Information Please...

YUKON COUNCIL ON AGING

55+

A Guide to programs and services for Yukon Seniors & Elders

Compiled and distributed free of charge by the
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PENSIONS

Canada Pension Plan (CPP) Retirement Pension

The CPP Retirement pension is a monthly payment to people who have contributed to the Canada Pension Plan. The amount of your CPP benefit is determined by the contributions you made during the time you were employed. CPP benefits normally are payable the month after your 65th birthday, however you may choose to begin as early as age 60 or as late as age 70. If you start receiving your pension earlier, the monthly amount you will receive will be smaller. If you decide to start later, you will receive a larger monthly amount. There is no benefit to wait after age 70 to receive the pension

CPP Disability Benefit

The disability benefit is a monthly payment you can get if you:

- are under 65
- have contributed enough to the Canada Pension Plan
- have a mental or physical disability that regularly stops you from doing any type of substantially gainful work
- have a disability that is long-term and of indefinite duration, or is likely to result in death

CPP post-retirement disability benefit

If you currently get the monthly CPP retirement pension, you could receive the Canada Pension Plan post-retirement disability benefit if you:

- are 60 to 65
- contributed enough to the CPP
- have a mental or physical disability that regularly stops, you have a disability that is long-term and of indefinite duration, or is likely to result in death
- have been receiving the CPP retirement pension for more than 15 months or become disabled after starting to receive the retirement pension

CPP Children's benefit

If you receive a Canada Pension Plan (CPP) Disability Benefit, your dependent children under 18 may also be eligible for a CPP Children's benefit. This benefit provides monthly payments to help support your children.

FOLLOWING A DEATH

CPP Survivor's pension

The survivor's pension is a monthly pension paid to the legal spouse or common-law partner of a deceased contributor.

To qualify for the survivor's pension, you must:

- be legally married to a deceased CPP contributor
- be the common-law partner of a deceased CPP contributorCommon-law partner

According to the Canada Pension Plan (CPP) legislation, a common-law partner is a person of either sex who has lived with you in a conjugal relationship for at least 1 year.

Death Benefit:

The death benefit is a one-time payment, payable to the estate or other eligible individuals, on behalf of a deceased CPP contributor.

To qualify for the death benefit, the deceased must have made contributions to the Canada Pension Plan (CPP) for at least:

- one-third of the calendar years in their contributory period for the base CPP, but no less than 3 calendar years, or
- 10 calendar years

The children's benefit is a monthly benefit for dependent children of a deceased contributor.

To be eligible, the child must be either:

- under age 18, or
- under age 25 and in full-time attendance at a recognized school or university

The child must also be:

- the natural child of the contributor
- a child adopted "legally" or "in fact" by the contributor while under the age of 21
- a child "legally" or "in fact" living with and in the custody and control of the contributor while under the age of 21

Once a child turns 25, they are no longer eligible for these benefits.

For any of the CPP Survivor benefits to be payable, an application must be made, and the deceased contributor must meet the specified contributor requirements.

For further information and applications regarding Canada Pension Plan Benefits, please visit a Service Canada Centre in your area or contact Service Canada by phone at:

English:.....1-800-277-9914

French:.....1-800-277-9915

TTY:.....1-800-255-4786

Website:.....www.servicecanada.gc.ca

If you move, you should notify Service Canada immediately of your new address, even if your payments are being deposited to your bank account. This will allow Service Canada to send you important information like your tax slip (T-4).

You can notify Service Canada's voice messaging service of your change of address 24 hours a day, 7 days a week by calling, free of charge, service at 1-800-277-9914. Persons with hearing/speech impairments using TDD/TYY devices may call 1-800-255-4786.

You can also use the My Service Canada Account online service to view and update your Old Age Security (OAS) and Canada Pension Plan (CPP) address, telephone number and payment destination.

Old Age Security (OAS)

The Old Age Security pension is a monthly payment you can get if you are 65 and older.

In most cases, Service Canada will be able to automatically enroll you for the OAS pension if sufficient information is available. Service Canada will inform you if you have been automatically enrolled.

You can receive the Old Age Security (OAS) pension even if you have never worked or are still working.

