

# Seniors' Information Handbook

2024





# Introduction

The Seniors' Information Handbook (the Handbook) is intended to be a resource and useful tool for Northwest Territories seniors, their families and caregivers, and service providers to make informed decisions and know how to access programs and services for seniors that keep them safe, independent, and active in their home communities.

The Handbook provides a comprehensive list of federal, territorial, and community programs and services available to seniors. It is organized into sections, along with a directory organized by community, to make finding information easier. Each section includes a brief summary of the program and service and contact information to help seniors, their families and caregivers, and other service providers determine if a service is relevant to them.

The Handbook is available in English and French in a print format or online at [www.gov.nt.ca/seniors](http://www.gov.nt.ca/seniors). Print copies can be obtained by calling 867-767-9052 ext. 49034 or emailing [hsscommunications@gov.nt.ca](mailto:hsscommunications@gov.nt.ca).

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# Table of Contents

<b>Introduction</b> .....	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>Key Resources</b> .....	<b>9</b>
<b>Emergency and Non-Emergency Telephone Numbers</b> .....	<b>10</b>
<b>Your Personal Record and Important Contact Information</b> .....	<b>11</b>
<b>Your Emergency Plan and Emergency Kit</b> .....	<b>13</b>
<b>Canada Benefits Finder</b> .....	<b>15</b>
<b>Find a Service Canada Office</b> .....	<b>15</b>
<b>My Service Canada Account</b> .....	<b>15</b>
<b>Service Canada Outreach Support Centre</b> .....	<b>16</b>
<b>Single Window Service Centres</b> .....	<b>17</b>
<b>Services TNO</b> .....	<b>18</b>
<b>NWT Ombud</b> .....	<b>18</b>
<b>NWT Caregivers Guide</b> .....	<b>18</b>
<b>Finances</b> .....	<b>19</b>
<b>Federal Pension and Income Supplement Programs</b> .....	<b>20</b>
Canada Pension Plan .....	20
Old Age Security .....	23
Financial Support for Veterans .....	24
<b>Territorial Income Security Programs</b> .....	<b>25</b>
Income Assistance .....	25
NWT Senior Citizen Supplementary Benefit.....	26
Senior Home Heating Subsidy .....	27
<b>Taxes and Financial Planning</b> .....	<b>28</b>
Canadian Retirement Income Calculator.....	28
Individual Tax Enquiries Line .....	28
Free Tax Clinics .....	28
Retirement Hub.....	29
Taxes When You Retire or Turn 65 Years Old .....	29

<b>Health and Wellness</b> .....	<b>31</b>
<b>Continuing Care</b> .....	<b>32</b>
<b>NWT Health Care Plan</b> .....	<b>35</b>
NWT Health Care Card .....	35
Extended Health Benefits for Seniors.....	35
Life Event Certificates .....	37
Métis Health Benefits.....	37
Non-Insured Health Benefits for First Nations and Inuit .....	37
Oral Health Services .....	38
Rehabilitation Services .....	38
Medical Assistance in Dying .....	39
<b>Patient Feedback and System Navigation</b> .....	<b>40</b>
<b>Healthy Lifestyles and Health Conditions Management</b> .....	<b>41</b>
811 Helpline   Health Advice Line .....	41
Cancer Navigation Program.....	41
Cancer Information and Support.....	42
Dementia Information and Support .....	42
Diabetes Management.....	42
Disabilities Information and Support .....	43
Hearing Loss Information and Support .....	43
Meals on Wheels.....	43
Tobacco Cessation .....	44
Vision Loss Information and Support .....	44
<b>Medical Travel</b> .....	<b>45</b>
NWT Medical Travel .....	45
NWT Medical Travel Guide .....	46
<b>Mental Health Resources and Supports</b> .....	<b>47</b>
Community-based Supports for Mental Wellness and Addictions Recovery .....	47
Community Counselling Program.....	48
Help Lines and Crisis Lines.....	49
Addiction and Mental Health Services (Yellowknife).....	50
Community Wellness Program (Yellowknife) .....	50

<b>Housing</b> .....	<b>51</b>
<b>Financial assistance for homeowners</b> .....	<b>52</b>
Emergency Repairs .....	52
Fuel Tank Replacement .....	52
Home Purchase Program.....	52
Mobility Modifications .....	52
Preventative Maintenance .....	53
Seniors Aging in Place.....	53
Seniors Home Repair .....	53
Seniors and Disabled Persons Property Tax Relief.....	54
<b>Financial assistance for renters</b> .....	<b>55</b>
Canada-NWT Housing Benefit.....	55
Public Housing Program .....	55
<b>Healthy home environment</b> .....	<b>56</b>
Environmental Health Guide for Seniors at Home .....	56
Guide to Home Safety for Seniors .....	56
<b>NWT Rental Office</b> .....	<b>57</b>
<b>Indigenous Governments and Organizations</b> .....	<b>59</b>
<b>Regional Governments</b> .....	<b>60</b>
Akaitcho Territory Government.....	60
Dehcho First Nations .....	60
Gwich'in Tribal Council .....	60
Inuvialuit Regional Corporation.....	60
Northwest Territory Métis Nation .....	60
Sahtu Secretariat Incorporated .....	60
Tłı̨chǫ Government.....	60
<b>Community-based Governments</b> .....	<b>61</b>
Acho Dene Koe First Nation.....	61
Délı̨ne Got'ınę Government .....	61
Kát'odeeche First Nation .....	61
Salt River First Nation .....	61

<b>Friendship Centres</b> .....	<b>62</b>
Deh Cho Friendship Centre (Fort Simpson) .....	62
Ingamo Hall Friendship Centre (Inuvik) .....	62
Soaring Eagle Friendship Centre (Hay River) .....	62
Tłıchq Łeàgłq Ts'ııłı Kq / Tłıchq Friendship Centre (Behchokò).....	62
Tree of Peace Friendship Centre (Yellowknife) .....	62
Uncle Gabe's Friendship Centre (Fort Smith) .....	62
Zhahti Koe Friendship Centre (Fort Providence) .....	62
<b>Recreational and Social Activities</b> .....	<b>63</b>
<b>Community Libraries and Borrow by Mail</b> .....	<b>64</b>
<b>Friendly Calls Program</b> .....	<b>64</b>
<b>Get a Fishing Licence</b> .....	<b>64</b>
<b>Parks Canada Entry Fees</b> .....	<b>65</b>
<b>Territorial Recreation Resources</b> .....	<b>65</b>
<b>Safety and Security</b> .....	<b>67</b>
<b>Consumer Protection</b> .....	<b>68</b>
Consumer Information Bulletin .....	68
Guide to Consumer Protection.....	68
<b>Emergency Food</b> .....	<b>69</b>
Emergency Food Assistance in NWT Communities .....	69
Hay River Soup Kitchen .....	69
Inuvik Food Bank .....	69
Food Hampers and Dinner (Yellowknife).....	69
Yellowknife Food Bank .....	69
<b>Emergency Shelter</b> .....	<b>70</b>
Homelessness Assistance Fund .....	70
Aimayunga Women and Emergency Foster Care Shelter (Tuktoyaktuk) .....	70
Family Support Centre (Hay River) .....	71
Inuvik Homeless Shelter and Inuvik Warming Centre .....	71
Inuvik Transition House .....	71
Moving Forward Emergency Shelter (Hay River).....	71
Sutherland House Women's Shelter (Fort Smith).....	71

Alison McAteer House (Yellowknife) .....	72
Lynn’s Place Women’s Housing Program and Supported Transitional Housing (Yellowknife).....	72
Men’s Emergency Shelter and Bailey House Men’s Transitional Housing (Yellowknife) .....	73
Yellowknife Women’s Centre and Yellowknife Housing First .....	73
<b>Preventing and Reporting Crime .....</b>	<b>74</b>
Frauds, Scams, and Cybercrime.....	74
Royal Canadian Mounted Police.....	76
<b>Legal Programs and Services .....</b>	<b>77</b>
Community Court Workers.....	77
Community Legal Outreach.....	77
Legal Orders .....	78
Office of the Public Guardian .....	79
Office of the Public Trustee .....	79
Victim Services in NWT Communities .....	80
<b>Natural Disasters and Evacuations .....</b>	<b>81</b>
Be Ready for Emergencies.....	81
Emergency Preparedness Guide for People with Disabilities and Special Needs .....	83
Evacuee Registration .....	83
NWT Alert.....	83
<b>NWT Human Rights Commission.....</b>	<b>84</b>
<b>Planning for the Future.....</b>	<b>85</b>
Personal Directives .....	85
Power of Attorney .....	86
Making a Will.....	86
<b>Seniors Groups .....</b>	<b>87</b>
Seniors Groups .....	88
<b>Transportation.....</b>	<b>89</b>
Accessible Parking Permits .....	90
Driver’s Licence .....	90
Highways, Ferries, and Winter Roads .....	90
Transportation Alternatives in NWT Communities .....	91
Yellowknife Transit and Yellowknife Accessible Transit Service .....	91

<b>Directory .....</b>	<b>93</b>
Aklavik .....	94
Behchokò .....	94
Colville Lake .....	95
Déljñę.....	95
Dettah .....	96
Enterprise.....	96
Fort Good Hope .....	96
Fort Liard .....	97
Fort McPherson .....	97
Fort Providence .....	98
Fort Resolution .....	98
Fort Simpson .....	99
Fort Smith .....	99
Gamètì .....	100
Hay River .....	100
Inuvik .....	101
Jean Marie River .....	101
Kakisa.....	102
łutselk'e .....	102
Nahanni Butte .....	102
Ndilq .....	103
Norman Wells.....	103
Paulatuk .....	104
Sachs Harbour .....	104
Sambaa K'e.....	105
Tsiigehtchic.....	105
Tuktoyaktuk .....	106
Tulita .....	106
Ulukhaktok.....	107
Wekweètì .....	107
Whatì .....	108
Wrigley.....	108
Yellowknife.....	109

<b>Government of the Northwest Territories</b>	
<b>Seniors' Strategic Framework .....</b>	<b>111</b>
<b>Areas of Focus to Enable Seniors</b>	
<b>to Age in Place with Dignity in the NWT.....</b>	<b>112</b>
<b>Elder Abuse Poster and Fact Sheet.....</b>	<b>113</b>

Changes to programs, services, and office locations and contact information may occur after the publication of the Handbook. Please contact the Department of Health and Social Services, phone 867-767-9052 ext. 49034 or email [hsscommunications@gov.nt.ca](mailto:hsscommunications@gov.nt.ca), to update information.





# Key Resources

## Emergency and Non-Emergency Telephone Numbers

### Emergency Services

**Dial 911** in an emergency – for police, fire, or ambulance services.

**Poison and Drug Information Service** (poison control): 1-844-764-7669  
(1-844-POISON-X)

### Non-Emergency Services

**Dial 211** for community, government, and social services referrals.

**Dial 411** for telephone directory assistance.

**Dial 611** for telephone company services.

**Dial 711** for TTY relay services.

**Dial 811** for non-urgent health advice, mental health support, or help to quit smoking/vaping.

**Dial 988** to reach the Suicide Crisis Helpline (toll free, 24/7).

**Government of Canada** general information: 1-800-622-6232 (1-800-O-CANADA)

**Government of Northwest Territories** switchboard: 867-767-9000



## Your Personal Record and Important Contact Information

Please contact a GNWT **Single Window Service Centre, Services TNO** office, community health representative, or government office in your community for help filling out this form.

Your Personal Record	
Name: _____	
Phone Number: _____	
Email Address: _____	
Home Address: _____	
Mailing Address: _____	
Health Care Card Number: _____	
Household Languages: _____	
Important Contact Information	Phone Number/Email
Relative: _____	_____
Friend: _____	_____
Spiritual or Religious Advisor: _____	_____
Doctor/Nurse: _____	_____
Pharmacy: _____	_____
Health Centre: _____	_____
Hospital: _____	_____

Important Contact Information	Phone Number/Email
Fire Department: _____	_____
Police: _____	_____
Lawyer: _____	_____
Community Government: _____	_____
Indigenous Government: _____	_____
Member of the Legislative Assembly (MLA): _____	_____
Member of Parliament (MP): _____	_____
Interpreter/Translator: _____	_____
Local Programs and Services Pathfinder: _____	_____
Local Transportation: _____	_____
_____	_____
_____	_____
_____	_____

Remember to keep this document in a safe place as it contains important personal information.

## Your Emergency Plan and Emergency Kit

Make an **Emergency Plan** so everyone in your household knows what to do in an emergency.

Check	Description	Your Details
<input type="checkbox"/>	<b>1. Escape routes and transportation methods</b> (if you need to leave your home or community, list if you are driving a personal vehicle or sharing a ride with friends, family, or neighbours)	
<input type="checkbox"/>	<b>2. Meeting places and alternate accommodations</b> (if you need to leave your home or community, list alternate places to stay throughout evacuation)	
<input type="checkbox"/>	<b>3. Plan for children</b> (designated persons and phone numbers)	
<input type="checkbox"/>	<b>4. Special health needs</b> (support persons, mobility needs, medical conditions, medication, recent vaccinations, etc.)	
<input type="checkbox"/>	<b>5. Plan for pets</b> (including service animals)	
<input type="checkbox"/>	<b>6. Specific local risks</b> (flooding, wildfire, earthquakes, blizzards, etc.)	
<input type="checkbox"/>	<b>7. Emergency contact information</b> (family contacts, out-of-town contacts, friends, neighbours, family doctor/nurse, insurance, etc.)	
<input type="checkbox"/>	<b>8. Safe home instructions</b> (emergency kit location, fire extinguisher location, water valve shut off location, heating source shut off location, etc.)	
<b>For more information:</b> <a href="https://www.getprepared.gc.ca/cnt/plns/plan/mrgnc-pln-en.aspx">https://www.getprepared.gc.ca/cnt/plns/plan/mrgnc-pln-en.aspx</a>		

Build a basic **Emergency Kit** that contains basic supplies to last at least 72 hours (3 days).

Check	Description
<input type="checkbox"/>	<b>Emergency plan</b> (reviewed with household)
<input type="checkbox"/>	<b>Water</b> (minimum 2 litres per person per day)
<input type="checkbox"/>	<b>Non-perishable food</b> (and a manual can opener)
<input type="checkbox"/>	<b>Flashlight</b> (and extra batteries)
<input type="checkbox"/>	<b>Radio</b> (and extra batteries)
<input type="checkbox"/>	<b>First aid kit</b> (e.g., bandages, gauze, sterile gloves, face masks, biohazard waste bags)
<input type="checkbox"/>	<b>Copies of current prescriptions</b> (and additional medical documents)
<input type="checkbox"/>	<b>Extra keys</b> (for vehicle and home)
<input type="checkbox"/>	<b>Cash money</b> (various small bills)
<input type="checkbox"/>	<b>Important documents in a sealed bag</b> (e.g., passports, insurance, bank records)
<input type="checkbox"/>	<b>Seasonal changes of warm clothing and footwear</b> (for each household member)
<input type="checkbox"/>	<b>Warm blanket or sleeping bag</b> (for each household member)
<input type="checkbox"/>	<b>Toiletries and hygiene items</b> (e.g., toothbrush, toilet paper, menstrual pads, hand sanitizer, tissues, cleaning wipes, trash bags)
<input type="checkbox"/>	<b>Medical supplies</b> (e.g., prescription medication, over-the-counter medication, medical equipment, extra pair of glasses, contact lenses and solution)
<input type="checkbox"/>	<b>Essential pet supplies</b> (e.g., travel crate, ID tags, vaccine records, medication)
<input type="checkbox"/>	<b>Additional emergency kit supplies</b> (relevant to your household situation)
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<b>For more information:</b> <a href="https://www.getprepared.gc.ca/cnt/kts/bsc-kt-en.aspx">https://www.getprepared.gc.ca/cnt/kts/bsc-kt-en.aspx</a>	

## Canada Benefits Finder

The **Canada Benefit Finder** online search tool can help you find federal, provincial, and territorial government programs and services you are eligible for. Through a limited number of questions, the Benefits Finder will customize your search results to match your situation. The Benefits Finder does not collect or track your personal information.

**For more information:**

Website: <https://benefitsfinder.services.gc.ca/>

## Find a Service Canada Office

Service Canada provides Canadians with a single point of access to a wide range of federal government services and benefits. Go to the **Find a Service Canada Office** website to locate one of 20 Service Canada delivery partners in the Northwest Territories.

