemption amounts by \$4,000 each.

These income tax cuts significantly reduce provincial income taxes for Saskatchewan seniors. As an example, a single senior with an income of \$20,000 would have paid about \$517 of Saskatchewan income tax in 2008 prior to the tax cut and will now not have to pay any Saskatchewan income tax.

Saskatchewan Senior Supplement

In addition to the age amount and the pension income amount, Saskatchewan also offers the unique Saskatchewan Senior Supplement. Unlike the age credit, the Saskatchewan Senior Supplement is not income-tested and reduces Saskatchewan income taxes for all Saskatchewan seniors.

Saskatchewan Low-Income Tax Credit

Saskatchewan enhanced the refundable Saskatchewan Sales Tax Credit and renamed the program as the Saskatchewan Low-Income Tax Credit. As with the previous program, these benefits are paid quarterly in conjunction with the federal Goods and Services Tax Credit.

Saskatchewan Pension Plan (SPP)

The SPP is designed to assist people with saving for retirement. SPP members are business owners, farmers, professional people, part-time and full-time employees. The plan provides an opportunity for individuals with little or no access to private pensions or other retirement savings arrangements to contribute towards their own post-retirement income.

Participation in SPP is open to anyone between 18 and 71 years of age. There are no other restrictions to plan membership. Contributions are tax deductible within RRSP limits. Spousal deduction of contributions is also permitted.

The plan is totally funded by member contributions and investment earnings. A board of trustees administers SPP, some of whom are also plan members. Funds in the plan are professionally managed and earn a competitive rate of return each year.

For more information,

Call toll-free: **1-800-667-7153**

TTY: **1-888-213-1311** for hearing impaired

E-mail: office@spp.gov.sk.ca

Mailing address:

Box 5555, Kindersley SK S0L 1S0

Website: **www.spp.gov.sk.ca**

Seniors Income Plan (SIP)

Seniors who are 65 years of age or older and have little or no income other than the federal Old Age Security Pension and Guaranteed Income Supplement may be eligible to receive financial assistance from the Seniors Income Plan. As of January 2009, the maximum payable will be:

- \$190 per month for a single pensioner or for a married pensioner whose spouse receives the Spousal Allowance;
- \$190 per month for a married pensioner whose spouse is less than 60 years of age;
- \$155 each per month for a married couple where both are pensioners;
- \$25 per month for a single pensioner receiving Level 2, 3 or 4 care in a special-care home or hospital; and
- \$23 each per month for married pensioners receiving Level 2, 3 or 4 care in special-care homes or hospitals.

For more information about the Seniors Income Plan, call toll-free **1-800-667-7161** or **306-787-2681** in Regina.

For further information on the federal Old Age Security Pension and Guaranteed Income Supplement, visit **www.servicecanada.gc.ca**

Farming

Farm Stress Line

Farm families who experience financial or personal problems, require information, or need to talk to someone, can call the Farm Stress Line toll-free at **1-800-667-4442**. Hours of operation are 8 a.m. to 9 p.m., Monday to Saturday. Counsellors assist callers in working through their problems and concerns.

Estate Planning for Farm Families

For many people, dealing with estate planning and farm transfer arrangements seems like a very difficult task. The *Estate Planning Checklist for Farm Families* will make this task a little more manageable.

For a copy of this publication, visit **www.agriculture.gov.sk.ca** or contact the Agriculture Knowledge Centre toll-free at **1-866-457-2377**.

Farm Business Management Services

The purpose of the program is to provide specialized farm business management expertise and technical support to Saskatchewan's agriculture industry. Farm business management specialists provide services and support for:

- Development of new or expanding agricultural enterprises

- Business economics and management development information
- Province-wide implementation of farm business management workshops
- Accessing business advisory services
- Successful farm business management practices
- Farmers accessing training specific to their needs
- Technical specialist services in agricultural economics and farm business management

Please contact a Regional Farm Business Management Specialist at a regional office near you or contact that Agriculture Knowledge Centre at **1-866-457-2377**.