If you are living in Canada, you must:

- be 65 years old or older
- be a Canadian citizen or a legal resident at the time we approve your OAS pension application
- have resided in Canada for at least 10 years since the age of 18
- The amount of the Allowance that you receive depends on your marital status and your previous year's income (or in the case of a couple, your combined income).

For applications and further information on what documents you should submit with your application, please visit a Service Canada Centre in your area or contact Service Canada by phone at:

English:.....1-800-277-9914

French:.....1-800-277-9915

TTY:..... .1-800-255-4786

Website:.....www.servicecanada.gc.ca

****The Old Age Security Act also provides the following income tested benefits to eligible persons with little or no income:****

Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement (GIS) is a monthly payment you can get if you are 65 or older.

The Supplement is based on income and is available to Old Age Security pensioners with low income. It is not taxable.

In many cases, they will let you know by letter when you could start receiving the first payment. They will send you this letter the month after you turn 64. In other cases, you may have to apply.

You may be able to get this benefit if:

- you are 65 or older
- you live in Canada
- you receive the Old Age Security (OAS) pension
- your income is below $21,768 if you are single, widowed, or divorced
- your income plus the income of your spouse/common-law partner is below:
  - $28,752 if your spouse/common-law partner receives the full OAS pension
  - $52,176 if your spouse/common-law partner does not receive an OAS pension
  - $40,272 if your spouse/common-law partner receives the Allowance

Guaranteed Income Supplement Allowance

The Allowance is a non-taxable payment you can get if:

- you are age 60 to 64
- you live in Canada
- your spouse or common-law partner is eligible to receive the Guaranteed Income supplement (GIS)
- your combined annual income is less than the maximum annual income threshold for the Allowance.

You should apply for the Allowance 6 to 11 months before you turn 60. If you are already 60 to 64 years old you should apply as soon as possible.

If you were in receipt of the Allowance and your spouse or common-law partner has passed away, you will be automatically converted to the Allowance for the Survivor.

Allowance for the Survivor

The Allowance for the Survivor is a monthly payment you can get if:

- you are age 60 to 64
- you live in Canada
- your spouse or common-law partner has died and since their death you have not remarried or become a common-law partner to another person
- your annual income is less than the maximum annual income threshold for the Allowance for the Survivor.

You will have to apply if your spouse or common-law partner has passed away and you are between the age of 60 and 64. Do not apply earlier than 11 months before you turn 60.

For applications and further information for the Guaranteed Income Supplement and the Allowance and Allowance for the Survivor benefits, please contact a Service Canada Centre in your area or contact Service Canada by phone at:

English 1-800-277-9914

French 1-800-277-9915

TTY 1-800-255-4786

Website . . . . . www.servicecanada.gc.ca

Yukon Senior's Income Supplement (YSIS)

This is a benefit paid to senior citizens of the Yukon by the Yukon Territorial Government. To be eligible you must be receiving one of the following federal pensions: GIS, Allowance or Allowance for the Survivor. This pension, which is up to a maximum of $288.61 per month, and will be paid automatically if you meet the above requirements. There is no application for this benefit. Benefits are based on your Income Tax Return. Once in receipt of YSIS, a yearly income must be completed or benefits suspended.

For further information please contact:

Phone . . . . . (867) 667-5674

Toll free . . . . . 1-800-661-0408 ext. 5674

Tax Deductions

Tax deductions from your Canada Pension Plan and Old Age Security benefits are optional. If you wish to have a tax deduction from your Canada Pension Plan (CPP) or Old Age Security (OAS) benefit or change the amount of an existing voluntary tax withhold, please visit a Service Canada Centre in your area or contact Service Canada by phone at:

For further information please contact:

English 1-800-277-9914

French 1-800-277-9915

TTY 1-800-255-4786

Website . . . . . www.servicecanada.gc.ca

Member of Parliament

The office of the Member of Parliament for Yukon is available to help navigate and assist with issues with federal programing. Including but not limited to, Old Age Security, Guaranteed Income supplement, Canada Pension Plan as well as Passport Canada, Canada Revenue and Immigration Canada.