**For more information:**

Website: <https://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp>

## My Service Canada Account

**My Service Canada Account** is a secure online portal for accessing federal government services like Employment Insurance (EI), Canada Pension Plan (CPP), Canada Pension Plan disability, Old Age Security (OAS), and Social Insurance Number (SIN). If you have contributed to the CPP, you can view your estimated monthly CPP benefits. You can apply for many CPP and OAS benefits, as well as update your personal information (such as address and direct deposit) and access your income tax slips for CPP, OAS and EI.

**For more information:**

Website: <https://www.canada.ca/en/employment-social-development/services/my-account.html>

## Service Canada Outreach Support Centre

If you do not have internet access or require help accessing Service Canada's benefits and services, please call the Outreach Support Centre (OSC) to speak with someone from Service Canada. You can get assistance with Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance (EI), information on passports and assistance with applying online for a Social Insurance Number (SIN). OSC staff can help complete some applications for you over the phone. They also have access to translation services, so you can be assisted in the language of your choice.

Depending on your specific situation, staff can also transfer you directly to a representative of the Canada Revenue Agency (CRA) to assist you with filing your income tax return.

Phone lines are open from 8:00 am to 4:00 pm local time, Monday to Friday.

**For more information:**

Toll Free: 1-877-631-2657 (Service Canada)



## Single Window Service Centres

The Single Window Service Centres of the Government of the Northwest Territories are staffed by **Government Services Officers (GSO)** located in 21 communities. Elders can call the local GSO to schedule appointments for regular home visits, to complete application forms for government programs and services, and to get referrals. Service is sometimes available in an Indigenous language. Government Service Officers are trained to help with:

- Seniors Home Heating Subsidy and Income Assistance applications
- Health Care Card renewal
- Housing NWT applications
- Public Trustee or Public Guardian applications
- Birth, death, and marriage certificate applications
- Some Government of Canada programs (Canada Pension Plan, Social Insurance, Old Age Security, Status Card, etc.)

Aklavik	867-978-2285	Kátł'odeeche First Nation	867-874-6306
Behchokò	867-392-6046	Łutselk'e	867-370-3386
Colville Lake	867-709-2047	Paulatuk	867-580-3068
Délıne	867-589-4910	Sachs Harbour	867-690-3812
Fort Good Hope	867-598-2179	Tsiigehtchic	867-953-3726
Fort Liard	867-770-2277	Tuktoyaktuk	867-977-2097
Fort McPherson	867-952-2060	Tulita	867-588-3002
Fort Providence	867-699-3149	Ulukhaktok	867-396-3084
Fort Resolution	867-394-3017	Wekweètı	867-713-2600
Gameti	867-997-3106	Whatı	867-573-3256
Jean Marie River	867-809-2077		

### For more information:

Website: <https://www.eia.gov.nt.ca/en/priorities/access-government-programs-and-services-through-single-window-service-centres>

## Services TNO

Services TNO is the French language service centre of the Government of the Northwest Territories (GNWT). Some services offered by **French Language Client Service Officers** include:

- Notary public
- Health Care Card applications
- Hunting licenses
- Fishing licenses
- Marriage certificates
- Liquor licenses
- Answering questions about various GNWT services
- Helping members of the public connect with resources and services in French

Contact Services TNO if you are seeking assistance in French.

### **For more information:**

Toll Free: 1-866-561-1664 (Services TNO)

Email: [servicestno@gov.nt.ca](mailto:servicestno@gov.nt.ca)

In Person: Tatsaoṭṭine Building – 1<sup>st</sup> Floor, 5015 – 49<sup>th</sup> Street, Yellowknife NT

Website: <https://www.ece.gov.nt.ca/en/services/francophone-affairs-secretariat/services-tno>

## NWT Ombud

The NWT Ombud is an independent office that promotes fairness in territorial government administration and services, and investigates complaints from people who feel they have been treated unfairly by territorial organizations.

### **For more information:**

Toll Free: 1-844-686-6283 (NWT Ombud)

Website: <https://nwtombud.ca>

## NWT Caregivers Guide

The **NWT Caregivers Guide** is a companion to the **NWT Seniors' Information Handbook**. This Guide is a practical resource for those caring for family, friends, or neighbors across the NWT.

Visit the website below to download a copy of the Guide.

Website: <https://www.hss.gov.nt.ca/sites/hss/files/nwt-caregivers-guide.pdf>



# Finances

## Federal Pension and Income Supplement Programs

### Canada Pension Plan

**The Canada Pension Plan (CPP) retirement pension** is a monthly, taxable benefit that replaces part of your income when you retire. CPP payments are not automatic. You must apply before you want your pension to start. If you qualify, you'll receive the CPP retirement pension for the rest of your life. To qualify for the CPP, you must:

- be at least 60 years old
- have made a valid contribution (either from work you did in Canada, or by receiving credits from a former spouse or former common-law partner)

You can apply online, by mail, or by dropping-off a completed form to a Service Canada Centre. Decisions are issued by mail in 28 days for online applications, or 120 days for applications sent by mail or dropped off in-person.

The amount you receive each month is based on your average earnings throughout your working life, your contributions to the CPP, and the age you decide to start your CPP retirement pension. Note:

- The standard age to start the pension is 65.
- Deciding when to start collecting CPP should be based on your finances, health, life expectancy, and taxes (you will receive a larger benefit if you delay CPP). The Canadian Retirement Income Calculator can help you decide.
- Different factors affect how much you receive (e.g., time away from work caring for children).
- You can still work while receiving a CPP retirement pension.

### Other CPP benefits

In addition to the CPP retirement pension, you may qualify for other CPP benefits. You should discuss your eligibility with Service Canada. In most cases, you will need to apply.

**CPP Post-Retirement Benefit (PRB):** If you work while receiving your CPP retirement pension, your ongoing CPP contributions will automatically go toward post-retirement benefits (PRB), which will increase your retirement income. Each new PRB will be added to any previously earned PRB and to any other CPP benefits to which you are entitled. The PRB allows you to continue to build your CPP retirement income. The PRB may have an impact on your eligibility or benefit amounts from OAS and GIS. Requirements:

- 60-70 years of age.
- Receiving CPP retirement pension.
- Still working and contributing to CPP (along with employer).

**Canada Pension Plan disability benefits:** The Canada Pension Plan (CPP) disability benefit is a monthly payment you can get if you:

- Are under 65;
- Have made enough contributions into the CPP;
- Have a mental or physical disability that regularly stops you from doing any type of substantially gainful work; or
- Have a disability that is long-term and of indefinite duration or is likely to result in death.

There are two types of CPP disability benefits:

**CPP disability pension:** Requirements:

- Under 65 years of age.
- Not receiving the CPP retirement pension.

**CPP post-retirement disability benefit:** Requirements:

- From 60 to 65 years of age.
- Already receiving the CPP retirement pension (for more than 15 months) or become disabled after starting to receive the retirement pension.

**CPP survivor's pension:** A monthly payment paid to the spouse or common-law partner of a deceased CPP contributor. If you are a separated legal spouse and the deceased had no common-law partner, you may qualify for this benefit. Your pension will continue even if you remarry. Requirements:

- Be legally married to a deceased CPP contributor.
- Be the legal common-law partner of a deceased CPP contributor (a common-law partner is a person of any sex who has lived with you in a conjugal relationship for at least one year).

**CPP children's benefit:** A monthly payment to the dependent child of a living person receiving a CPP disability benefit or the dependent child of a deceased CPP contributor. Requirements:

- Be under age 18, or under age 25 and attending school full time.
- Be the natural/adopted child of CPP contributor, and in their custody while under 21.
- Parent or guardian is receiving CPP disability benefit or post-retirement disability benefit; or parent or guardian has died and met contributory requirements for CPP death benefit.

**CPP death benefit:** A one-time payment of \$2,500 to a deceased CPP contributor's estate (i.e. the executor of a will or appointed estate administrator) or other eligible individuals (e.g. the bearers of funeral expenses, surviving spouse or common-law partner, or surviving next of kin). Requirements:

- Deceased person has made enough contributions into the CPP.

### **Situations that can affect your pension amount**

Other factors can also affect your CPP retirement pension amount. You should discuss your eligibility with Service Canada. If you've provided all the required information in your application, these will automatically be considered:

- **Working while receiving the CPP Retirement Pension:** Each year you contribute to CPP will result in an additional post-retirement benefit and increase your retirement income.
- **Contributions after age 65:** You may have worked after age 65 while not yet receiving your CPP retirement pension. Your contributions will stop when you reach age 70.
- **Periods of low or no earnings:** You might have years of low or no earnings. When we calculate the base component of your CPP retirement pension, we will not include ("drop out") up to 8 years of low earnings. This will increase your pension amount.
- **Periods of raising children (child-rearing provisions):** If you took time away from work or worked less to look after young children, a period of low earnings may increase your CPP retirement pension. You must enter the information about your children on the application form (such as their names, dates of birth, and Social Insurance Numbers).
- **Periods of disability:** You may have received a CPP disability pension. In this case, we will not include ("drop out") those months when we calculate the base component of your CPP benefit. This will increase your CPP retirement pension.
- **Pension sharing:** You can share your pension with your spouse/common-law partner. Pension sharing can lower your taxes in retirement by decreasing your taxable income.
- **Divorce or separation:** Credit splitting allows you to split your CPP contributions equally between you and your spouse/common-law partner if you separate or divorce.

### **For more information:**

Toll Free: 1-800-277-9914 (Service Canada)

TTY: 1-800-255-4786

Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>

## Old Age Security

The Government of **Canada Old Age Security (OAS) pension** is a taxable monthly payment you can get if you are 65 and older. OAS is determined by how long you have lived in Canada since the age of 18. In most cases, Service Canada will automatically enroll you for the OAS pension and inform you if you have been automatically enrolled. You may have to apply for the OAS pension if Service Canada does not have enough information to enroll you automatically. Consult the Old Age Security Benefits Estimator to plan when you would like to start receiving the benefit.

You might also be eligible to receive extra OAS payments based on your income such as:

- **Guaranteed Income Supplement:** A non-taxable benefit available to those who receive the Old Age Security pension, are aged 65 and older, have a low income, and are living in Canada.
- **Allowance:** A non-taxable benefit available to low-income individuals aged 60 to 64, who are living in Canada, and whose spouse or common-law partner receives the GIS.
- **Allowance for the Survivor:** A non-taxable benefit available to low-income individuals aged 60 to 64, who are living in Canada, and whose spouse or common-law partner has passed away.

### For more information:

Toll Free: 1-800-277-9914 (Service Canada)

TTY: 1-800-255-4786

Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

## Financial Support for Veterans

**Veterans Affairs Canada** provides pensions for disability or death, economic support in the form of allowances, health care benefits and services to members and former members of the Canadian Forces, Merchant Navy war time Veterans, civilians with war time service, Royal Canadian Mounted Police, as well as their survivors and dependents.

### **For more information:**

Toll Free: 1-866-522-2122 (Veterans Affairs Canada)

TTY: 1-833-921-0071

Website: <https://www.veterans.gc.ca/eng/financial-support>

The **Last Post Fund** organization delivers Veterans Affairs Canada's Funeral and Burial Program. To qualify, Veterans must meet military service and either the service-related (matter of right) or financial (means tested) eligibility criteria. There is a one-year time limit after the Veteran's death to apply for assistance.

### **For more information:**

Phone: 514-695-4897 (Last Post Fund)

Toll Free: 1-800-465-7113

Website: <https://www.lastpostfund.ca/>



## Territorial Income Security Programs

### Income Assistance

The **Income Assistance** program can help you when you don't have enough money to pay for basic needs like food, shelter, and utilities. It may also provide money for unique situational needs like clothing, childcare, furniture, or education. Funding is based on the size of family, family income, and community. Income Assistance is a month-to-month program, applicants must apply and provide all required documents during a given month.

Please note that a new Income Assistance for Seniors and Persons with Disabilities program will become available in 2024. Details will be published when that program is launched.

#### For more information:

Website: <https://www.ece.gov.nt.ca/en/services/income-security-programs/income-assistance-program>

<b>Beaufort-Delta ECE Service Centre</b>	867-678-8065 1-855-283-9311 (Toll Free)
<b>Dehcho ECE Service Centre</b>	867-695-7338 1-833-995-7338 (Toll Free)
<b>North Slave ECE Service Centre</b>	867-767-9356 1-866-768-8145 (Toll Free)
<b>Sahtu ECE Service Centre</b>	867-587-7159 1-866-814-9840 (Toll Free)
<b>South Slave ECE Service Centre</b>	867-872-7425 (Fort Smith) 867-874-5050 (Hay River) 1-833-926-2110 (Toll Free)

## NWT Senior Citizen Supplementary Benefit

The **NWT Senior Citizen Supplementary Benefit** helps low-income seniors pay for living costs by providing a monthly payment. The payment is automatically provided to eligible seniors who are receiving **Old Age Security** and the **Guaranteed Income Supplement** or the **Spouse's Allowance** from the Federal Government.

### For more information:

Toll Free: 1-866-973-7252 (Income Security Programs, GNWT)

Website: <https://www.ece.gov.nt.ca/en/services/income-security-programs/nwt-senior-citizen-supplementary-benefit>



## Senior Home Heating Subsidy

The **Senior Home Heating Subsidy** assists low-to-modest income seniors in the NWT with their heating costs. Eligible seniors will receive a monthly amount from September through April that is dependent on the community that they live in. To apply, submit a completed Senior Home Heating Subsidy application to an ECE Service Centre, along with proof of age, household income, and homeownership or rental accommodation.

### For more information:

Website: <https://www.ece.gov.nt.ca/en/services/income-security-programs/senior-home-heating-subsidy>

<b>Beaufort-Delta ECE Service Centre</b>	867-678-8065 1-855-283-9311 (Toll Free)
<b>Dehcho ECE Service Centre</b>	867-695-7338 1-833-995-7338 (Toll Free)
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<b>South Slave ECE Service Centre</b>	867-872-7425 (Fort Smith) 867-874-5050 (Hay River) 1-833-926-2110 (Toll Free)

## Taxes and Financial Planning

### Canadian Retirement Income Calculator

The Canadian Retirement Income Calculator will provide you with retirement income information, including the Old Age Security pension and Canada Pension Plan retirement benefits. The calculator does not collect personal information. (Note: The calculator's results are estimates and should not be used for financial planning.)

**For more information:**

Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/retirement-income-calculator.html>

### Individual Tax Enquiries Line

Call the **Canada Revenue Agency** individual tax enquires line toll free to get tax information for individuals, as well as information and assistance with electronic services for individuals such as My Account and NETFILE.

**For more information:**

Toll Free: 1-800-959-8281 (Canada Revenue Agency)

### Free Tax Clinics

Do you need help with your tax return? You may be eligible for help at a free tax clinic if you have a modest income and a simple tax situation. A free tax clinic is a place where eligible people can get their tax returns done for free by volunteers. There are different types of free tax clinics:

- **Walk-in:** a clinic where your tax return is completed during advertised hours on a first-come, first-served basis. No appointment needed.
- **Drop-off:** a clinic where your income tax documents are dropped off during advertised hours. Your tax return will be completed by a volunteer, and you will pick it up at a later time.
- **By appointment:** a clinic where an appointment is needed to file your tax return. Appointments can be in person, or virtual (by video conference or phone).

Free tax clinics are generally offered between March and April, but some are open year-round. Visit the Canada Revenue Agency website to find a free tax clinic in your area.

**For more information:**

Website: <https://www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html>

## Retirement Hub

Prepare for old age by exploring retirement income sources and learn how to manage your money after retirement. Not sure when to retire? Learn about the different choices people make about their public pensions and how it impacts their lives. These stories give valuable lessons and inspiration for people looking to plan their own retirement.