Information Services Corporation's (ISC) Century Family Farm Award

The ISC Century Family Farm Award celebrates Saskatchewan farm families who have farmed the same land continuously for 100 years or more. This is an annual program, with applications due by March 15 each year. Eligible recipients are honoured at celebratory events held across the province each June.

To be eligible to receive an ISC Century Family Farm Award, applicants must meet the following criteria:

- Members of the same family have farmed or ranched on the land continuously for 100 years or more;
- The applicant must live in Saskatchewan and own the farm or ranch; and

- The applicant and/or quarter section has never been recognized with a Century Family Farm Award previously.

All recipients of the ISC Century Family Farm Award receive a colour copy of their family's original land grant or title, 12 commemorative certificates, and their choice of one of two award options: an indoor wall plaque or cedar gate sign.

For more information, or to fill out the online application form, visit www.isc.ca/cffa

You may also request a hard copy brochure and application form through the contact information below:

ISC Century Family Farm Awards
300 – 10 Research Drive
Regina SK S4S 7J7
Email: cffa@isc.ca
Toll Free: **1-866-275-4721**

Recreation

The Ministry of Tourism, Parks, Culture and Sports has several programs that deliver sport, culture and recreation programs to the people of Saskatchewan. Many of the ministry's programs are delivered through volunteer organizations.

Lotteries Trust Fund

The Saskatchewan Lotteries Trust Fund provides funding to volunteer-driven sport, culture and recreation organizations in Saskatchewan that offer programs and services to people of all ages and abilities.

For information about these programs and services, contact the following organizations in Regina:

SaskSport: **306-780-9300**

SaskCulture: **306-780-9284**

Saskatchewan Parks and Recreation Association:
306-780-9231

Saskatchewan Lotteries Community Grant Program

The Saskatchewan Lotteries Community Grant Program allocates funding to Saskatchewan communities. Each community uses the funding to provide grants for sport, culture and recreation initiatives.

For information about applying for a grant for your community, call toll-free **1-800-780-9344** or **306-780-9344** in Regina.

Saskatchewan Provincial Park Vehicle Entry Permit For Seniors

All vehicles entering a provincial park require a vehicle entry permit.

Saskatchewan residents who are 65 years of age or older or are turning 65 years of age anytime during the year are eligible for a free annual provincial park vehicle entry permit.

Seniors entering a park in a vehicle registered in their name are eligible for a free annual entry permit. The senior must show his/her vehicle registration and age/residency identification.

Seniors entering a park in a vehicle not registered to them as a driver or a passenger are not eligible for a free annual vehicle entry permit. However, the vehicle will be eligible for a free vehicle entry permit appropriate to the length of stay. The senior must provide identification such as a Saskatchewan driver's licence or Saskatchewan health card.

All other park fees apply.

For more information about Saskatchewan's Provincial Parks, call toll-free **1-800-205-7070** or visit **www.saskparks.net**

Saskatchewan Seniors Angling Licence

Seniors 65 and older who produce proof of age and Saskatchewan residency do not require a licence to angle. Seniors will still need to meet all other fishing regulations, such as catch limits and fishing seasons. Seniors from out of province will be required to buy angling licences.

For additional information, please contact the Ministry of Environment Regina Field Office at **306-787-2080**.

Royal Saskatchewan Museum

Saskatchewan's award-winning Royal Saskatchewan Museum is in the green space of Regina's Wascana Centre, one of the largest urban parks in North America. You can travel through the province and throughout history when you visit the Royal Saskatchewan Museum. Enjoy a trip through two billion years of Saskatchewan's geological and early natural history; discover 10,000 years of First Nations history in Saskatchewan; experience the eco regions of Saskatchewan; and learn about the dynamic balance of nature and how the human "ecological footprint" is affecting this balance.

At the Royal Saskatchewan Museum you can experience the sights, sounds and smells of our province. You can experience summer when it is winter and winter when it is summer.

If you cannot make it to the museum, you can take your journey through your computer by connecting to **www.royalsaskmuseum.ca**. The website also lets you keep

up with the “what’s on” section and check out what the museum’s scientific staff are investigating and researching. You can get involved in the exciting museum experience by joining the RSM Associates. The museum also has a gift shop that offers unique, made-in-Saskatchewan merchandise.