For further information please contact:

Phone . . . . . (867) 668-6565

Office . . . . . 204-204 Black Street
Whitehorse, YT

Veterans Affairs Canada (VAC)

Veterans Affairs Canada is the department within the Government of Canada with responsibility for pensions, benefits and services for war veterans, retired and still-serving members of the Canadian Armed Forces and Royal Canadian Mounted Police, their families, as well as some civilians.

Veterans Affairs offer several different benefits, including mental and physical health, financial programs and services, education and job, housing and home life. Benefits and services for family, including survivors and caregivers.

Options are available to you as a member or former member of the Royal Canadian Mounted Police.

Remembrances – History, memorials, medals and decorations of those who served.

For further information about any Veterans Affairs Canada programs and services, please contact:

Phone 1-866-522-2122

TDD/TTY 1-833-921-0071

Website . . . . . www.veterans.gc.ca

Hours . . . . . Monday to Friday
8:30 to 4:30 local time.

VAC Assistance Service

The VAC Assistance Service can provide you with psychological support. It is available 24 hours a day, 365 days a year. The service is for Veterans, former RCMP members, their families, and caregivers and is provided at no cost. You do not need to be a client of VAC to receive services.

For further information please contact:

Toll-free 1-800-268-7708

TDD/TTY 1-800-567-5803

Whitehorse Legion Branch 254

Phone . . . . . (867) 667-2800

Email . . . . . branch254@northwestel.net

Registered Retirement Savings Plan (RRSP)

Many seniors have paid into an RRSP while working. You may continue to accumulate your savings in an RRSP until you are 71 years of age. You must close your RRSP by the end of year when you turn 71. At which time you must withdraw them or convert your RRSP to a Retirement Income Fund (RIF) or use them to purchase an annuity. The institution that holds your RRSP can provide detailed explanations of these options.

Private Pensions

Private pensions available from your employer should have a number of options. They also may have several conditions placed on the amount and method of payment. Your employer will be able to provide you with detailed explanations of your pension plan so that you and your family are well taken care of after retirement.

Superannuation

Superannuation is a pension plan administered in accordance with Federal Legislation. People who are contributors under the different sections of this legislation are those in the RCMP, Military Service, Federal and Territorial employees and those who are employees of designated Crown Corporations. Should you have any questions or concerns regarding entitlement or benefits please contact your local Personnel Office, or the Superannuation Branch. Please ensure that you have your Superannuation Number at hand when you call.

For further information, please contact:

Yukon Employees phone:

A- K ..... (867) 667-5853

L – Z ..... (867) 633-7994

Federal Employees and Superannuation Recipients Phone:

Phone 1-800-561-7930

Hours: ..... Monday to Friday
7 a.m. to 5 p.m. eastern time

Mail ..... Public Services and Procurement Canada
Government of Canada Pension Centre – Mail Facility
PO Box 8000
Matane, QC G4W 4T6

Always include your pension number or Personal Record Identifier (PRI) when writing.

GRANTS & FINANCES

Pioneer Utility Grant (PUG)

The Pioneer Utility Grant (PUG) assists Yukon seniors with the cost of heating their homes regardless of whether they own or rent. Seniors who are living in social housing or getting a rental subsidy are not eligible for the grant. Heating can be oil, electric, wood, propane or wood pellets. Yukoners must apply every year.

Who can apply for this funding?

- Yukon seniors who are 65 or older in the year of the grant, ***and***
- A Canadian citizen or permanent resident who has lived in Yukon for a minimum of 12 months, ***and***
- Yukoners who live in the Yukon a minimum of 183 days every year.
  - 3 months of the 183 days must be during the winter months defined as January, February, March, October, November and December.

Yukoners on an extended vacation during the first 6 months of the year must delay submitting their application. For example, if you travel south on vacation for the entire month of February, you cannot apply until November 1. You would need January, March and October to count as your winter months.

Principal residence means the normal place of residence in the Yukon, of an applicant.

Applications are accepted between July 1 and December 31. ***Incomplete applications or applications received after December 31 will not be accepted.***

Applications are available at the Information Desk of the Yukon Government Administration Building on Second Ave.

If you live outside Whitehorse, see appendix for your local Social Services Office.