### For more information:

Website: <https://retraite-retirement.service.canada.ca/en/home>

## Taxes When You Retire or Turn 65 Years Old

Here are the most common types of income you must report on your tax return when you retire or turn 65 years old:

- **Old age security (OAS) pension** (a monthly payment to most Canadians age 65 or older)
- **Canada Pension Plan (CPP) or Québec Pension Plan (QPP) benefits** (provides you or your family with partial replacement of earnings when you retire)
- **Retiring allowance** (an amount you may receive after retirement in recognition of long service)
- **Other pensions and superannuation** (from a Canadian or foreign pension plan)
- **Registered retirement savings plan (RRSP) income** (payments or transfers from a plan)
- **Registered retirement income fund (RRIF) income** (payments or transfers from a plan)
- **Annuity payments** (from various sources)
- **Pooled registered pension plan (PRPP) payments** (depending on your situation)
- **Retroactive lump-sum payments** (from various sources)
- **Other kinds of income** (payments from a trust or retirement compensation arrangement)

You may reduce your tax payable or receive a refund by claiming tax deductions or tax credits:

- **Pension income splitting:** You and your spouse or common-law partner can choose to split your eligible pension or superannuation income.
- **Carrying charges, interest expenses, and other expenses:** You can claim carrying charges and interest you paid to earn income from investments.
- **Registered retirement savings plan (RRSP):** Deductible RRSP contributions reduce tax you owe.
- **Excess registered pension plan (RPP) contributions:** If you made current service contributions exceeding \$3,500 in one or more years from 1976 to 1985 that you could not deduct, contact the CRA to help you claim these amounts.
- **Non-refundable tax credits:** You may reduce the amount of income tax you owe by claiming tax deductions you are eligible for, like the **age amount** (if you were 65 or older), **pension income amount** (if you report pension, superannuation, or annuity payments), **amounts transferred from your spouse or common-law partner** (for tax deductions that they do not need), **disability tax credit** (for people with severe, prolonged impairments), **home accessibility tax credit** (for renovations that make your home accessible), **medical expense tax credit** (for hearing aids, attendant care, service animals, or other eligible costs), or **Canada caregiver credit** (for supporting a spouse, common-law partner, or dependent with a physical/mental impairment).
- **Refundable tax credits:** You may reduce the amount of income tax you owe or receive a tax refund by claiming tax benefits you may be eligible for, like the **Canada Worker Benefit** (a refundable tax credit for low-income working individuals and families).
- **Northwest Territories Credit:** A refundable cost of living tax credit for NWT residents.

Seniors may receive additional federal payment benefits which require annual income tax return submissions:

- **GST/HST credit:** A tax-free quarterly payment that helps individuals and families with modest incomes offset the goods and services tax/harmonized sales tax (GST/HST) they pay from day to day. When you file your taxes, you are automatically considered for the GST/HST credit.

**For more information:**

Toll Free: 1-800-959-8281 (Canada Revenue Agency)

Website: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/changes-your-taxes-when-you-retire-turn-65-years-old.html>



# Health and Wellness

## Continuing Care

Continuing Care includes Home and Community Care, Long Term Care, and Supported Living programs. **Home and Community Care** services are administered by the GNWT Health and Social Services Authorities to help NWT residents remain in their homes when they have health conditions that require nursing care or need help with daily living. These services enable people with assessed needs and a valid NWT Health Care Card to stay in their homes rather than a hospital or long term care facility. People can get help with services like:

- foot care
- home intravenous therapy
- home support
- nursing
- nutrition services
- palliative care
- loan of medical equipment
- respite care
- referrals to other allied health rehabilitation services, etc.

Contact your local Home Care or Health Centre to schedule an assessment for home care services. You can find the number for your community in the Directory.

**Long Term Care (LTC)** facilities provide a wide range of personal support, physical, social, and mental health services to individuals who are no longer able to live independently in their own homes or with family, and who require 24-hour nursing and personal care services. Additionally, respite services are available in each LTC facility for individuals with care needs living in community, whose caregiver requires a short break from caregiving.

Long Term Care facilities provide 24-hour nursing care and high levels of personal care and assistance. Services in long term care facilities include:

- meals,
- laundry,
- housekeeping,
- social and recreational programs,
- medication administration, and
- help with daily activities.

Long Term Care is available in all regions in the NWT. Individuals living in smaller communities will need to relocate to a regional community if they need LTC. Individuals have the choice of which region to live, and they often choose the region closest to their community. To be eligible, you must have a valid NWT Health Care Card with an effective date preceding the date of the application and be determined to have care needs requiring LTC.

A Territorial Admissions Committee reviews applications for Long Term Care to determine that the applicant's care needs meet the eligibility for LTC. This standardized admissions process ensures equitable access for residents across the NWT.

There are nine (9) Long Term Care Facilities in the NWT:

- Behchokò – Jimmy Erasmus Senior's Home
- Fort Simpson – Elder Care Home
- Fort Smith – Northern Lights Special Care Home
- Hay River – Woodland Manor
- Inuvik – Inuvik Regional Hospital Long Term Care Unit
- Norman Wells – Sahtu Dene Nechá Kó Long Term Care Facility
- Yellowknife – AVEN Cottages (Territorial Dementia Facility)
- Yellowknife – AVEN Manor
- Yellowknife – Stanton Territorial Hospital Extended Care Unit

To apply for Long Term Care, contact your local Home Care services or Health Centre.

To apply for respite services in a LTC facility, contact the LTC facility directly.

**For more information:**

Website: <https://www.hss.gov.nt.ca/en/services/continuing-care-services>

**AVENS – A Community for Seniors** is a senior’s care campus in Yellowknife that provides long-term care, dementia care, respite, and housing. The campus includes:

- 29-bed AVEN Manor (long term care),
- 28-bed AVEN Cottages (dementia care),
- 24-unit AVEN Court (independent housing),
- 8-unit AVEN Ridge (independent housing), and
- the Baker Community Centre (a venue for wellness programs operated by the Yellowknife Seniors’ Society).

Admission to long term care and dementia care beds is managed by the Department of Health and Social Services’ Territorial Admissions Committee. Contact AVENS directly if you are looking for respite care.

**For more information:**

Phone: 867-920-2443 (AVENS – A Community for Seniors)

Website: <https://www.avensseniors.com/>

**Supported Living (SL)** is available for persons with a physical, intellectual, cognitive, sensory, or psychiatric disability. These services are for individuals who require 24-hour support and supervision and who generally do not have medical needs or require minimal nursing care.

The Department of Health and Social Services’ Territorial Admissions Committee reviews applications for SL, provides a standardized process for admission, and ensures fair and equal access for residents across the NWT. Contact your local Health and Social Services Authority to apply for supported living services.

## NWT Health Care Plan

### NWT Health Care Card

All eligible NWT residents should register to get an **NWT Health Care Card**. Always carry your health care card with you. You may be asked to show it when you visit a doctor's office, hospital, or health centre. A health care card is required to receive health care benefits. It is important that the information on your NWT Health Care registration is correct and up-to-date. If your name, address, Indigenous status, or immigration status changes, please notify the GNWT Health Services Administration immediately to prevent interruption of your health care.

#### **For more information:**

Toll Free: 1-800-661-0830 (Health Services Administration, GNWT)

Email: [healthcarecard@gov.nt.ca](mailto:healthcarecard@gov.nt.ca)

Website: <https://www.hss.gov.nt.ca/en/services/applying-health-care>

### Extended Health Benefits for Seniors

#### **Extended Health Benefits available for Seniors: Dental Services, Medical Supplies and Equipment, Prescription Drugs, and Vision Care**

The Government of the Northwest Territories (GNWT) sponsors the **Extended Health Benefits (EHB)** program to provide eligible residents of the NWT with access to a range of benefits not covered by hospital and medical care insurance. There are specific benefits available to seniors, aged 60 years and over. All benefits provided by the EHB program are administered by Alberta Blue Cross on behalf of the GNWT.

#### **Prior to accessing these programs, you must access employer or similar plans first.**

You must apply for the program to be eligible for benefits. An application form can be accessed from the Department of Health and Social Services website, [www.hss.gov.nt.ca](http://www.hss.gov.nt.ca); your local health centre; or the Health Services Administration office.

#### **Alberta Blue Cross**

You will receive an Alberta Blue Cross identification card upon successfully registering for the **Extended Health Benefits** program. Please look at your ID card to make sure all information listed is correct. Put your ID card in your wallet and keep it with you at all times. You'll need to show it whenever you access benefits through the program.

### **Coverage for Seniors—Dental Services**

You are eligible for 100 percent coverage of the cost of eligible dental services, as defined by the **approved Dental Benefits list**. Contact Alberta Blue Cross to confirm your coverage levels for certain services.

### **Coverage for Seniors—Medical Supplies and Equipment**

Medical Supplies and Equipment benefits must be prescribed by a physician, a nurse practitioner, or a health professional licensed to prescribe in the NWT. Some benefits are limited, so please contact Alberta Blue Cross for verification.

Note: If your medical condition requires medical-surgical appliances, supplies and/or prosthetics, submit a letter from your physician or occupational therapist and obtain approval from Alberta Blue Cross prior to purchasing these items.

### **Coverage for Seniors—Prescription Drugs**

The EHB program provides up to 100 percent coverage for eligible prescription drug products as defined in **NWT Pharmacare Formulary**, when the drug is prescribed by a health care professional and dispensed by a licensed pharmacist. If a drug prescribed for you is not included in the **NWT Pharmacare Formulary**, your health care professional or pharmacist must submit a request to Alberta Blue Cross for prior authorization.

### **Coverage for Seniors—Vision Care**

The EHB program provides vision care benefits per the approved NWT list for vision care. Payment of vision benefits is based on terms and rates as established in the NIHB Regional Vision Care Fee Grid NWT. Seniors with group insurance for glasses do not receive any further coverage unless group insurance coverage is below the covered amount through EHB.

#### **For more information:**

Toll Free: 1-800-661-0830 (EHB Program, GNWT)

Phone: 867-678-8050

#### **Claiming and Benefit Inquiries:**

Toll Free: 1-800-661-6995 (Alberta Blue Cross)

Website: <https://www.ab.bluecross.ca/index.php>

**Please have your Alberta Blue Cross identification card on hand when you call.**

## Life Event Certificates

NWT residents can begin the application process for a **birth, marriage, or death certificate** by calling the Vital Statistics office (Department of Health and Social Services, GNWT).

### For more information:

Toll Free: 1-800-661-0830 (Health Services Administration, GNWT)

Phone: 867-678-8050

## Métis Health Benefits

The GNWT sponsors the **Métis Health Benefits** program to provide eligible Indigenous Métis residents of the Northwest Territories access to a range of benefits not covered by hospital and medical care insurance. Benefits may include:

- Prescription Drugs
- Most Dental Services
- Vision Care
- Medical Supplies and equipment
- Medical Travel (see separate section for this)

### For more information:

Toll Free: 1-800-661-0830 (Health Services Administration, GNWT)

Phone: 867-678-8050

Website: <https://www.hss.gov.nt.ca/en/services/supplementary-health-benefits/métis-health-benefits>

## Non-Insured Health Benefits for First Nations and Inuit

The **Non-Insured Health Benefits (NIHB)** Program is Canada's national health benefit program for eligible First Nations and Inuit clients. The program provides coverage for a specified range of drugs, dental care, vision care, medical supplies and equipment, short-term crisis intervention mental health counseling and medical transportation where services are not available in the community or on reserve. This program provides coverage for a limited range of medically necessary goods and services when they are not insured elsewhere. This program is co-administered by the GNWT Department of Health and Social Services.

### For more information:

Toll Free: 1-800-661-0830 (Health Services Administration, GNWT)

Phone: 867-678-8050

Website: <https://www.sac-isc.gc.ca/eng/1572537161086/1572537234517>

## Oral Health Services

In the Northwest Territories, private dental clinics offer dental hygiene and dental services in Hay River, Inuvik, and Yellowknife. In smaller communities that do not have dental clinics, dental therapists, or dental hygienists, the Health and Social Services Authorities work with dentists to provide visiting dental services. Contact your local Health Centre for more information about this program. All First Nation and Inuit residents are covered by the Non-Insured Health Benefits Program (NIHB). All other residents are required to pay for services through private insurance plans.

### For more information:

Website:

<https://www.hss.gov.nt.ca/en/services/oral-health-care-nwt/oral-health-services>

## Rehabilitation Services

**Rehabilitation services** help people of all ages improve and maintain their independence if they have an injury, disability, or chronic disease that affects their ability to function. There are four main types of rehabilitation services:

- **Physiotherapy (PT):** Helps restore and maintain mobility and physical function.
- **Occupational Therapy (OT):** Helps address everyday barriers and solve problems that impact a person's ability to do what's important to them—self-care (getting dressed, eating, moving around the house), being productive (going to work, participating in the community), and leisure activities (sports, gardening, socializing).
- **Speech Language Pathology (SLP):** Helps overcome and prevent communication problems in language, speech, voice, and fluency; helps assess and treat swallowing difficulties.
- **Audiology:** Helps detect and treat hearing loss.

Rehabilitation services are available in NWT regional centres and through community outreach clinics. For a referral, contact your nurse or doctor. You can find the number for your community in the Directory. You can self refer through an online form (link below).

### Rehabilitation Services Self-Referral Form (GNWT)

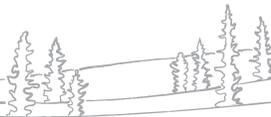
Website: <https://www.nthssa.ca/en/rehabilitation-services-self-referral-form>

## Medical Assistance in Dying

Since 2016, medical practitioners and nurse practitioners in the Northwest Territories are legally permitted to provide medical assistance in dying (MAID). **Medical Assistance in Dying Interim Guidelines** ensure this service is provided in a safe, fair, and consistent manner in the Northwest Territories. Talk to your health care provider about your options for treatment and care. If there is no health care provider in your community, you can discuss your options with one by distance, such as through Telehealth.

### For more information:

Website: <https://www.hss.gov.nt.ca/en/services/medical-assistance-dying-maid>



## Patient Feedback and System Navigation

Health and Social Services' **Office of Client Experience** provides support to all residents and guests of the Northwest Territories who access care and service from the Department of Health and Social Services, the Northwest Territories Health and Social Services Authority, the Hay River Health and Social Services Authority, and the Tłıchq Community Services Agency. Services provided by the office include:

- system navigation,
- client and family advocacy,
- increased access to cultural, spiritual, and emotional supports, and
- increased access to language supports.

Individuals can also contact the office to register a complaint, provide a compliment, or ask questions about the health and social services system.

### **For more information:**

Toll free: 1-855-846-9601 (Office of Client Experience, GNWT)

Email: [HSS\\_Clientexperience@gov.nt.ca](mailto:HSS_Clientexperience@gov.nt.ca)

Website: <https://www.nthssa.ca/en/services/patient-feedback-system-navigation>



## Healthy Lifestyles and Health Conditions Management

### 811 Helpline | Health Advice Line

Dialling **811** or **1-844-259-1793** promptly connects NWT residents with registered nurses who are available 24/7 to provide you with confidential advice and support. Call 811 to get guidance about your current health situation, mental wellness, addiction recovery, tobacco cessation, or contacting poison control. 811 services are available in English, French, NWT Indigenous languages, and over 200 languages from around the world.

#### **For more information:**

Toll Free: 811 (Helpline | Health Advice Line, GNWT)

Toll Free: 1-844-259-1793

Website: <https://www.hss.gov.nt.ca/en/services/811>

### Cancer Navigation Program

The **Cancer Navigation Program** supports cancer patients and their support networks residing in the NWT as they navigate the health care system during their cancer journey—from suspicion of a cancer, through to diagnosis, palliation, and survivorship. Cancer care is complicated and challenging, requiring multiple trips for appointments, tests, and treatments with multiple health care providers. A Cancer Navigator (nurse, social worker) will guide you through the cancer care system, answer questions, coordinate the care provided by your health care team, connect you with community resources, and provide supports to meet your emotional, psychological, and spiritual needs.

Additional supports and guidance provided by the Cancer Navigation Program include:

- Information about cancer testing, screening, diagnosis, treatment, and rehabilitation
- Information about medications, side effects, and ongoing symptom management
- Information about palliative care
- Engaging in caring and therapeutic communication and relationships
- Advocating for patients, friends, family, and support networks

If you are someone living with cancer, ask your health care provider to connect you with the Cancer Navigation Program or you can contact them by phone or email to self-refer.