The Royal Saskatchewan Museum is more than a building; it is Saskatchewan and beyond.

Travel

Saskatchewan Government Insurance (SGI) Canada Insurance Program

The SGI Canada Insurance Program provides reductions for seniors. Check with your insurance broker for more details.

SGI waives the \$10 fee for non-driver photo identification to Saskatchewan residents 65 years or older. This card is helpful for those individuals who do not have a valid Saskatchewan driver’s licence and can be used for identification purposes.

The Older and Wiser Driver is a handbook of driving tips available from any motor licence issuer or any SGI office in the province.

Saskatchewan Transportation Company (STC)

STC offers senior discounts on regular passenger fares. A senior, aged 60 to 64, is eligible for 10 per cent off regular adult fares. The Senior Gold discount entitles seniors, 65 or older, to 30 per cent off regular adult fares. STC also offers a discounted medical pass for unlimited travel on a specified corridor for a period of 30 days for physician-prescribed treatments. STC serves 290 communities across Saskatchewan and 23 per cent of its passenger coaches are equipped for wheelchair accessibility.

For further information, call STC's toll-free number at **1-800-663-7181** or visit **www.stcbus.com**

Saskatchewan Highways Hotline

The Saskatchewan Highways Hotline provides recorded information on a 24-hour basis on summer and winter road conditions, ferries, ice road crossings and spring road restrictions.

For Regina and surrounding area, call **306-787-7623**.

For Saskatoon and surrounding area, call **306-933-8333**.

All other areas of the province, call toll-free **1-888-335-7623**.

You can also check the Ministry of Highways and Infrastructure website at

www.highways.gov.sk.ca/road-conditions

or access it via Facebook at

www.facebook.com/SaskatchewanHighwayHotline

Out-of-Country Travel

If you are travelling out-of-country, *it is strongly recommended that you carry extra medical insurance* in case of an accident or an unforeseen medical emergency. *The Ministry of Health covers only limited physician and hospital expenses.*

For more information on out-of-province health treatment, call toll-free **1-800-667-7523** or **306-787-3475** in Regina.

Telephone

SaskTel offers a number of products and services that can be helpful to customers with special needs, including those with sight, hearing, motion and speech limitations. Some of the products and services available include ring amplifiers, amplified telephones, large button telephones, telewriters, speakerphones, artificial larynx devices, directory assistance and speed call.

SaskTel subsidizes some products for customers with a disability that prevents them from using a standard telephone, using the telephone directory or recording a number for future use. To obtain a copy of the SaskTel Special Needs application, or for more information, please visit **www.sasktel.com/accessibility**, your nearest SaskTel Retail Store, or call SaskTel Residential Sales & Service toll-free at **310-7253**. TTY users may call **1-800-552-3595**.

SaskTel also offers the Jacked Nursing Home Program, which allows residents in participating special-care homes to move their phone from one room to another without paying service connection fees. To find out if a particular special-care home is a participant in the program, please contact the special-care home's administrator.

The SaskTel Pioneers, a volunteer organization made up of current and former SaskTel employees, offers several programs designed to help seniors. From memory kits to stimulate memories in Alzheimer's patients, to computer labs for seniors' homes, the SaskTel Pioneers are helping to make life easier for Saskatchewan seniors. For more information about the SaskTel Pioneers, please call the Pioneer Director toll-free at **1-866-944-4442**.

Energy

The Province of Saskatchewan is committed as part of the "Go Green" strategy to assist homeowners in reducing their energy use which saves money and benefits the environment. The components that may be of benefit to seniors are the EnerGuide for Houses Program and the PST exemption on Energy-Efficient Household Appliances.

Saskatchewan EnerGuide for Houses Program

This program provides grants to help with upgrades that increase the energy efficiency of the home. Funding is provided to Saskatchewan homeowners for energy efficient upgrades to heating and ventilation systems, insulation,

air conditioners, water heaters, ENERGY STAR® doors, windows, light fixtures, clothes washers and gas dryers.