For further information please contact:

Yukon Council on Aging:

Seniors Information Centre ..... (867) 668-3383

Location ..... 4061B 4th Ave.
Whitehorse, Yukon

Social Services:

Phone ..... (867) 667-5137

Toll free ..... 1-800-661-0408 ext. 5674

Email ..... incomesupport@yukon.ca.

Location ..... 3168 3rd Ave.
Whitehorse, Yukon

City of Whitehorse Seniors Utility Charges Rebate

The City of Whitehorse offers a rebate on fees paid for water, sewer and garbage collection. You are eligible for the City Utility Grant if:

- You are 65 years of age or older.

Or

- You are 60 years of age or older and the surviving spouse of a person who was eligible for the rebate prior to his or her death. ***And***
- You pay City of Whitehorse utilities

The amount of benefit is a maximum of $500. Utilities must be paid in full to be eligible for the grant. Proof of age is required for first-time applicants. Applications must be made directly to the City of Whitehorse on or after October 15 of each year but no later than December 31st in the year for which the grant is requested. ***Incomplete applications or applications received after December 31 will not be accepted.***

Homeowners Grant (property tax)

The Homeowner's Grant is a grant for Yukon residents who own and occupy their own home.

If you, or the co-owner, are 65 years of age or older, the grant amount is equivalent to 75% of the general taxes to a maximum of $500 per household.

If you or the co-owner are under 65 years of age, the grant amount is equivalent to 50% of the general taxes to a maximum of $450 per household.

In order to qualify for the Homeowner's Grant you must:

- Own and occupy your residence since January 1st, or 184 days of the current property tax year (Jan 1st to Dec 31st).
- Have your property taxes paid in full.

There are several ways to receive the grant and are as follows:

- If you pay your own taxes, the grant may be credited at the time the taxes are paid.
- If a mortgage company pays your taxes, the grant may be credited at the time the taxes are paid. This application must be submitted by June 10th of the current year.
- If you or your mortgage company pay the taxes and you wish to receive your Home Owner's Grant cheque, you are required to submit your application requesting the cheque be forwarded to you.

Applications are accepted from the time of the current year tax payment until Feb 15 of the following year.

For further information and application forms, please contact:

Property Assessment & Taxation.....(867) 667-5118

Toll Free.....1-800-661-0408 ext. 5268

Mail .....Government of the Yukon
P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Seniors' Property Tax Deferment

The seniors' property tax deferment program allows you to postpone paying your property taxes. You can defer up to 75% of the assessed value of your home. You can defer all or part of your home's annual property taxes minus the Home Owners Grant for the current or subsequent taxation year.

Eligibility

- You must be 65+.
- You must live outside of municipalities in areas where the Government of Yukon is the taxation authority.
- You must own and live in your own home.

Types of homes that are eligible

- A home or mobile home you own and in which you normally reside. This will be the same property on which you claim the Homeowners Grant.
- If you have a home under an agreement to purchase or a long-term Crown lease, you may qualify.

Types of homes not eligible

- Second homes such as cottages, cabins and rental properties are not eligible.

You can apply to defer all or part of your taxes any time of the year after January 1. If you apply after July 2, you may have to pay penalties and interest on unpaid taxes for the year.

For further information and application forms, please contact:

Phone . . . . . (867) 667-5268

Toll free in Yukon . . . . . 1-800-661-0408, ext. 5268

Email . . . . . assessment.taxation@yukon.ca

Location . . . . . 308 Steele Street, 1st floor
Whitehorse, Yukon

Hours . . . . . Monday to Friday
8:30 a.m. to 4:30 p.m.

Goods and Services Tax Credit

The Goods and Services Tax (GST) Credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the GST that they pay.

To receive the GST credit quarterly payments, people must file their income tax and benefit return and complete the goods and services tax/harmonized sales tax (GST/HST) credit application on the first page of the return.

Employment Insurance Benefits (EI)

Employment Insurance (EI) provides regular benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, or seasonal or mass lay-offs) and are available for and able to work, but can't find a job.

EI sickness benefits can provide you with up to 26 weeks of financial assistance if you can't work for medical reasons. You could receive 55% of your earnings up to a maximum of $668 a week.