#### **For more information:**

Toll Free: 1-866-313-7989 (Cancer Navigation Program, GNWT)

Email: [cancer\\_navigator@gov.nt.ca](mailto:cancer_navigator@gov.nt.ca) or [cancer\\_socialwork@gov.nt.ca](mailto:cancer_socialwork@gov.nt.ca)

Website: <https://www.nthssa.ca/en/services/cancer-navigation-program>

## Cancer Information and Support

The **Canadian Cancer Society** is a national, community-based organization whose mission is to eradicate cancer and enhance the quality of life of people living with cancer. Through the Society, cancer patients and their caregivers can receive one-on-one emotional and practical support from trained volunteers who have been through a similar cancer journey.

### For more information:

Toll Free: 1-888-939-3333 (Cancer Information Helpline)

Website: <https://cancer.ca/en/living-with-cancer/how-we-can-help>

## Dementia Information and Support

The programs and services provided by the **Alzheimer Society of Alberta and Northwest Territories** address the emotional and educational needs of families and care partners by raising awareness of Alzheimer's disease and other dementias, helping alleviate the personal and social consequences of the disease, and providing education and support programs.

### For more information:

Phone: 867-669-9390 (Alzheimer Society of Alberta and Northwest Territories)

Toll Free: 1-866-950-5465

Website: <https://alzheimer.ca/ab/en>

## Diabetes Management

Diabetes management services are available to all residents of the NWT through a variety of programs and services in NWT communities:

- NWT Community Health Nursing Chronic Care Program (all NWT community health centres).
- Targeted Diabetes Education and Care Programs (Fort Smith, Inuvik, Hay River, and Yellowknife).
- Residents with diabetes from all communities are followed by a physician or nurse practitioner for medication management, regular disease monitoring, and occasional medical travel.

### For more information:

Website:

<https://www.hss.gov.nt.ca/en/services/diabetes/frequently-asked-questions>

## Disabilities Information and Support

**Inclusion NWT** provides lifelong support for individuals with disabilities and their families, helps people live meaningful lives, and promotes active involvement in communities. Services include:

- Supported Living, including independent living
- Literacy classes and community programs
- Respite services

### For more information:

Phone: 867-920-2644 (Inclusion NWT)

Website: <https://inclusionnwt.ca/>

The **NWT Disabilities Council** strives to educate, advocate, and support the self-determination of all individuals with disabilities. Programs include:

- Accessible parking permit
- Disability awareness
- Information, referral, and support

### For more information:

Phone: 867-873-8230 (NWT Disabilities Council)

Website: <https://www.nwtcdc.net/>

## Hearing Loss Information and Support

The **Canadian Hard of Hearing Association** raises public awareness about persons who are hard of hearing and promotes their barrier-free participation in Canadian society.

### For more information:

Phone: 867-873-3344 (Canadian Hard of Hearing Association)

Toll Free: 1-800-263-8068

TTY: 613-526-2692

Website: <https://chha.ca>

## Meals on Wheels

Your community may have **Meals on Wheels** or a similar program that promotes health and independence by providing quality, nutritious and affordable meals to seniors and individuals with mental or physical disabilities. For more information, please contact your Home Care service or Health Centre.

## Tobacco Cessation

To help you decide the best way to quit tobacco and other nicotine products, start by talking to your primary health care provider, family doctor, nurse practitioner, community health nurse, pharmacist, or cancer care team. You can also get supportive, free, and confidential guidance about tobacco cessation by calling **811** or **1-844-259-1793**.

### For more information:

Toll Free: 811 (Helpline | Health Advice Line, GNWT)

Toll Free: 1-844-259-1793

Website: <https://www.hss.gov.nt.ca/en/services/health-effects-tobacco>

## Vision Loss Information and Support

Vision Loss Rehabilitation Canada staff support eligible blind or partially sighted NWT residents through four core services:

- Orientation and Mobility
- Low vision services
- Assistive technology services
- Independent Living Skills training

### For more information:

Phone: 1-844-887-8572 (Vision Loss Rehabilitation Canada)

Website: <https://visionlossrehab.ca/en>

## Medical Travel

### NWT Medical Travel

The Government of the Northwest Territories provides a medical travel service to people who must travel to access necessary and insured health services that are not available in their home community. To be eligible you must have a valid NWT Health care card, no coverage for medical travel through an employer sponsored plan, travel must originate in the NWT, and the medical referral must be to the nearest community that offers the required treatment.

NWT residents may access medical travel through many different benefit programs. Some are accessed through GNWT programs, while others are accessed through employers and private insurance. Regardless of what type of benefit program patients access, all medical travel originates from clinical decisions within the NWT health system.

The Medical Travel Office will make travel arrangements for eligible clients once the medical referral is received and travel is approved. Clients may also choose to make their own travel arrangements for approved travel and claim their expenses after the fact.

The medical travel benefit provides for return transportation (air and ground) and support for meals, accommodation, and local ground transportation.

Clients who choose to submit a claim must contact Medical Travel for guidance. The staff at Medical Travel will provide the proper claim forms and verify the current daily rates for meals, accommodations, and transportation to and from appointments.

#### **For more information:**

Website: <https://www.hss.gov.nt.ca/en/services/medical-travel>

## NWT Medical Travel Guide

### **NWT Medical Travel Guide: A Step-By-Step Guide: Helpful Tips, Tools, and Information**

The **NWT Medical Travel Guide** published by the GNWT Northwest Territories Health and Social Services Authority helps all NWT residents keep track of critical information and prepare for all stages of the medical travel process:

1. Getting referral and appointments for medical travel
2. Applying for medical travel benefits
3. Planning medical travel
4. Traveling to destination community
5. Going to all appointments
6. Returning home
7. Following up with local health care provider and medical travel benefits program

The Guide is useful to:

- Learn about which medical travel benefits program you are eligible for.
- Prepare for each stage of medical travel: getting ready, flying, and appointments.
- Know how to contact people who can help answer questions or address concerns.
- Find information about medical boarding homes, accommodations, and ground transport in the destination community.
- Keep track of your travel schedule, health centre locations, and appointment times.

The NWT Medical Travel Guide provides tips and information that can be used by all NWT residents, regardless of their benefits program. Visit the website below to download a copy of the Guide.

Website:

<https://www.nthssa.ca/sites/nthssa/files/resources/medical-travel-guide-final.pdf>

## Mental Health Resources and Supports

### Community-based Supports for Mental Wellness and Addictions Recovery

Mental wellness and addictions recovery looks different for everyone. There is a wide range of services and supports available across the NWT to help connect individuals and families to the right care at the right time based on their unique needs and preferences. Some of these options include same-day drop-in counselling appointments (virtually or in person), and eMental health online programs and supports.

To learn more about the supports and services available in your community, please connect with your local Community Counselling Program or use the link below to explore available options of care.

#### **For more information:**

Website:

<https://www.hss.gov.nt.ca/en/services/mental-wellness-and-addictions-recovery>



## Community Counselling Program

The **Community Counselling Program** provides support and counselling services in-person or virtually. To connect with someone, reach out today for a same-day or scheduled appointment.

Community Counsellor (Aklavik via Inuvik)	867-678-8092
Community Wellness Worker (Aklavik)	867-978-2236
Community Counsellor (Behchokò, Gamètì, Wekweètì, Whatì)	867-392-3005
Community Counsellor (Colville Lake via Norman Wells)	867-444-6665
Community Counsellor (Déljñę)	867-589-5545
Community Counsellor (Dettah, Ndilo)	867-920-2925
Community Counsellor (Fort Good Hope)	867-598-2059
Community Counsellor (Fort Liard, Nahanni Butte)	867-770-4770
Community Counsellor (Fort McPherson via Inuvik)	867-678-8092
Community Wellness Worker (Fort McPherson)	867-952-2250 ext. 0/2
Community Counsellor (Fort Providence, Kakisa)	867-699-3421
Community Counsellor (Fort Resolution)	867-394-4511
Community Counsellor (Fort Resolution via Yellowknife)	867-767-9110
Community Counsellor (Fort Simpson, Jean Marie River, Samba K'e, Wrigley)	867-695-2293
Community Counsellor (Fort Smith)	867-872-6310
Community Counsellor (Hay River, Enterprise)	867-874-8450
Community Counsellor (Inuvik)	867-678-8092
Community Counsellor (łutselk'e)	867-370-3212
Community Counsellor (łutselk'e via Yellowknife)	867-767-9110
Community Counsellor (Norman Wells)	867-444-6665
Community Counsellor (Paulatuk)	867-580-3710
Community Counsellor (Paulatuk via Inuvik)	867-678-8092
Community Counsellor (Sachs Harbour via Ulukhaktok)	867-396-3024
Community Wellness Worker (Sachs Harbour)	867-690-4181
Community Counsellor (Tsiigehtchic via Inuvik)	867-678-8092
Community Wellness Worker (Tsiigehtchic)	867-953-3041
Community Counsellor (Tuktoyaktuk)	867-977-2511 ext. 5
Community Counsellor (Tuktoyaktuk via Inuvik)	867-678-8092
Community Wellness Worker (Tuktoyaktuk)	867-977-2511 ext. 0
Community Counsellor (Tulita)	867-444-6665

Community Counsellor (Ulukhaktok)	867-396-3024
Community Counsellor (Ulukhaktok via Inuvik)	867-678-8092
Community Counsellor (Yellowknife)	867-767-9110
Website: <a href="https://www.hss.gov.nt.ca/en/contact/community-counsellor">https://www.hss.gov.nt.ca/en/contact/community-counsellor</a>	

## Help Lines and Crisis Lines

If you are experiencing a crisis or extreme distress, don't wait to seek help. **Telephone crisis lines are available free of charge 24 hours a day, 7 days a week.**

<p><b>811 Helpline   Health Advice Line</b> Toll Free: 811 or 1-844-259-1793</p> <p>Call 911 immediately if your safety is at risk.</p>	<p>The NWT 811 Helpline offers 24/7 confidential support and optional follow-up calls. Registered nurses can help with issues like mental wellness, addictions recovery, stress, suicidal thoughts, abuse, sexual assault, depression, anxiety, grief, and loss.</p>
<p><b>988 Suicide Crisis Helpline</b> Toll Free: 988 (call or text)</p> <p>Call 911 immediately if your safety is at risk.</p>	<p>Connect with trained responders 24/7 if you are thinking about suicide, worried about someone else, or struggling to cope.</p>
<p><b>Hope for Wellness Helpline Canada</b> Toll Free: 1-855-242-3310 Live Chat: (Counselor available on website.) Website: <a href="https://www.hopeforwellness.ca/">https://www.hopeforwellness.ca/</a></p>	<p>The Hope for Wellness Helpline offers 24/7 mental health counselling and crisis intervention to Indigenous peoples in English, French, Cree, Ojibway, and Inuktitut.</p>
<p><b>National Indian Residential Schools Crisis Line</b> Toll Free: 1-866-925-4419</p>	<p>Former Indian Residential School students can access 24/7 emotional and crisis referral services by calling the National Indian Residential School Crisis Line.</p>
<p><b>NWT Family Violence Shelters Crisis Line</b> Toll Free: 1-866-223-7775</p>	<p>Someone at the NWT Family Violence Shelters Network is available to talk 24/7 if you're experiencing violence at home, looking for help, need a safe place to stay, or need an Emergency Protection Order.</p>
<p><b>For more information:</b> Website: <a href="https://www.nthssa.ca/en/services/mental-health-resources-and-supports/crisis-lines">https://www.nthssa.ca/en/services/mental-health-resources-and-supports/crisis-lines</a></p>	

## Addiction and Mental Health Services (Yellowknife)

The **Salvation Army NWT** offers a variety of programs and services including withdrawal management services, residential and outpatient treatment, and other programs.

### For more information:

Phone: 867-920-4673 (Salvation Army NWT)

Website: <https://www.salvationarmynwt.ca/addictionservices.html>

## Community Wellness Program (Yellowknife)

The Tree of Peace Friendship Centre (Yellowknife) **Community Wellness Program** adheres to the 12 core functions of addictions some of which are education, prevention, awareness, assessments, counselling, referrals, and aftercare. Hospital visits are conducted, as well as various support groups:

- Addictions Assessments and Counselling
- Outpatient Addiction Programs
- Inpatient Treatment Referrals
- Aftercare Support and Hospital Visits
- Community Addictions Education & Prevention

### For more information:

Phone: 867-873-2864 (Tree of Peace Friendship Centre)

Website: <https://www.ttopfc.com/community-wellness-program>



# Housing

## Financial assistance for homeowners

### Emergency Repairs

The Housing NWT **Emergency Repairs** program helps eligible low- and modest-income homeowners year-round with situations like freeze-ups and furnace failures. A short-term **forgivable loan** up to \$15,000 is provided to cover emergency repairs. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/emergency-repairs>

### Fuel Tank Replacement

The Housing NWT Fuel Tank Replacement financial assistance program provides homeowners of modest income with a **forgivable loan** up to \$15,000 to modernize their above-ground fuel tanks to current standards, prevent fuel leaks and spills, and obtain insurance. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/fuel-tank-replacement>

### Home Purchase Program

The Housing NWT Home Purchase Program helps first-time homebuyers in Fort Smith, Hay River, Fort Simpson, Norman Wells, Inuvik, and Yellowknife purchase a modest home by providing a portion of the down payment through a **forgivable loan**. Applicants must still obtain additional funding from an approved financial institution and complete required pre-requisite courses. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/home-purchase-program>

### Mobility Modifications

Through the Mobility Modifications financial assistance program, Housing NWT provides **forgivable loans** of up to \$50,000 to low- or middle-income homeowners for renovations that improve accessibility for persons with disabilities and support continued independent living. The application intake period is April 1 – October 31, annually. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/mobility-modifications>

## Preventative Maintenance

Through the Housing NWT Preventative Maintenance financial assistance program, an annual **forgivable loan** up to \$5,000 is provided to homeowners for preventative maintenance, minor servicing, or repairs. The application intake period is April 1 – October 31, annually. Phone a Housing NWT District Office or Local Housing Organization to apply.

### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/preventative-maintenance>

## Seniors Aging in Place

The Housing NWT Seniors Aging in Place financial assistance program helps eligible homeowners 60 and older to do home repairs which enable independent living or to lower energy costs by providing **forgivable loans** of up to \$15,000. The application intake period is April 1 – October 31, annually. Phone a Housing NWT District Office or Local Housing Organization to apply.

### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/seniors-aging-place>

## Seniors Home Repair

The Housing NWT Senior Home Repair financial assistance program provides homeowners of modest income with **forgivable loans** up to \$50,000 for necessary home renovations and repairs. Homeowners with disabilities may be eligible for modifications to improve home accessibility. The application intake period is April 1 – October 31, annually. Phone a Housing NWT District Office or Local Housing Organization to apply.

### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/seniors-home-repair>

Housing NWT Beaufort-Delta District Office	867-678-8060
Housing NWT Nahendeh District Office	867-695-7700
Housing NWT North Slave District Office	867-767-9332 ext. 85481
Housing NWT Sahtu District Office	867-587-5100
Housing NWT South Slave District Office	867-874-7600
<b>Local Housing Organizations</b> <a href="https://www.nwthc.gov.nt.ca/en/local-housing-associations">https://www.nwthc.gov.nt.ca/en/local-housing-associations</a>	

## Seniors and Disabled Persons Property Tax Relief

The **Senior Citizens' and Disabled Persons' Property Tax Relief** program helps seniors (65 and older) and people with disabilities pay less or no property tax. Taxes are lowered depending on the type of property. Contact your local community government every year to apply.

### For more information:

Website: <https://www.maca.gov.nt.ca/en/services/seniors-and-disabled-persons-property-tax-relief>

<b>MACA Dehcho Regional Office</b>	867-695-7220
<b>MACA Inuvik Regional Office</b>	867-678-8045 ext. 21652
<b>MACA North Slave Regional Offices</b>	867-767-9167
<b>MACA Sahtu Regional Office</b>	867-587-7100
<b>MACA South Slave Regional Offices</b>	867-872-6525

## Financial assistance for renters

### Canada-NWT Housing Benefit

Through the Canada-NWT Housing Benefit (CNHB), Housing NWT provides a monthly **rental subsidy** to low-income households paying more than 30% of the household income towards rent. The CNHB rent subsidy is available to NWT residents receiving income from the Canada Pension Plan or Old Age Security; homeowners, residents in public housing, or people receiving income assistance are not eligible for the CNHB rent subsidy. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/canada-nwt-housing-benefit-cnhb>

### Public Housing Program

Through the Public Housing Program, Housing NWT offers low-income households affordable, **subsidized housing** by charging rent based on household income and cost of living community zones. Seniors receive up to \$1000 per month deduction from their household income. Phone a Housing NWT District Office or Local Housing Organization to apply.