To obtain more information on this and other energy efficient programs, call SaskEnergy toll-free at **1-800-567-8899** or visit **www.saskenergy.com**

PST Exemption on Energy-Efficient Household Appliances

The SaskPower “PST Exception on Energy-Efficient Household Appliances” program provides a PST exemption for ENERGY STAR® appliance or heating system purchases, such as refrigerators, freezers, dishwashers, clothes washers, furnaces and boilers.

To obtain more information on this and other energy efficient programs, call SaskPower at **1-888-757-6937** or visit **www.saskpower.com**

Education and Employment

Life Long Learning

There are many learning opportunities for seniors through classes at universities, regional colleges or technical institutes. To find a post-secondary institution in your area, please visit

www.aeei.gov.sk.ca/post-secondary-educ-institutions

Education and Training

For information on Saskatchewan's post-secondary education and training programs, visit the Ministry of Advanced Education, Employment and Immigration's website at www.aeei.gov.sk.ca/programs-services

Career Planning and Employment

Older workers offer a wealth of knowledge and experience in the workplace. Career and Employment Services offices located throughout Saskatchewan can assist older workers to explore opportunities for a second career, education or re-training and employment. Qualified and knowledgeable staff help job seekers learn where the jobs are and what types of work would best fit their skills, interests and experience. Programs and services help older workers to:

- plan a career transition;
- find out what skills are in demand;
- upgrade skills or education;
- connect with local services and training providers; and,
- find a job that fits their skills and interests.

To find your nearest Career and Employment Services office, please visit

www.sasknetwork.ca/html/Home/cansask/locations.htm

You can also access our online job postings at

www.saskjobs.ca

Immigration and Immigrant Settlement Services

There are many ways to come to Saskatchewan either temporarily or permanently. Seniors may wish to learn about the Saskatchewan Immigrant Nominee Program and other options for immigrating for themselves or family members at

www.saskimmigrationcanada.ca/immigrating

For information on services for immigrant newcomers, including English language classes and settlement advice, visit or call your local Regional Newcomer Gateway. To find the location and contact information of the Gateway closest to you, please visit

www.saskimmigrationcanada.ca/immigration-gateways

Information fact sheets in several languages can be found on the following website:

www.saskimmigrationcanada.ca/information-in-various-languages

General Resources

Consumer Protection Branch

The Consumer Protection Branch of the Ministry of Justice and Attorney General helps people understand their rights and responsibilities as consumers by offering advice and direction in response to consumer inquiries. The branch also investigates consumer complaints like telemarketing scams and fraudulent door-to-door sales schemes.

If you have a consumer complaint, concern or inquiry, please call toll-free **1-877-880-5550** or **306-787-5550** in Regina. You can also contact the Consumer Protection Branch by e-mail at **consumerprotection@gov.sk.ca**, or by fax at **306-787-9779**.

Public Guardian and Trustee

The Public Guardian and Trustee for Saskatchewan administers the property and finances of adults who are incapable of managing their financial affairs, administers the estates of deceased persons and missing persons, monitors other property guardians and investigates allegations of financial abuse.

For more information about these services, please visit **www.justice.gov.sk.ca/pgt**

Libraries

Did you know that you can borrow books from any public library in Saskatchewan? And return them to any library across the province? Public libraries are the perfect place to continue learning and begin pursuing new hobbies, interests or adventures. The new SILS [Single Integration Library System] library card gives all residents of Saskatchewan access to books, audiobooks, large-print collections, magazines, CDs, DVDs and more by visiting any public library in the province, in person or online.

Libraries offer a friendly environment for finding information on almost any topic, from all over the world, in many different formats. They are community centers

where you can find out about local events and services, and safely surf the Internet. Many libraries also offer fun and interesting programming for all ages.

Library staff can offer you personalized assistance in finding the reliable information you need – in print or online. Library websites have links to all kinds of information on topics from finances and health, family and local history, travel and home decorating. Search the My Library website at www.mylibrary.sk.ca to locate a library in your area or to access online library resources, including e-books and magazines. The library is your best one-stop place for information and entertainment – come see us soon!