You must get a medical certificate showing that you're unable to work for medical reasons and for approximately how long. Medical reasons include illness, injury, quarantine or any medical condition that prevents you from working.

Employment Insurance Caregiving Benefits

EI caregiving benefits provide financial assistance while you're away from work to care for or support a critically ill or injured person or someone needing end-of-life care. You could receive 55% of your earnings, up to a maximum of $668 a week.

As a caregiver, you don't have to be related to or live with the person you care for or support, but they must consider you to be like a family member.

Three types of caregiving benefits:

- Family caregiver benefit for children – providing care for critically ill or injured person under 18 - up to 35 weeks payable

- Family caregiver benefit for adults - providing care to critically ill or injured person 18 or older – up to 15 weeks payable.
- Compassionate care benefits – a person of any age who requires end of life care. – up to 26 weeks payable.

You can receive benefits during the 52 weeks following the date the person is certified by a medical doctor or nurse practitioner to be critically ill or injured or in need of end-of-life care. You can take the weeks of benefits within this timeframe either all at once or in separate periods.

The weeks of benefits can be shared by eligible caregivers, either at the same time or one after another.

Social Assistance Program

Health and Social Services is a Territorial Government Department that offers financial assistance to residents who are in need. Assistance may be granted either on an on-going basis or to help overcome an emergency situation. You may apply for the following forms of assistance:

- Assistance with medically related expenses which are not covered under the Extended Health Care Benefits program for seniors, Yukon Pharmacare, or the Chronic Disease List.
- Assistance with special needs. Consideration may be given on an individual basis for assistance with unexpected expenses which the senior citizen cannot afford to pay.
- As a funder of last resort, eligibility is determined by income and financial resources of the applicant.

For further information, please contact:

Social Assistance, Whitehorse . . . . . (867) 667-5674

Location . . . . . 3168-3rd Ave. Whitehorse

YUKON HEALTH SERVICES

Yukon Health Care Insurance Plan

To receive coverage under the Yukon Health Care Insurance Plan (YHCIP) you must be registered with the plan.

If you have just moved to the Yukon from another province or territory and are planning to settle here, you should register with the Yukon Health Care Insurance Plan as soon as you arrive. There is a 3-month waiting period to qualify for YHCIP.

The health plan of the province or territory you have just left should cover your hospital and physician expenses for up to three months.

Chronic Disease and Disability Benefits

The Chronic Disease and Disability Benefits program provides coverage for Yukon residents who have a chronic disease or disability and are under the age of 65. Your prescriber applies to the program for you. In the application, they will include your chronic condition and any needed medications or equipment.

Pharmacare and Extended Care Benefits

Extended Health Care Benefits

The Pharmacare and extended health-care benefits programs assist registered seniors with the cost of:

- prescription drugs;
- dental care;
- eye care; and
- medical-surgical supplies and equipment.

Eligibility

You must be:

- registered with the Yukon Health Care Insurance Plan (YHCIP); and
- a Yukon resident age 65 or over.

If you are registered with Yukon Health Care Insurance Plan, you

will receive a pharmacare program application form in the month you turn 65. Contact the office if you have not received your form.

You're also eligible if you're:

- a Yukon resident registered with YHCIP;
- married to a Yukon resident who is 65 years of age or older.
- aged between 60 and 64

New Yukon resident
If you're a new Yukon resident, it takes 3 months for your YHCIP coverage and seniors benefits to begin. To receive your health care, you must:

- Apply for the Yukon Health Care Insurance Plan.
- Apply for Pharmacare and extended health benefits at the same time as when you apply for the Health Care Insurance Plan. In person: 4th floor, 204 Lambert Street, Whitehorse. Our office is open Monday through Friday, from 8:30 a.m. to 5 p.m.

We'll issue you with a card once you finish the registration process.

Why would your benefits stop?

- If you're away from the Yukon for more than 183 consecutive days.
- Your benefits stop the date you permanently move out of the territory.

Pharmacare benefits

The Pharmacare card confirms your eligibility for all insured physician, hospital and seniors' benefits. The program is the insurer of last resort. You have to pay your costs 1st, then you'll be reimbursed.