#### For more information:

Website: <https://www.nwthc.gov.nt.ca/en/services/public-housing-program>

<b>Housing NWT Beaufort-Delta District Office</b>	867-678-8060
<b>Housing NWT Nahendeh District Office</b>	867-695-7700
<b>Housing NWT North Slave District Office</b>	867-767-9332 ext. 85481
<b>Housing NWT Sahtu District Office</b>	867-587-5100
<b>Housing NWT South Slave District Office</b>	867-874-7600
<b>Local Housing Organizations</b> <a href="https://www.nwthc.gov.nt.ca/en/local-housing-associations">https://www.nwthc.gov.nt.ca/en/local-housing-associations</a>	

## Healthy home environment

### Environmental Health Guide for Seniors at Home

#### Is Your Home Healthy: Easy Steps to Maintaining a Healthy Home—Environmental Health Guide for Seniors at Home

It's important that the places we call home are healthy environments, for ourselves and our visitors. Risks to health can occur in any home through environmental factors, from nature itself, products we use, the air we breathe, or sometimes from the food we eat, or the water we drink. Health Canada's **Environmental Health Guide for Seniors at Home** talks about common health risks and tips you can use to help ensure a healthy home environment.

Visit the website below to download a copy of the Guide.

Website: [https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/hl-vs/alt\\_formats/pdf/pubs/seniors-aines/senior-guide-aines-eng.pdf](https://www.canada.ca/content/dam/hc-sc/migration/hc-sc/hl-vs/alt_formats/pdf/pubs/seniors-aines/senior-guide-aines-eng.pdf)

### Guide to Home Safety for Seniors

#### The Safe Living Guide—A Guide to Home Safety for Seniors

The Public Health Agency of Canada's **Guide to Home Safety for Seniors** provides advice on how to prevent injuries by keeping you, your home, and your environment safe. Checklists allow you to verify and increase the safety of your surroundings and lifestyle, and real-life stories offer testimony to the value of adapting. As the old saying goes: "An ounce of prevention is worth a pound of cure." Inspecting your home and taking action to prevent home injuries can help you to live comfortably and safely for many years to come.

Visit the website below to download a copy of the Guide.

Website: <https://www.canada.ca/content/dam/phac-aspc/migration/phac-aspc/seniors-aines/publications/public/injury-blessure/safelive-secureite/pdfs/safelive-secureite-eng.pdf>

## NWT Rental Office

The **NWT Rental Office** (Department of Justice, GNWT) informs landlords and tenants about their rights and responsibilities when renting or leasing a home. The Rental Officer can also resolve disputes between landlords and tenants.

**For more information:**

Phone: 867-767-9254 (Rental Office, GNWT)

Toll Free: 1-800-661-0760

Website: <https://www.justice.gov.nt.ca/en/boards-agencies/rental-office/>







# Indigenous Governments and Organizations

## Regional Governments

Regional Indigenous governments offer their citizens a variety of culture, language, housing, recreation, support, traditional knowledge, or wellness programs for Elders and seniors.

### Akaiicho Territory Government

Phone: 867-394-3313

Website: <http://akaitcho.ca/>

### Dehcho First Nations

Phone: 867-695-2355

Website: <https://dehcho.org/>

### Gwich'in Tribal Council

Phone: 867-777-7900

Website: <https://www.gwichintribal.ca/>

### Inuvialuit Regional Corporation

Phone: 867-777-7000

Website: <https://www.irc.inuvialuit.com/>

### Northwest Territory Métis Nation

Phone: 867-872-2770

Website: <https://nwtmetisnation.ca/>

### Sahtu Secretariat Incorporated

Phone: 867-589-4719

Website: <https://www.sahtu.ca/>

### Tłı̨chǫ Government

Phone: 867-392-6381

Website: <https://www.tlicho.ca/>

## Community-based Governments

Community-based Indigenous governments offering a variety of unique cultural events, assistance programs, and support services for Elders and seniors in the local community.

### Acho Dene Koe First Nation

Phone: 867-770-4571

Website: <http://www.adkfirstnation.ca/>

### Déłıne Got'ıne Government

Phone: 867-589-8100

Website: <https://www.deline.ca/>

### Kát'odeeche First Nation

Phone: 867-874-6701

Website: <http://katlodeeche.com/>

### Salt River First Nation

Phone: 867-872-2986

Website: <https://saltriveronline.com/>

## Friendship Centres

Indigenous non-profit organizations like Friendship Centres offer culturally safe programs and services for Elders and seniors. Friendship Centres are also a place for Indigenous and non-Indigenous people to come together, share traditions, and learn from one another.

### Deh Cho Friendship Centre (Fort Simpson)

Phone: 867-695-2577

Website: <https://dehchofc.com/>

### Ingamo Hall Friendship Centre (Inuvik)

Phone: 867-777-2166

Website: <https://conferences.spectacularnwt.com/venues-services/ingamo-hall-friendship-centre>

### Soaring Eagle Friendship Centre (Hay River)

Phone: 867-874-6581

Website: <http://sefcnwt.com/>

### Tłı̄chq̄ Łeàgı̄ Ts'ı̄llı̄ Kq̄ / Tłı̄chq̄ Friendship Centre (Behchokò)

Phone: 867-392-6000

Website: <https://tltk.ca/>

### Tree of Peace Friendship Centre (Yellowknife)

Phone: 867-873-2864

Website: <https://www.ttopfc.com/>

### Uncle Gabe's Friendship Centre (Fort Smith)

Phone: 867-872-3004

Website: <https://www.facebook.com/ugfcnt>

### Zhahti Koe Friendship Centre (Fort Providence)

Phone: 867-699-3801

Website: <https://www.facebook.com/pages/Zhahti-Koe-Friendship-Centre/532840493741853>



# Recreational and Social Activities

## Community Libraries and Borrow by Mail

NWT Public Library Services provides all residents of the Northwest Territories with quality library services that meets their educational, cultural, informational, and recreational needs. This includes 21 **Community Libraries** in the NWT and the free **Borrow by Mail** program.

### For more information:

Phone: 867-874-6531 (NWT Public Library Services, GNWT)

Toll Free: 1-866-297-0232

Website: <https://www.ece.gov.nt.ca/en/services/nwt-public-libraries>

## Friendly Calls Program

Everyone deserves to benefit from the power of human connection, no matter where you live. The **Friendly Calls** program matches people over the age of 18 with trained Red Cross personnel who connect with them regularly to check-in, provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections to other existing services. Friendly Calls is safe, accessible, free, and available nationwide.

### For more information:

Toll Free: 1-833-979-9779 (Canadian Red Cross)

Website: <https://redcross.ca/friendlycalls>

## Get a Fishing Licence

For most areas in the NWT, seniors (older than 65) do not need a fishing licence. However, seniors do still require a valid fishing licence and additional documentation if they are fishing in the Great Bear Lake Special Management Area, Inuvialuit Settlement Region, or National Protected Areas.

### For more information:

Department of Environment and Climate Change (GNWT)

Website: <https://www.gov.nt.ca/ecc/en/services/get-fishing-licence>

<b>ECC Beaufort-Delta Regional Office</b>	867-678-8091 ext. 53661
<b>ECC Dehcho Regional Office</b>	867-695-7450
<b>ECC North Slave Regional Office</b>	867-767-9238 ext. 53247
<b>ECC Sahtu Regional Office</b>	867-587-2422
<b>ECC South Slave Regional Office</b>	867-872-6400

## Parks Canada Entry Fees

Parks Canada offers a seniors' rate for daily entry fees or for the Discovery Pass, Parks Canada's annual pass, to anyone 65 and older. Seniors' rates do not apply to other services such as guided tours or camping. Call ahead when planning your trip or check online for detailed fee information.

### For more information:

Toll Free: 1-888-773-8888 (Parks Canada)

Website: <https://parks.canada.ca/voyage-travel/admission>

## Territorial Recreation Resources

### Intergenerational Programming: A Toolkit for the Northwest Territories

The Northwest Territories Recreation and Parks Association (NWTRPA) envisions a territory where everyone has access to recreation programs and spaces that foster healthy families, strong cultures, and vibrant communities. The Intergenerational Programming **Toolkit** is a resource guide designed to help you create activities and programs that include people of all ages. Intergenerational programs are an opportunity for all generations to socialize, learn, and grow together.

Visit the NWTRPA website to download a copy of the Toolkit:

[https://www.nwtrpa.org/\\_files/ugd/fcfd58\\_51a7a9a967754b80bb805f154eccef1d.pdf](https://www.nwtrpa.org/_files/ugd/fcfd58_51a7a9a967754b80bb805f154eccef1d.pdf)

### Recreation Directory

Visit the NWTRPA website to download their annual **Recreation Directory** of local programs:

[https://www.nwtrpa.org/\\_files/ugd/fcfd58\\_bd872cd7c4664440be17075cba3072bb.pdf](https://www.nwtrpa.org/_files/ugd/fcfd58_bd872cd7c4664440be17075cba3072bb.pdf)

### Elders in Motion

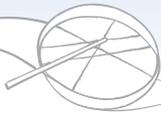
The NWTRPA also offers the **Elders in Motion Training Program**, which is a series of workshops for community leaders to facilitate safe, accessible, and needs-based physical exercise programming to Elders in their community.

### For more information:

Phone: 867-669-8375 (NWT Recreation and Parks Association)

Website: <https://www.nwtrpa.org/elders-in-motion>





# Safety and Security

## Consumer Protection

### Consumer Information Bulletin

MACA's Consumer Affairs Office deals with the concerns of anyone who buys or uses goods or services in the Northwest Territories. This Office has published **Consumer Information Bulletins** on topics such as debit card fraud, telephone scams, and other issues which impact the safety of seniors. Free copies of the Consumer Information Bulletins can be viewed at the Consumer Affairs webpage.

Website: <https://www.maca.gov.nt.ca/en/services/consumer-affairs>

### Guide to Consumer Protection

#### Hey! That's not fair! A Guide to Consumer Protection in the NWT

You are a consumer when you are purchasing products like groceries, clothing, vehicles, or using services like going to a dry cleaner, a mechanic, or eating at a restaurant. The **Guide to Consumer Protection** explains your rights and responsibilities as a consumer, and how the Consumer Affairs unit (Department of Municipal and Community Affairs, GNWT) works with you and with businesses to resolve issues.

Visit the website below to download a copy of the Guide.

<https://www.maca.gov.nt.ca/en/content/consumer-affairs-guide>

## Emergency Food

### Emergency Food Assistance in NWT Communities

Contact your local community, or Indigenous government to enquire about additional emergency food assistance programs which are not listed here.

#### Hay River Soup Kitchen

The **Hay River Soup Kitchen** operates a food bank and provides a hot lunch service every Monday, Wednesday, and Friday (11am to 2pm).

**For more information:**

Phone: 867-874-2885 (Hay River Soup Kitchen)

Website: <https://www.facebook.com/HayRiverSoupKitchen/>

#### Inuvik Food Bank

During the winter, the **Inuvik Food Bank** offers monthly food bags and delivery hampers. Elders over age 75 and disabled persons are eligible for permanent registration. Contact by phone or Facebook message to request an intake assessment.

**For more information:**

Phone: 867-620-0391 (Inuvik Food Bank)

Webpage: <https://www.facebook.com/inuvikfoodbank/>

#### Food Hampers and Dinner (Yellowknife)

The **Salvation Army NWT Resource Centre** provides evening dinner on a daily basis to men (regardless of whether or not one is a shelter user) and distributes non-perishable food hampers to individuals and families in Yellowknife (Mondays and Thursdays, weekly – sometimes hampers are limited to once per month for each family/residence).

**For more information:**

Phone: 867-920-4673 (Salvation Army NWT)

Website: <https://salvationarmynwt.ca/foodbank.html>

#### Yellowknife Food Bank

The Yellowknife Food Bank provides supplemental or emergency food to Yellowknife residents.

**For more information:**

Phone: 867-920-3663 (Yellowknife Food Bank)

Website: <https://www.facebook.com/YKFoodBank/>

## Emergency Shelter

### Homelessness Assistance Fund

Housing NWT provides funding through community referral agents to assist individuals or households to address their homelessness crises and find stable housing. In some circumstances, Housing NWT may consider self-referrals. The fund may cover eligible expenses up to a maximum of \$3000. Subject to certain restrictions, funding may be used for:

- Utility arrears: If arrears affect your daily living situation or could result in eviction.
- Private market rental arrears: If payment of arrears prevents eviction.
- Damage deposit and first month's rent: Once a lease is signed and you have a confirmed housing unit.
- Travel assistance: One-time one-way travel to a community in which you have guaranteed housing.

If you are having difficulty finding an agent, please contact the Homelessness Specialist by emailing [NWTHC\\_homelessness@gov.nt.ca](mailto:NWTHC_homelessness@gov.nt.ca).

#### **For more information:**

Website:

<https://www.nwthc.gov.nt.ca/en/services/homelessness-assistance-funding>

### Aimayunga Women and Emergency Foster Care Shelter (Tuktoyaktuk)

The **Aimayunga Women and Emergency Foster Care Shelter** offers emergency shelter in Tuktoyaktuk for women and children (males up to 14 years old) who are experiencing violence. The shelter provides in house support, one to one counselling and referrals.

#### **For more information:**

Phone: 867-977-2000 (Aimayunga Women and Emergency Foster Care Shelter)

## Family Support Centre (Hay River)

The **Family Support Centre** is a safe shelter program for women and children in Hay River who are fleeing family violence or are in crisis, offering individual and family support, education, referrals, follow-up services, and Elder Abuse Awareness Prevention outreach programs.

### For more information:

Phone: 867-874-3311 (Family Support Centre)

Toll Free: 1-833-372-3311

Website: <https://www.hrfsc.ca/>

## Inuvik Homeless Shelter and Inuvik Warming Centre

The **Inuvik Homeless Shelter** offers a safe space for non-intoxicated persons in Inuvik experiencing homelessness. The **Inuvik Warming Centre** offers temporary emergency shelter space for people regardless of their state of intoxication.

### For more information:

Phone: 867-777-2725 (Inuvik Homeless Shelter)

Location: 185 Kingmingya Road, Inuvik

Phone: 867-777-4392 (Inuvik Warming Centre)

Location: 26 Reliance Street, Inuvik

## Inuvik Transition House

The **Inuvik Transition House** offers shelter for women and children who are experiencing violence. The shelter provides in-house support, one-on-one counselling, and referrals.

### For more information:

Phone: 867-777-3877 (Inuvik Transition House)

## Moving Forward Emergency Shelter (Hay River)

### For more information:

Phone: 867-875-4448 (Hay River Committee for Persons with Disabilities)

## Sutherland House Women's Shelter (Fort Smith)

**Sutherland House** is a secure and anonymous place for women and children to receive support while fleeing violence. Staff help determine options, and provide empathy and emotional care.

### For more information:

Phone: 867-872-5925 (Fort Smith Métis Council)

### **Alison McAteer House (Yellowknife)**

YWCA NWT provides secure, anonymous, and supportive shelter for women and children who are fleeing violence at the 12-bed **Alison McAteer House** in Yellowknife. Self-identifying women and children can stay up to six weeks while planning a life without violence. Staff also help people in need of safety in a family relationship to apply for an Emergency Protection Order.

**For more information:**

Phone: 867-873-8257 (Alison McAteer House, YWCA NWT)

Toll Free: 1-866-223-7775

Website: <https://www.ywcanwt.ca/family-violence-shelters>

### **Lynn's Place Women's Housing Program and Supported Transitional Housing (Yellowknife)**

**Lynn's Place** is an 18-suite safe housing building in Yellowknife offering affordable rent to women (with or without children) who are leaving a violent relationship or need a stable home environment. Applicants are assessed for need and willingness to engage in the house programming. Clients are welcome to stay for up to 3 years. Applicants can begin the application process by phoning the YWCA NWT.

The YWCA NWT **Supported Transitional Housing** program in Yellowknife offers temporary and emergency housing to families that are homeless or at-risk of homelessness in Yellowknife. Staff support workers liaise with landlords and other agencies while they help families address destabilizing life challenges like debt, rent arrears, addictions, mental wellness, and violence. Clients develop cooking, literacy, budgeting, and coping skills until they find a permanent home.