First Nations and Métis Relations

The Ministry of First Nations and Métis Relations strengthens relationships between First Nations and non-First Nations people in the spirit of Treaties and ensures that First Nations and Métis peoples are consulted on provincial legislation and policies that may impact their legal rights and interests.

The ministry works with and beside First Nations, Métis and northern peoples, colleague ministries, the federal government, local governments, and business to ensure that Saskatchewan First Nations and Métis people and northerners have opportunities to participate in and benefit from economic and social development.

For more information, please call **306-787-6250**, or visit www.fnmr.gov.sk.ca

Problem Gambling Help Line

The Problem Gambling Help Line is a confidential 24-hour-a-day, 7-day-a-week crisis management service for anyone affected by gambling in the province. The Problem Gambling Help Line is a single-entry point for persons experiencing problems with gambling to call toll-free to **1-800-306-6789** and receive professional counseling, referral and information services.

Mobile crisis agency counselors who answer the calls are trained in dealing with crisis and emergency situations, and with individuals in extreme duress due to a diverse range of circumstances, including problems caused by gambling. The service is operated through agreements between the Ministry of Health, the Saskatchewan Liquor and Gaming Authority, and three crisis agencies located in Regina, Saskatoon and Prince Albert.

ExpressAddress

ExpressAddress at www.expressaddress.com lets you notify multiple organizations at the same time about your move, saving you time and avoiding duplication of effort.

This site provides a convenient and simple method to connect, transfer or disconnect residential services for telephone, electricity, natural gas, water and security services. It also updates your address for everything from your driver's licence and health cards to pet licences.

ExpressAddress is a secure site that uses encryption to protect your data. Only those organizations that you want to do business with will be notified of your request. Our privacy page includes information about our commitment to you.

Veteran Licence Plates

To honour the contributions of our veterans, the provincial government and the Saskatchewan Command of the Royal Canadian Legion created a special Saskatchewan veteran licence plate. This new licence plate was introduced in 2005, and is available on an ongoing basis.

The Veteran plate is a single, official Saskatchewan licence plate to be displayed on the rear of the vehicle. Veteran plates have a V followed by four numbers, starting with V0001.

Veteran plate application forms are available at legion offices and SGI motor licence issuing offices across the province, and www.sgi.sk.ca

Building and Fire Safety

The Ministry of Corrections, Public Safety and Policing promotes protection of life and property toward ensuring safe, healthy and habitable buildings for all.

The objectives of the National Building Code include accessibility for persons with disabilities, as well as fire and structural protection for buildings. Information for the

general public is provided on the website of the Building Standards Unit (www.cpsp.gov.sk.ca/building-standards). Included are standards documents for barrier-free ramps and washrooms, care homes, and automatic sprinklers in care homes.

As older adults are at high risk of being harmed by fire, a number of resources are available through the Emergency Management and Fire Safety Branch. These resources include educational awareness brochures on safety issues and educational programs, such as:

- Fire Safety Tips for Older Adults
- Remembering When: A Fire and Fall Prevention Program for Older Adults
- Older and Wiser: a fire safety program for older adults related to cooking, heating and smoking

For information, call **306-787-4113** (building and fire services).

Vital Statistics

Effective October 12, 2008, Information Services Corporation took over the management and operation of the Vital Statistics Registry from the Ministry of Health.

The Vital Statistics Registry is a province-wide system for registering births, deaths, marriages, stillbirths and changes of name. Vital Statistics employees also issue certificates as legal proof of these vital events and provide statistical information for agencies and the public.

New contact information for Vital Statistics inquiries is:

Information Services Corporation

1301 1st Avenue

Regina SK S4R 8H2

Toll free: **1-866-275-4721**

Fax: 1-306-787-2288

Website: **www.isc.ca/vitalstats**

E-mail: ask@isc.ca

For additional copies of this publication, contact:

Community Care
Saskatchewan Ministry of Health
3475 Albert Street
Regina SK S4S 6X6
Telephone: **306-787-4587**

Or visit the Ministry of Health website at
www.health.gov.sk.ca and look under “publications.”



Saskatchewan
Ministry of
Health

August 2011