If you receive health insurance benefits through your employer or a 3rd-party insurance agency:

- 1st, submit your claims to these insurers; and
- do not submit the same claims to both Pharmacare and your employer or 3rd-party insurance agency.

Pharmacare coverage

Benefits under the Pharmacare program include partial or 100% coverage.

Medical surgical supplies or equipment

You may be able to get:

- walking aids;
- hand inhalers;
- artificial eyes and limbs;
- respiratory equipment;
- commodes; and
- manual wheelchairs.

Hearing aids

- 1 hearing aid is allowed in a 4-year period.
- Repair and adjustment of 1 hearing aid with a 12-month warranty.
- No charge for adjustments.
- Batteries are not covered.

Dental care

(Coverage is limited to $1,400 in any 2-year period.)

- The plan pays for dentures or rebases once in a 5-year period to a maximum of $1,400
- If you present your Pharmacare card to the dentist, they'll submit the bill directly to the health-care plan for payment.

You'll have to pay any amount over the $1,400 limit. If you need high-cost procedures, you should sign the appropriate application form available through your clinic. Then, have your dental clinic submit the form to the Pharmacare program to get prior approval for the procedure.

Eye examinations and glasses

- The plan may pay for 1 eye examination, new lenses and a maximum of $100 toward the purchase of frames once every 2 years.
- Benefits do not include the repair of glasses.
- The purchase of tinted or contact lenses is not covered.

Prescription medications

If you do not have the Pharmacare card with you when making a purchase, you'll be charged for the cost of drugs. The program may refund this amount, but you must submit the original receipt.

The Pharmacare program will pay the total costs of the lowest priced generics of all prescription drugs. You can find a list of drugs and costs in the Yukon Pharmacare Formulary. The cost includes the dispensing fee.

Non-Prescription Drugs and Goods

The program covers some non-prescription drugs and goods:

- compounds used in the control of heart disease, nitroglycerin, preparations, digoxin and other digitalis-related products;
- anti-inflammatory drugs;
- analgesics used for the symptomatic relief of arthritic conditions; and
- insulin syringes.

What Pharmacare does not cover

Pharmacare does not cover the cost of products that do not require a prescription, such as:

- vitamins.
- patent medicines.
- personal care items.
- medical or surgical supplies.
- laxatives.
- antacids; and
- most medicines used in the treatment of colds.

For further information and registration regarding the Yukon Health Care Insurance Plan, Temporary Absence forms, Chronic Disease Program or Pharmacare, and Extended Health Care Benefits, programs please contact:

Health Services, Whitehorse. . . . . .(867) 667-5403

Toll free . . . . . .1-800-661-0408.

Medical travel with Yukon Insured Health

Medical travel covers both in-territory and outside travel for medical services within Canada.

For more information, contact your care provider or Insured Health and Hearing Services at (867)667-5209.

To be eligible:

- you must be enrolled in or be eligible for the Yukon Health Care Insurance Plan (YHCIP);
- the medical service must be provided by a licensed medical practitioner and considered essential to your health;
- the service must not be available within your home community;
- you must start your travel in the Yukon;
- a doctor, nurse or other health care professional must provide an application; and
- the Medical Travel Program must approve the application.

Depending on your situation, you, your spouse and family may be covered by other acts or programs. For example, if you:

- are injured or become ill at work, you'd deal with the Yukon Workers' Compensation Health and Safety Board;
- have First Nations or Inuit Status, you have coverage under non-insured health benefits for First Nations and Inuit.
- are a member of the Canadian Armed Forces or the RCMP; or
- are a federal government employee, you have medical travel coverage through your work.

What does the program offer?

If the medically necessary Insured Health service you require is not available in your community, they may cover travel for you to receive that service. This could include mileage reimbursement at the rate of 30 cents per kilometre, and the most appropriate and cost effective flights to get to your appointments.

They also cover in-territory travel for the following non-insured services:

- Hearing Services;
- Mental Wellness and Substance Use Services;
- Child Development Services; and
- Outpatient Therapy Services at Whitehorse General Hospital.