**For more information:**

Phone: 867-873-5760 (Housing Office, YWCA NWT)

Website: <https://www.ywcanwt.ca/transitional-housing>

## Men's Emergency Shelter and Bailey House Men's Transitional Housing (Yellowknife)

The Salvation Army **Men's Emergency Shelter** offers year-round services for men experiencing chronic and episodic homelessness in Yellowknife, including bed spaces, meals, activities, storage, and caseworker appointments. The Salvation Army NWT Resource Centre provides additional programs and services like food hampers, income support, and system navigation.

The Salvation Army **Bailey House** is transitional housing for men who are experiencing homelessness in Yellowknife. Bailey House is a 32-bed facility which helps men establish stability, create a positive tenancy history, access support services, and learn life skills.

### For more information:

Phone: 867-920-4673 (Salvation Army NWT)

Website: <https://salvationarmynwt.ca/shelterthebaileyhouse.html>

## Yellowknife Women's Centre and Yellowknife Housing First

The Yellowknife Women's Society provides a broad range of discrimination and harassment-free programs for women experiencing homelessness, including the **Yellowknife Women's Centre** and **Yellowknife Housing First** program.

### For more information:

Phone: 867-873-2339 (Yellowknife Women's Society)

Website: <https://www.ykws.ca/housing>

## Preventing and Reporting Crime

### Frauds, Scams, and Cybercrime

Identify theft, frauds, scams, and various other cybercrimes occur regularly in the Northwest Territories and across Canada. Common frauds and scams include investment scams, identity fraud, romance scams, emergency (grandparent) scams, phishing (email) scams, smishing (text) scams, and so many more. There are steps we can take to try to prevent experiencing these crimes and if it does happen, we encourage you to consider reporting it.

#### Some Useful Prevention Tips

- Trust your instincts.
- Be very wary of unsolicited contact by people you do not know.
- Do not click on links that do not come from a trusted source.
- Reputable companies do not accept gift cards or crypto currency as forms of payment. If you are being asked to purchase gift cards or send crypto currency to someone you do not know personally, this is very likely a scam.
- Be wary of phone calls, text messages, and emails demanding immediate action.
- Take your time to think and verify the situation; there is no need to make a commitment under pressure.
- You do not need to respond to suspicious phone calls, emails, texts, or social media messages.
- Be thoughtful about whom you share personal information with and how you share it.
- Create strong and unique passwords and remember to password protect your devices, accounts, and network.
- Consider using the 2-step/factor authentication option.
- Be cautious if using public computers or Wi-Fi as there is an increased risk that a scammer or fraudster will gain access to and steal your personal information; clear your computer's cache after you are done.
- Destroy documents with sensitive personal information.
- Report lost or stolen financial cards or identity documents immediately.
- Be cautious about downloading free apps, games, and software and delete ones that you are not using.

More detail about these and other fraud and cybercrime prevention tips, can be found the following websites:

- **Canadian Anti-fraud Centre:** <https://antifraudcentre-centreantifraude.ca/protect-protegez-eng.htm>
- **Competition Bureau of Canada:** <https://ised-isde.canada.ca/site/competition-bureau-canada/en/fraud-and-scams>
- **Financial Consumer Agency of Canada:** <https://www.canada.ca/en/financial-consumer-agency/services/protect-financial-information-data-breach.html>
- **Get Cyber Safe – Government of Canada:** <https://www.getcybersafe.gc.ca/en>
- **Revenue Canada:** <https://www.canada.ca/en/revenue-agency/corporate/security/protect-yourself-against-fraud.html>

Additional safety publications, with more information and prevention tips, can be downloaded from the following websites:

- The Canadian Bankers Association’s **Fraud Prevention Toolkit for Older Adults:** <https://cba.ca/fraud-prevention-toolkit-older-adults>
- The Competition Bureau of Canada’s **Little Black Book of Scams:** <https://ised-isde.canada.ca/site/competition-bureau-canada/en/little-black-book-scams-2nd-edition>
- The RCMP **Seniors’ Guidebook to Safety and Security:** <https://www.rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security>

### **Reporting frauds, scams, and cybercrime**

The Canadian Anti-Fraud Centre identifies five key steps to take if you have experienced cybercrime, fraud, or scams:

1. Collect your thoughts
2. Contact your financial institutions
3. Contact the police
4. Report the incident to the Canadian Anti-Fraud Centre
5. Protect yourself from future fraud and scams

Additional information about these five steps can be found at the following website: <https://www.antifraudcentre-centreantifraude.ca/scams-fraudes/victim-victime-eng.htm>

Phone 1-888-495-8501 to make a report to the Canadian Anti-Fraud Centre or use their Online Reporting System:

<https://antifraudcentre-centreantifraude.ca/report-signalez-eng.htm>

## Royal Canadian Mounted Police

**Call 911 in an emergency—for the police, fire, or ambulance.**

Contact your local RCMP detachment for immediate assistance or to report a crime. Local RCMP detachment phone numbers can be found in the Directory, or you can dial your area code plus local 3-digit prefix followed by 1111 for local police services.

Website: <https://www.rcmp-grc.gc.ca/detach/en/find/NT>

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

For more information, please contact the Royal Canadian Mounted Police “G” Division at 867-765-3900, Monday to Friday from 9:00 am to 5:00 pm, (this is a non-emergency phone number), or visit the following website:

<https://www.rcmp-grc.gc.ca/en/nt/home>

### **Crime Stoppers**

The RCMP does not accept reports of crime through e-mail. However, you can provide anonymous and secure tips by calling Crime Stoppers at 1-800-222-TIPS (8477) or by texting TIP202 plus your message to "CRIMES" (274637).

### **Seniors’ Guidebook to Safety and Security**

The RCMP’s Seniors’ Guidebook to Safety and Security provides information on various topics of concern for seniors’ safety and security. This information may support discussions and actions to help reduce the risk of crime. Topics covered range from safety in your vehicle, at home, and on the street, to frauds and scams, power of attorney, Elder abuse, and more.

Visit the following website to download a copy of this Guidebook:

<https://www.rcmp-grc.gc.ca/en/seniors-guidebook-safety-and-security>

## Legal Programs and Services

### Community Court Workers

**Community Court Workers** help people who come into contact with the justice system. Their main responsibility is to assist clients with applying for legal aid. Court workers also assist with other applications and court documents, and provide general information and referral services related to the justice system. For more information, phone the Court Worker for your community listed in the Directory.

**For more information:**

Website: <https://www.justice.gov.nt.ca/en/community-court-workers/>

### Community Legal Outreach

The Legal Aid Commission operates a **Community Legal Outreach** program, which provides basic and confidential legal information or advice. The Outreach lawyer cannot represent people in court. The program can provide assistance with issues relating to pensions, wills and estates, Elder abuse, and other matters.

**For more information:**

Phone: 867-767-9384 (Community Legal Outreach, GNWT)

Toll free: 1-844-497-1319

Website: <https://www.justice.gov.nt.ca/en/outreach-legal-aid-clinics/>

## Legal Orders

Different types of **legal orders** can help a senior be safe, depending on their situation. A court judge can order a violent person to stay away from someone else. Seniors may consider a legal order such as a **peace bond**, **emergency protection order** (short-term), **protection order** (longer term), **restraining order**, or **'no contact' condition**. A protection order can help victims in situations where there is family violence but no immediate danger.

An emergency protection order (known as EPO) is a legal order that provides emergency protection to victims of family violence.

**To apply for an EPO, call the YWCA at 1-866-223-2775 (24/7) or the RCMP at 911 (24/7).**

Various organizations and workers can help apply for different types of legal orders or refer you to another entity that can, including:

- Victim Services Workers
- Court Workers
- YWCA Alison McAteer House
- RCMP
- Legal Aid
- Your Lawyer

**For more information:**

Website: <https://www.justice.gov.nt.ca/en/protection-orders/>

## Office of the Public Guardian

The **Office of the Public Guardian** helps people become legal guardians of individuals 18 years of age and older, who, due to injury or circumstances, are unable to make decisions about their personal or health care. Guardianship does not apply to management of financial affairs; instead, a public/private trustee makes those types of decisions.

Call the Office of the Public Guardian to learn about becoming a legal guardian. This Office will arrange to have an assessment completed to determine the need for a guardian. The assessment goes to the courts and the courts decide what kinds of decisions the legal guardian can make and grants an order giving specific powers to the guardian. The kinds of decisions a legal guardian may make include:

- Health care
- Living arrangements
- Day-to-day living
- Social and recreational activities
- Employment
- Education
- Consent to withhold life supports
- Consent to restraint and confinement

A family member often becomes the legal guardian. The Public Guardian may become the guardian for an individual if that individual has no family members or friends who are willing, suitable, or able to act as guardians.

### **For more information:**

Phone: 867-767-9155 ext. 49460 (Office of the Public Guardian, GNWT)

Website: <https://www.hss.gov.nt.ca/en/services/office-public-guardian>

## Office of the Public Trustee

The **Public Trustee** Office manages the estates of people who are incapable of handling their financial affairs and in certain circumstances, they will manage a deceased person's estate.

### **For more information:**

Phone: 867-767-9252 ext. 82447 (Office of the Public Trustee, GNWT)

Website: <https://www.justice.gov.nt.ca/en/boards-agencies/public-trustee-office/>

## Victim Services in NWT Communities

The Victim Services Program provide victims of crime and their families with the following services:

- **Information** about being a witness, court process, shelters, and safety planning;
- **Assistance** with support going to court, RCMP, health centres or hospitals, Victim Impact Statements, Victims of Crime Emergency Fund applications, registration with the Victim Notification Programs of GNWT and Correctional Service Canada, and registration with the Parole Board of Canada;
- **Immediate emotional support** following a crime; and
- **Referrals** for immediate safety/protection, Emergency Protection Orders, Protection Orders, Peace Bonds, and No Contact Orders, Shelters, Income Assistance, Public Housing, Counselling services, or other supports as necessary.

**For more information, phone the Victim Services Worker for your community listed in the Directory.**

Website: <https://www.justice.gov.nt.ca/en/victim-services/>

**For all emergencies, call the RCMP at 911 (24/7).**

## Natural Disasters and Evacuations

### Be Ready for Emergencies

Disasters like floods, severe storms, and wildfires can strike any time. Will you be ready? Here's how you and your loved ones can prepare for disasters before they happen:

#### **Be Ready: Make an emergency plan and kit**

Everyone needs an emergency plan for their home or organization. Knowing what to do when emergencies happen will help keep you focused and safe. If an emergency happens in your community, it may take emergency workers some time to reach you. Having an emergency plan and kit ensures you and your family are prepared. Make an emergency plan for people with disabilities and special needs. You should be ready to take care of yourself and your family for 72 hours—or up to seven days if you are in a remote community or off the highway system.

#### **Be Ready: Understand and plan for evacuations**

Sometimes during emergencies, evacuations are necessary to protect people from more harm. Understand how evacuations work and be ready if the time comes. Being ready for an evacuation comes down to simple, but important steps:

- Make an emergency plan
- Have an emergency kit
- Know your community emergency notification methods
- Know your community assembly points
- Stay up-to-date

#### **Be Ready: Stay up-to-date with public safety information**

Ensure you get reliable information before, during, and after emergencies. Community governments are primarily responsible for managing emergencies in their community. Search on social media and follow your local government's pages for local information. Additional sources of reliable information include:

- Community government websites and official social media accounts
- GNWT Public Safety Notice webpage (territory-wide emergency information)
- NWT Alert (public safety, weather risks, emergencies, evacuations, and other threats)
- NWT Fire (wildfire updates, reducing wildfire risk, preventing wildfires)
- Department of Environment and Climate Change (water levels, flooding risk)
- Department of Infrastructure (road closures, critical infrastructure)
- Northwest Territories Power Corporation (power outages, downed power lines)
- Local online, radio, and print news sources

### **Be Ready: For floods**

Flood season typically begins in mid-April in the NWT. Many communities are located along rivers and lakes, which means there's a potential for flooding every year.

### **Be Ready: For severe storms**

Heavy rain can happen anywhere. In certain cases, it can lead to localized or widespread flooding if conditions are severe enough. Blizzards can contribute to power outages, communications outages, car accidents, getting lost on-the-land, building damage or exposure to the elements leading to injury or death. Many areas in the Northwest Territories are very flat and do not have much tree cover. This means strong and gusty winds can happen almost anywhere in the NWT. These conditions can lead to property damage or create unsafe travelling conditions.

### **Wildfire prevention and safety**

Fire brings a lot of benefits to our lives – and it is a natural and necessary part of our environment. But wildfires caused by people never need to happen – and they're usually the most dangerous because they start closer to the things we value most. Help wildfire and local fire fighters in your community: fight back against wildfire danger in your day-to-day life and do your part to prevent them with good choices.

### **Reduce your wildfire risk with FireSmart NWT**

FireSmart means taking steps to reduce the risk of damage from wildfire when it hits close to home or things you value. That means:

- Keep areas surrounding homes, cabins, and communities clear of things that can burn
- Manage vegetation
- Understand fire behavior and how to use the environment to your advantage
- Work together to reduce wildfire risk to communities

### **Avoid misinformation and disinformation**

In emergencies, there is a lot of information going around. Not all of it is reliable. Speculation, rumour, and false information can cause confusion and delay emergency response efforts. Information is something that is accurate to the best current knowledge, but the difficulty of emergency events is that information changes over time as conditions change. Learn to spot and avoid misinformation (incorrect/outdated) and disinformation (deliberately false).

### **For more information:**

Website: <https://www.maca.gov.nt.ca/en/BeReadyNWT>

## Emergency Preparedness Guide for People with Disabilities and Special Needs

Emergency preparedness is a shared responsibility. All Canadians are encouraged to be prepared for at least the first 72 hours of an emergency, while emergency workers focus on those in urgent need. The **Emergency Preparedness Guide for People with Disabilities/Special Needs** published by Public Safety Canada provides information on preparing an emergency plan and kit for people with disabilities/special needs and for caregivers. Emergency preparedness involves three basic steps:

1. **Know the Risks**
2. **Make a Plan**
3. **Get an Emergency Kit**

For more information on emergency management arrangements for people with disabilities/special needs in your area, contact your municipal Emergency Management Coordinator through your local government.

Visit the website below to download a copy of the Guide.

Website:

<https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/index-en.aspx>

## Evacuee Registration

The **Evacuee Registration Form** is for NWT residents who have been instructed to register by their community government when there is a need to evacuate—or be prepared to evacuate—due to an emergency or disaster. One registration may be used for individuals or households. You must complete all the questions asked for every member of the household. Family members who live in a different location must register separately.

**For more information:**

Website: <https://www.gov.nt.ca/en/form/evac>

## NWT Alert

**NWT Alert** is the Northwest Territories' public alerting system. In the event of an evacuation order, go to [www.nwtalert.ca](http://www.nwtalert.ca) to find out where the designated evacuation centre for your community is located. NWT Alert also shares notices and alerts about public safety, severe weather risks, major emergencies, evacuations, and other threats.

**For more information:**

Website: <https://nwtalert.ca/>

## NWT Human Rights Commission

The NWT Human Rights Commission provides education, information, and deals with complaints about discrimination in employment, tenancy, public services, and publications. Discrimination means being treated badly, harassed, or denied something because of one of the grounds in the **NWT Human Rights Act**.

### **For more information:**

Toll Free: 1-888-669-5575 (NWT Human Right Commission)

Website: <https://nwthumanrights.ca/>



## Planning for the Future

Advanced planning refers to developing financial, property, personal and health plans (legal documents) that capture an adult's decisions in writing in case they are no longer able to make these decisions. Advanced planning helps adults make informed decisions to maintain their autonomy and express their wishes. Additionally, knowing that a plan is in place is reassuring for everyone involved in an adult's life as they know what is to be done and who is to do it. Some ways to put important decisions into writing include:

- Creating a personal directive
- Creating a power of attorney
- Making a will

### Personal Directives

A personal directive is a legal document that lets you give instructions or choose someone to make decisions about non-financial personal matters, such as:

- Medical treatments;
- Where you would like to live;
- Who you would like to live with;
- Choices about personal activities (recreation, employment, or education); and
- Any other personal and legal decisions.

A personal directive is not a will, so it cannot include instructions for after death and it is not a power of attorney so it cannot include financial decisions. A personal directive is sometimes called a 'living will' because it may express your wishes about receiving or refusing life saving medical care.

#### **For more information:**

Website: <https://www.hss.gov.nt.ca/en/services/personal-directives>

## Power of Attorney

A **power of attorney** is a legal planning document that allows you to give another person the authority to manage your finances on your behalf. A power of attorney does not allow the person to make personal or health decisions on your behalf and it is only in effect while you are still alive. **You should seek legal advice before signing a power of attorney.**

### For more information:

Website: <https://www.justice.gov.nt.ca/en/power-of-attorney/>

## Making a Will

A will is a legal document that expresses your wishes regarding the disposal of your estate after your death. Your estate refers to your property and all the goods you own at the time of your death. A will is also a way to appoint a legal guardian for your dependents and an executor to carry out your final instructions. You may also outline your funeral or memorial service preferences in your will. **You should seek legal advice to help you make a will.**

Important facts about a will:

- A will must be signed and witnessed according to the laws of the NWT to be valid.
- A will does not have any legal force or effect until you die.
- If you die without a will, your estate will be distributed according to the provisions of the Intestate Succession Act (NWT).

The Community Legal Outreach program can provide you with basic legal information.

### For more information:

Phone: 867-767-9384 (Community Legal Outreach, GNWT)

Toll free: 1-844-497-1319

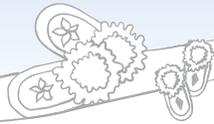
The Law Society of the Northwest Territories can provide you with a list of lawyers who can be hired to provide legal advice about a power of attorney or a will.

### For more information:

Phone: 867-873-3828 (Law Society of the Northwest Territories)

Email: [info@lawsociety.nt.ca](mailto:info@lawsociety.nt.ca)

Website: <https://lawsociety.nt.ca/>



# Seniors Groups

## Seniors Groups

The **NWT Seniors' Society** acts as a resource for northern seniors, Elders, and their families by helping find and navigate access to programs and services. The Society provides public information sessions on topics of concern, conducts community-based Elder abuse prevention workshops, and works with organizations to develop policies and programs. The NWT Seniors' Society and Board of Directors represent and advocate for the individual and collective interests of seniors and Elders throughout the NWT. Through the Seniors' Information Line, the Society provides information and support to seniors, Elders, and their families across the NWT.

**For more information:**

Phone: 867-920-7444 (NWT Seniors' Society)

Toll Free: 1-800-661-0878 (Seniors' Information Line)

Website: <https://www.nwtseniorsociety.ca/>

Please contact your local community or Indigenous government to learn about social groups or special events for seniors in your community. Phone numbers for local community organizations can be found in the Directory.

Social Group/Special Event	Contact/Date



# Transportation

## Accessible Parking Permits

The NWT Disabilities Council distributes accessible parking permits, to individuals to be used in specially identified accessible parking spots in the territory and across Canada.

### For more information:

Phone: 867-873-8230 (NWT Disabilities Council)

Toll Free: 1-800-491-8885

Website: <https://www.nwtcdc.net/accessible-parking>

## Driver's Licence

Seniors (60+ years old) get a discount when paying for a new or renewed NWT driver's licence, examinations, registrations, and identification cards. Licences issued by Driver and Vehicle Services (Department of Infrastructure, GNWT) are valid for one, three, or five years, depending on licence class, age of applicant, or medical status.

- Class 1, 2, 3 or 4 driver licenses require periodic medical examination reports (all ages).
- Class 5, 6 or 7 driver licenses require periodic medical examination reports after age 75.
- Medical professionals must submit medical reports to the Registrar of Motor Vehicles.

### For more information:

Website: <http://www.gov.nt.ca/DriverServices>

## Highways, Ferries, and Winter Roads

The Department of Infrastructure provides up-to-date information about the conditions of the Northwest Territories transportation system, including highways, winter roads, and ferries.

### For more information:

Website: <https://www.inf.gov.nt.ca/en/transportation>

## Transportation Alternatives in NWT Communities

There may be additional public or private transportation options in various Northwest Territories communities. Contact your local community government for more information.

## Yellowknife Transit and Yellowknife Accessible Transit Service

Yellowknife Transit riders over 60 years of age can buy discounted bus passes for regular transit services (proof of age required). The Yellowknife Accessible Transit Service (YATS) is also available for people with physical or functional disabilities.

### For more information:

Phone: 867-920-5600 (Yellowknife Transit)

Website: <https://www.yellowknife.ca/en/living-here/accessible-transit.asp>







# Directory

## Directory

Please see the phone book for a complete listing of contacts.

<b>Aklavik</b>	
Aklavik Housing Association	867-978-2303
Aklavik Susie Husky Health and Social Services Centre	867-978-2516
Community Counsellor (Aklavik via Inuvik)	867-678-8092
Community Wellness Worker (Aklavik)	867-978-2236
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Aklavik)	867-978-2644
Ehdiitat Gwich'in Council	867-978-2340
Government Service Officer	867-978-2285
Hamlet of Aklavik	867-978-2351
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Aklavik)	867-978-1111
Service Canada (Aklavik Service Delivery Partner)	867-978-2285
Victim Services (Fort McPherson)	867-952-2044
<b>Behchokò</b>	
Behchokò Kò Gha K'àodèe	867-392-6431
Community Counsellor (Behchokò, Gamètì, Wekweètì, Whatì)	867-392-3005
Community Government of Behchokò	867-392-6500
Court Worker (Behchokò)	867-392-6386
ECE Community Service Centre (Behchokò)	867-392-6201
Government Service Officer	867-392-6046
Housing NWT North Slave District Office	867-767-9332 ext. 85481
Jimmy Erasmus Seniors Home	867-392-6708 867-392-6161
Kò Gocho Centre (Sportsplex), Recreation Administration	867-392-6500 ext. 2318
Mary Adele Bishop Health Centre Tłı̄chq Regional Health Centre (Behchokò)	867-392-6075
RCMP (Behchokò)	867-392-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Tłı̄chq Community Services Agency	867-392-3000
Tłı̄chq Government (Behchokò)	867-392-6381
Victim Services (Behchokò)	867-392-6381 ext. 1332

<b>Colville Lake</b>	
Behdzi Ahda First Nation	867-709-2200
Colville Lake Health Station	867-709-2409
Community Counsellor (Colville Lake via Norman Wells)	867-444-6665
Court Worker (Norman Wells)	867-587-7250
Government Service Officer	867-709-2047
Housing NWT Sahtu District Office	867-587-5100
RCMP (Fort Good Hope)	867-598-1111
Sahtu ECE Service Centre (Norman Wells)	867-587-7159 1-866-814-9840
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Good Hope)	867-598-2247
Victim Services (Tulita)	867-588-3341 ext. 3
<b>Délıne</b>	
Community Counsellor (Délıne)	867-589-5545
Court Worker (Norman Wells)	867-587-7250
Délıne Got'ıne Government	867-589-8100
Délıne Housing Association	867-589-3131
Dora Gully Health Centre	867-589-5555
ECE Community Service Centre (Délıne)	867-589-3202
Government Service Officer	867-589-4910
Housing NWT Sahtu District Office	867-587-5100
RCMP (Délıne)	867-589-1111
Sahtu Secretariat Incorporated	867-589-4719
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Good Hope)	867-598-2247
Victim Services (Tulita)	867-588-3341 ext. 3

<b>Dettah</b>	
Community Counsellor (Dettah, Ndilo)	867-920-2925
Dettah Gym	867-920-2942
Dettah Wellness Office	867-920-4089
RCMP (Yellowknife)	867-669-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Yellowknife)	867-873-5509 ext. 231 867-873-5509 ext. 234 867-765-8811 867-920-2978
Yellowknives Dene Band Housing Division (Dettah/Ndilo)	867-920-4403
Yellowknives Dene First Nation (Dettah Administration Office)	867-873-4307
<b>Enterprise</b>	
Community Counsellor (Hay River, Enterprise)	867-874-8450
Hamlet of Enterprise	867-984-3491
Hay River Regional Health Centre	867-874-8000
Housing NWT South Slave District Office	867-874-7600
RCMP (Hay River)	867-874-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
South Slave ECE Service Centre (Hay River)	867-874-5050 1-833-926-2110
Victim Services (Hay River)	867-876-2020 867-876-2121
<b>Fort Good Hope</b>	
Cassien Edgi Health Centre	867-598-3333
Charter Community of K'asho Got'ine	867-598-2231
Community Counsellor (Fort Good Hope)	867-598-2059
Court Worker (Norman Wells)	867-587-7250
ECE Community Service Centre (Fort Good Hope)	867-598-2414
Government Service Officer	867-598-2179
Housing NWT Sahtu District Office	867-587-5100
Radilih Koe Housing Association (Fort Good Hope)	867-598-2290
RCMP (Fort Good Hope)	867-598-1111
Service Canada (Fort Good Hope Service Delivery Partner)	867-598-2179
Victim Services (Fort Good Hope)	867-598-2247
Victim Services (Tulita)	867-588-3341 ext. 3

<b>Fort Liard</b>	
Acho Dene Koe First Nation	867-770-4571
Community Counsellor (Fort Liard, Nahanni Butte)	867-770-4770
Court Worker (Fort Simpson)	867-695-2106
ECE Community Service Centre (Fort Liard)	867-770-4104 ext. 121
Fort Liard Health Centre	867-770-4301
Fort Liard Housing Authority	867-770-2210
Government Service Officer	867-770-2277
Hamlet of Fort Liard	867-770-4104
Housing NWT Nahendeh District Office	867-695-7700
RCMP (Fort Liard)	867-770-1111
Recreation	867-770-4104 ext. 106
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Simpson)	867-695-3136
<b>Fort McPherson</b>	
Community Counsellor (Fort McPherson via Inuvik)	867-678-8092
Community Wellness Worker (Fort McPherson)	867-952-2250 ext. 0 / 2
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Fort McPherson)	867-952-2074
Fort McPherson Housing Association	867-952-2125
Fort McPherson Health Services	867-952-2586
Government Service Officer	867-952-2060
Hamlet of Fort McPherson	867-952-2428
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Fort McPherson)	867-952-1111
Service Canada (Fort McPherson Service Delivery Partner)	867-952-2060
Teet'it Gwich'in Council	867-952-2330
Victim Services (Fort McPherson)	867-952-2044

<b>Fort Providence</b>	
Community Counsellor (Fort Providence, Kakisa)	867-699-3421
Court Worker (Fort Simpson)	867-695-2106
Deh Gáh Got'je First Nation	867-699-3334
ECE Community Service Centre (Fort Providence)	867-699-4431
Fort Providence Health Centre	867-699-4311
Fort Providence Housing Association	867-699-4551
Fort Providence Métis Council	867-699-4320
Government Service Officer	867-699-3149
Hamlet of Fort Providence	867-394-4355
Housing NWT South Slave District Office	867-874-7600
RCMP (Fort Providence)	867-699-1111
Recreation	867-699-3441
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Providence)	867-699-4498

<b>Fort Resolution</b>	
Akaiitcho Territory Government	867-394-3313
Community Counsellor (Fort Resolution)	867-394-4511
Community Counsellor (Fort Resolution via Yellowknife)	867-767-9110
Court Worker (Hay River)	867-874-2475
Deninu K'ue First Nation	867-394-4335
ECE Community Service Centre (Fort Resolution)	867-394-4335
Fort Resolution Health Centre	867-394-4511
Fort Resolution Housing Authority	867-394-3171
Fort Resolution Métis Council	867-394-4151
Government Service Officer	867-394-3017
Hamlet of Fort Resolution	867-394-4556
RCMP (Fort Resolution)	867-394-1111
Recreation	867-394-4556
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Hay River)	867-876-2020 867-876-2121

<b>Fort Simpson</b>	
Community Counsellor (Fort Simpson, Jean Marie River, Samba K'e, Wrigley)	867-695-2293
Court Worker (Fort Simpson)	867-695-2106
Dehcho ECE Service Centre (Fort Simpson)	867-695-7338 1-833-995-7338
Dehcho First Nations	867-695-2610
Fort Simpson Health Centre	867-695-7000
Fort Simpson Housing Authority	867-695-2725
Fort Simpson Long Term Care Facility (Elder Care Home)	867-695-7080
Fort Simpson Métis	867-695-2431
Housing NWT Nahendeh District Office	867-695-7700
ł́ı́dlı́ Kúé First Nation	867-695-3131
Warming Centre (Fort Simpson)	867-695-2295
RCMP (Fort Simpson)	867-695-1111
Regional Home Care Services NIC	867-695-7075
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Simpson)	867-695-3136
Village of Fort Simpson	867-695-2253
<b>Fort Smith</b>	
Community Counsellor (Fort Smith)	867-872-6310
Court Worker (Fort Smith)	867-872-6568
Fort Smith Health Centre	867-872-6203
Fort Smith Housing Authority	867-872-2646
Fort Smith Medical Clinic	867-872-6205
Fort Smith Métis Council	867-872-2643
Home Care	867-872-6222
Housing NWT South Slave District Office	867-874-7600
Northern Lights Special Care Home	867-872-5403
Northwest Territory Métis Nation	867-872-2770
RCMP (Fort Smith)	867-872-1111
Salt River First Nation	867-872-2986
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Smith's Landing First Nation	867-872-4950
South Slave ECE Service Centre (Fort Smith)	867-872-7425 1-833-926-2110
Sutherland House Women's Shelter	867-872-5925
Town of Fort Smith	867-872-8400
Victim Services (Fort Smith)	867-872-3520

<b>Gamètì</b>	
Community Counsellor (Behchokò, Gamètì, Wekweètì, Whatì)	867-392-3005
Community Government of Gamètì	867-997-3441
ECE Community Service Centre (Whatì)	867-573-3053
Gamètì Housing Authority	867-997-3162
Government Service Officer	867-997-3106
Housing NWT North Slave District Office	867-767-9332 ext. 85481
RCMP (Behchokò)	867-392-1111
Service Canada (Gamètì Service Delivery Partner)	867-997-3106
Tłıchq Community Services Agency	867-392-3000
Tłıchq Government (Gamètì)	867-997-3074
Tłıchq Regional Health Centre (Gamètì)	867-997-3141
Victim Services (Behchokò)	867-392-6381 ext. 1332
<b>Hay River</b>	
Community Counsellor (Hay River, Enterprise)	867-874-8450
Court Worker (Hay River)	867-874-2475
Family Support Centre (Toll Free)	867-874-3311 1-833-372-3311
Hay River Community Centre	867-874-6500
Hay River Housing Authority	867-874-6477
Hay River Medical Clinic	867-874-8100
Hay River Métis Council	867-874-4470
Hay River Regional Health Centre	867-874-8000
Home Care	867-874-7208
Housing NWT South Slave District Office	867-874-7600
Kát'odeeche First Nation	867-874-6701
Moving Forward Emergency Shelter	867-875-4448
RCMP (Hay River)	867-874-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
South Slave ECE Service Centre (Hay River)	867-874-5050 1-833-926-2110
Town of Hay River	867-874-6522
Victim Services (Hay River)	867-876-2020 867-876-2121
West Point First Nation (Ts'ueh Nda)	867-874-6677
Woodland Manor (Long Term Care Facility)	867-874-8350

<b>Inuvik</b>	
Beaufort-Delta ECE Service Centre (Inuvik)	867-678-8065 1-855-283-9311
Community Counsellor (Inuvik)	867-678-8092
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
Elder Day Program	867-777-8162
Gwich'in Tribal Council	867-777-7900
Home Support Worker	867-777-7246
Housing NWT Beaufort-Delta District Office	867-678-8060
Inuvialuit Regional Corporation	867-777-7000
Inuvik Homeless Shelter	867-777-2725
Inuvik Housing Authority	867-777-2924
Inuvik Regional Hospital	867-678-8000
Inuvik Regional Hospital Long Term Care	867-777-8130
Inuvik Public Health Centre	867-777-7246
Inuvik Transition House	867-777-3877
Inuvik Warming Centre	867-777-4392
Midnight Sun Complex (Recreation Coordinator)	867-777-8636
Nihtat Gwich'in Council	867-777-6650
RCMP (Inuvik)	867-777-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Town of Inuvik	867-777-8600
Victim Services (Inuvik)	867-777-5493 867-777-5480

<b>Jean Marie River</b>	
Community Counsellor (Fort Simpson, Jean Marie River, Sambaa K'e, Wrigley)	867-695-2293
Court Worker (Fort Simpson)	867-695-2106
Dehcho ECE Service Centre (Fort Simpson)	867-695-7338 1-833-995-7338
Housing NWT Nahendeh District Office	867-695-7700
Jean Marie River Health Centre	867-809-2900
RCMP (Fort Simpson)	867-695-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Tthets'éhk'edélj First Nation	867-809-2000
Victim Services (Fort Simpson)	867-695-3136

<b>Kakisa</b>	
Community Counsellor (Fort Providence, Kakisa)	867-699-3421
Court Worker (Hay River)	867-874-2475
ECE Community Service Centre (Fort Providence)	867-699-4431
Hay River Regional Health Centre	867-874-8000
Ka'a'gee Tu First Nation	867-825-2000
RCMP (Fort Providence)	867-699-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Providence)	867-699-4498
<b>Łutselk'e</b>	
Community Counsellor (Łutselk'e)	867-370-3212
Community Counsellor (Łutselk'e via Yellowknife)	867-767-9110
ECE Community Service Centre (Łutselk'e)	867-370-3105
Government Service Officer	867-370-3386
Housing NWT South Slave District Office	867-874-7600
Łutselk'e Dene First Nation	867-370-7000
Łutselk'e Health Centre	867-370-3111
Łutselk'e Housing Authority	867-370-3207
RCMP (Łutselk'e)	867-370-1111
Recreation	867-370-7000
Service Canada (Łutselk'e Service Delivery Partner)	867-370-3386
Victim Services (Yellowknife)	867-873-5509 ext. 231 867-873-5509 ext. 234 867-765-8811 867-920-2978
<b>Nahanni Butte</b>	
Community Counsellor (Fort Liard, Nahanni Butte)	867-770-4770
Court Worker (Fort Simpson)	867-695-2106
ECE Community Service Centre (Fort Liard)	867-770-4104 ext. 121
Housing NWT Nahendeh District Office	867-695-7700
Nahanni Butte Health Centre	867-602-2203
Nahꞁą Dehé Dene Band (Nahanni Butte)	867-602-2900
RCMP (Fort Liard)	867-770-1111
Recreation	867-602-2900
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Simpson)	867-695-3136

<b>Ndilq</b>	
Community Counsellor (Dettah, Ndilq)	867-920-2925
Ndilq Gym	867-873-3971
Ndilq Wellness Office	867-920-2925
North Slave ECE Service Centre (Yellowknife)	867-767-9356 1-866-768-8145
RCMP (Yellowknife)	867-669-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Yellowknife)	867-873-5509 ext. 231 867-873-5509 ext. 234 867-765-8811 867-920-2978
Yellowknives Dene Band Housing Division (Dettah/Ndilq)	867-920-4403
Yellowknives Dene First Nation (Ndilq Administration Office)	867-873-8951
<b>Norman Wells</b>	
Community Counsellor (Norman Wells)	867-444-6665
Court Worker (Norman Wells)	867-587-7250
Housing NWT Sahtu District Office	867-587-5100
Norman Wells Housing Authority	867-587-2302
RCMP (Norman Wells)	867-587-1111
Recreation Programmer	867-688-0690
Sahtu Dene Nechá Kó Long Term Care Facility	867-587-6020 ext. 886
Sahtu ECE Service Centre (Norman Wells)	867-587-7159 1-866-814-9840
Sahtu Got'iné Regional Health and Social Services Centre	867-587-3333
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Town of Norman Wells	867-587-3700
Victim Services (Fort Good Hope)	867-598-2247
Victim Services (Tulita)	867-588-3341 ext. 3

<b>Paulatuk</b>	
Community Counsellor (Paulatuk)	867-580-3710
Community Counsellor (Paulatuk via Inuvik)	867-678-8092
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Paulatuk)	867-580-3224
Government Service Officer	867-580-3068
Hamlet of Paulatuk	867-580-3531
Housing NWT Beaufort-Delta District Office	867-678-8060
Paulatuk Housing Association	867-580-3386
RCMP (Paulatuk)	867-580-1111
Recreation	867-580-3531
Sadie Sukayaaluk Ruben Health and Social Service Centre	867-580-3231
Service Canada (Paulatuk Service Delivery Partner)	867-580-3068
Victim Services (Inuvik)	867-777-5493 867-777-5480

<b>Sachs Harbour</b>	
Community Counsellor (Sachs Harbour via Ulukhaktok)	867-396-3024
Community Wellness Worker (Sachs Harbour)	867-690-4181
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Paulatuk)	867-580-3224
Government Service Officer	867-690-3812
Hamlet of Sachs Harbour	867-690-4351
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Sachs Harbour)	867-690-1111
Sachs Harbour Health Centre	867-690-4181
Sachs Harbour Housing Association	867-690-4703
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Inuvik)	867-777-5493 867-777-5480

<b>Sambaa K'e</b>	
Community Counsellor (Fort Simpson, Jean Marie River, Sambaa K'e, Wrigley)	867-695-2293
Court Worker (Fort Simpson)	867-695-2106
ECE Community Service Centre (Fort Liard)	867-770-4104 ext. 121
Housing NWT Nahendeh District Office	867-695-7700
RCMP (Fort Liard)	867-770-1111
Recreation	867-206-2800
Sambaa K'e First Nation	867-206-2800
Sambaa K'e (Trout Lake) Health Centre	867-206-2146
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Simpson)	867-695-3136

<b>Tsiigehtchic</b>	
Charter Community of Tsiigehtchic	867-953-3201
Community Counsellor (Tsiigehtchic via Inuvik)	867-678-8092
Community Wellness Worker (Tsiigehtchic)	867-953-3041
ECE Community Service Centre (Fort McPherson)	867-952-2074
Government Service Officer	867-953-3726
Gwichya Gwich'in Council	867-953-3011
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Fort McPherson)	867-952-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Tsiigehtchic Health Services	867-953-3361
Tsiigehtchic Housing	867-953-3110
Tsiigehtchic Recreation Committee	867-953-3206
Victim Services (Fort McPherson)	867-952-2044

<b>Tuktoyaktuk</b>	
Community Counsellor (Tuktoyaktuk)	867-977-2511 ext. 5
Community Counsellor (Tuktoyaktuk via Inuvik)	867-678-8092
Community Wellness Worker (Tuktoyaktuk)	867-977-2511 ext. 0
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Tuktoyaktuk)	867-977-2539
Government Service Officer	867-977-2097
Hamlet of Tuktoyaktuk	867-977-2286
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Tuktoyaktuk)	867-977-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Tuktoyaktuk Health Services	867-977-2321
Tuktoyaktuk Housing Association	867-977-2137
Victim Services (Inuvik)	867-777-5493 867-777-5480

<b>Tulita</b>	
Community Counsellor (Tulita)	867-444-6665
Court Worker (Norman Wells)	867-587-7250
ECE Community Service Centre (Tulita)	867-588-3211
Government Service Officer	867-588-3002
Hamlet of Tulita	867-588-4471
Harriet Gladue Health Centre	867-588-3333
Housing NWT Sahtu District Office	867-587-5100
RCMP (Tulita)	867-588-1111
Service Canada (Tulita Service Delivery Partner)	867-588-3002
Tulita Band Council	867-588-3341
Tulita Housing Association	867-588-4111
Victim Services (Fort Good Hope)	867-598-2247
Victim Services (Tulita)	867-588-3341 ext. 3

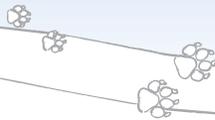
<b>Ulukhaktok</b>	
Community Counsellor (Ulukhaktok)	867-396-3024
Community Counsellor (Ulukhaktok via Inuvik)	867-678-8092
Court Worker (Inuvik)	867-777-7338 867-678-8019 ext. 82651 1-800-661-0704
ECE Community Service Centre (Ulukhaktok)	867-396-3116
Emegak Health and Social Services Centre	867-396-3111
Government Service Officer	867-396-3084
Hamlet of Ulukhaktok	867-396-8000
Housing NWT Beaufort-Delta District Office	867-678-8060
RCMP (Ulukhaktok)	867-396-1111
Service Canada (Ulukhaktok Service Delivery Partner)	867-396-3084
Ulukhaktok Housing Association	867-396-3562
Victim Services (Inuvik)	867-777-5493 867-777-5480

<b>Wekweètì</b>	
Community Counsellor (Behchokò, Gamètì, Wekweètì, Whatì)	867-392-3005
Community Government of Wekweètì	867-713-2010
ECE Community Service Centre (Behchokò)	867-392-6201
Government Service Officer	867-713-2600
Housing NWT North Slave District Office	867-767-9332 ext. 85481
RCMP (Yellowknife)	867-669-1111
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Tłı̄chq Community Services Agency	867-392-3000
Tłı̄chq Government (Wekweètì)	867-713-2511
Tłı̄chq Regional Health Centre (Wekweètì)	867-713-2904
Victim Services (Behchokò)	867-392-6381 ext. 1332

<b>Whatì</b>	
Community Counsellor (Behchokò, Gamètì, Wekweètì, Whatì)	867-392-3005
Community Government of Whatì	867-573-3401
Court Worker (Behchokò)	867-392-6386
ECE Community Service Centre (Whatì)	867-573-3053
Government Service Officer	867-573-3256
Housing NWT North Slave District Office	867-767-9332 ext. 85481
RCMP (Whatì)	867-573-1111
Recreation	867-573-3401
Service Canada (Whatì Service Delivery Partner)	867-573-3256
Tłıchq Community Services Agency	867-392-3000
Tłıchq Government (Whatì)	867-573-3012
Tłıchq Regional Health Centre (Whatì)	867-573-3261
Victim Services (Behchokò)	867-392-6381 ext. 1332
Whatì Housing Authority	867-573-3900
<b>Wrigley</b>	
Community Counsellor (Fort Simpson, Jean Marie River, Sambaa K'e, Wrigley)	867-695-2293
Court Worker (Fort Simpson)	867-695-2106
Dehcho ECE Service Centre (Fort Simpson)	867-695-7338 1-833-995-7338
Housing NWT Nahendeh District Office	867-695-7700
Pehdzeh Ki First Nation	867-581-3321
RCMP (Fort Simpson)	867-695-1111
Recreation	867-581-3321
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Victim Services (Fort Simpson)	867-695-3136
Wrigley Health Centre	867-581-3441

<b>Yellowknife</b>	
AVENS – A Community for Seniors (including Aven Cottages, Aven Manor LTC, and AVENS Respite Program)	867-920-2443
City of Yellowknife	867-920-5600
Community Counsellor (Yellowknife)	867-767-9110
Court Worker (Yellowknife)	867-767-9359 867-767-9387 867-767-9384 1-844-835-5320
Extended Care Unit (Stanton Territorial Hospital)	867-767-9300 ext. 46481
Frame Lake Community Health Centre	867-767-9125
Home Care	867-767-9222
Housing NWT North Slave District Office	867-767-9332 ext. 85481
Law Society of the Northwest Territories	867-873-3828
Legal Aid Commission	867-767-9361 1-844-835-8050
Outreach Legal Aid Clinic	867-767-9384 1-844-497-1319
North Slave ECE Service Centre (Yellowknife)	867-767-9356 1-866-768-8145
North Slave Métis Alliance	867-873-6762
NWT Disabilities Council	867-873-8230
NWT Seniors' Society	867-920-7444 1-800-661-0878
RCMP (Yellowknife)	867-669-1111
Salvation Army NWT (Yellowknife)	867-920-4673
Service Canada – General Assistance (1-800 O-CANADA)	1-800-622-6232
Stanton Territorial Hospital	867-767-9300 ext. 0
Tree of Peace Friendship Centre	867-873-2864
Victim Services (Yellowknife)	867-873-5509 ext. 231 867-873-5509 ext. 234 867-765-8811 867-920-2978
Yellowknife Housing Authority	867-873-5694
Yellowknife Primary Care Centre	867-767-9294
Yellowknife Seniors Society	867-873-9475
Yellowknives Dene Band Housing Division (Dettah/Ndilq)	867-920-4403
Yellowknives Dene First Nation (Ndilq Administration Office)	867-873-8951





# Government of the Northwest Territories Seniors' Strategic Framework

## Areas of Focus to Enable Seniors to Age in Place with Dignity in the NWT.

### Pillar 1: The Built Environment

- Adequate, affordable, suitable, accessible, and safe options along the housing continuum complemented by core community supports
- Accessible buildings, roads and sidewalks, open spaces, and trails within communities
- Affordable, accessible, and inclusive community transportation services
- Accessible and age-friendly community spaces for recreational, cultural, and social activities for seniors
- Alignment with principles of age-friendly communities in the territory

### Pillar 2: Healthy Aging

- A range of financial supports to address the cost of living and financial barriers that undermine healthy aging of seniors
- Affordable, accessible, age-friendly, and regular opportunities for seniors to be physically, mentally, and socially active
- Health care, home care, and mental health services that are available, accessible, and meet the diverse needs of seniors in the territory
- Practical assistance supports (nonmedical) for seniors so they may continue to live at home
- Human resource capacity and financial resources for sustainable programs and services for seniors

### Pillar 3: Safety

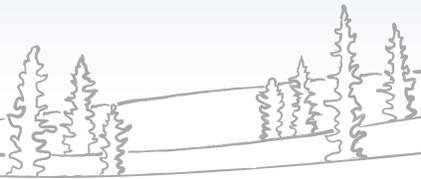
- Community infrastructure that contributes to safe built environments
- The range of core community supports required for physically safe homes for seniors
- Access to technical and legal advice regarding power of attorney, estate planning, and wills
- Information, education, and supports to address Elder abuse and personal, technology, financial, and property safety
- Integrated programs and services for seniors to mitigate social isolation and loneliness, and to enhance personal and community safety

### Pillar 4: Information and Communication

- A multi-medium and culturally safe approach to the delivery of information for and communications with seniors
- Timely, accurate, relevant, and accessible information for seniors
- Technology education and access to technology resources for seniors
- System navigator services for seniors
- Senior focused interagency, interdepartmental, and intergovernmental collaboration and coordination

#### **For more information:**

<https://www.gov.nt.ca/en/newsroom/gnwt-releases-nwt-seniors-strategic-framework>



# Elder Abuse Poster and Fact Sheet



# You have a right to be safe in your home & your community



Financial Abuse



Physical Abuse



Psychological Abuse



Sexual Abuse



Neglect

**Elder Abuse is not ok. Help is available.**

Call the Family Violence Helpline at **1-866-223-7775** for support and referrals.

Call 911 or your local RCMP detachment if you or an Elder you know is in immediate danger.



Elder  
Abuse is  
NOT ok!

# You have a right to be safe in your home & your community

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## What is Elder Abuse?

The World Health Organization (WHO) defines Elder abuse as “a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.”

## Who?

Elder Abuse is commonly committed by family members, although friends, caregivers, and service providers may also abuse an Elder.

## Common warning signs of Elder Abuse

- Signs of depression, fear, anxiety, withdrawal, or confusion
- Unexplained changes in financial circumstances
- Unexplained injuries
- A noticeable change in behaviour and appearance

## Types of Elder Abuse

Some types of Elder abuse are a crime, and some types are not; it can be difficult to determine.



**Physical Abuse**

Physical abuse is the rough handling of an Elder or physical contact with an Elder that intimidates or causes physical discomfort, pain, or injury.



**Sexual Abuse**

Sexual abuse is any sexual activity directed toward the Elder that occurs without their full knowledge and freely given consent.



**Financial Abuse**

Financial abuse is the illegal or unauthorized use of an Elder's financial resources to the benefit of someone other than the Elder.



**Neglect**

Neglect refers to the failure or refusal to meet an Elder's basic needs; whether this is intentional or unintentional.



**Psychological Abuse**

Psychological abuse refers to verbal or non-verbal actions that undermine an Elder's dignity and causes them mental and emotional suffering. This type of abuse may include humiliation, intimidation, threats, and insults.

## Help is available.

Call the Family Violence Helpline at **1-866-223-7775** for support and referrals.

Call **911** or your local **RCMP detachment** if you or an Elder you know is in immediate danger.