When you're on approved medical travel, you're eligible to claim a subsidy to assist with costs incurred while on medical travel:

- You and any approved escorts will receive a travel subsidy of $78 for same day travel.
- If you need to stay overnight as an outpatient while on medical travel, you will receive a $155 travel subsidy starting on the first day (up to 16 days). Any approved escorts will receive a travel subsidy of $78 per day.
- If you are admitted to a facility as an inpatient, your approved escort may be eligible to receive a travel subsidy of $155 per day.

Travel escorts

Some patients are not able to travel without help. Your medical practitioner may request an escort to accompany you. These requests will be approved if specific criteria are met. We'll cover the travel costs of approved escorts.

Non-resident, visiting Yukon or travelling?

If you are not a resident of Yukon and you need medical travel during your stay in the territory, you will be responsible for all medical travel costs. The medical travel program will only organize medical travel for visitors and non-residents needing emergency medical travel to a health centre or Southern hospital. Visitors needing medevac, ground ambulance or hospital transfer will be invoiced for the full cost of these services.

Likewise, if you are outside the Yukon on personal travel, we do not cover the cost of air or ground ambulance services. This also applies when you are out on Medical Travel but choose to stay for additional personal days. We also do not cover the cost of any related services, such as:

- hospital transfers;
- escorts; and
- return transportation charges.

Any time you leave the Yukon, we recommend that you get private medical insurance that covers medical travel.

If you have questions,

Phone ..... (867) 667-5203

Toll free ..... 1-800-661-0408 ext. 5203

Fax ..... (867) 393-6486

Email ..... medicaltravel@yukon.ca

Location ..... 204 Lambert Street, 4th Floor
Whitehorse.

Hours ..... Monday through Friday
8:30 a.m. to 4:30 p.m.

Mail ..... Government of Yukon
Medical Treatment Travel
PO Box 2703
Whitehorse, Yukon Y1A 2C6

Dental Care

Yukon Dental Program

The Yukon Dental Program is a publicly funded dental plan for Yukoners who do not have dental insurance.

To be eligible:

- you must be enrolled in the Yukon Health Care Insurance Plan;
- your gross income must be $60,000 or less for individuals and $90,000 or less for individuals with two children. The threshold increases progressively with family size; and
- you must not be eligible for dental coverage under any other program, plan or insurance group.

What does the program cover?

It covers dental services such as:

- cleanings;
- dental exams;
- fillings;
- X-rays;
- getting teeth pulled; and
- in some cases dentures.

What benefits can I receive?

- If you're eligible for the Pharmacare and Extended Health Care Benefits program, you could receive up to $600 each year. Use up your Yukon Dental Program benefits first.
- If you have no other dental coverage or benefits, you could receive $1,300 each year.
- If you're enrolled in the Yukon Dental Program, and depending on the dental work being done, you should not pay anything at the dentist unless you're over your annual limit.

Canadian Dental Care Plan (CDCP)

The Canadian Dental Care Plan (CDCP) is helping make the cost of dental care more affordable for eligible Canadian residents.

Applications now open for:

- Seniors aged 65 and over
- Children under the age of 18
- Adults with a valid federal Disability Tax Credit certificate for 2023

To qualify for CDCP, you must meet all 4 of these requirements:

- You don't have access to dental insurance
- Your adjusted family net income is less the $90,000
- You are a Canadian resident for tax purposes
- You filed your tax return for the previous year.

If you have dental coverage through a provincial, territorial or federal government social program, you can still qualify for the CDCP. If you qualify, your coverage will be coordinated between the plans to make sure there are no duplication or gaps in coverage.

You can check the status of your application with Canadian Dental Care Plan (CDCP) you can contact:

Phone 1-833-537-4342

TTY 1-833-677-6262

Vital Statistics

Vital Statistics will provide you with the following certificates:

- Birth
- Death
- Marriage
- Change of name
- Change of sex on birth registration

For further information, please contact:

Deputy Registrar . . . . . (867) 667-5207

Toll free . . . . . 1-800-661-0408 ext. 5207

Email . . . . . vital.statistics@yukon.ca

Website . . . . . yukon.ca/births-marriages-and-deaths

Location . . . . . Financial Plaza, 4th Floor
204 Lambert Street, Whitehorse

Mail . . . . . PO Box 2703
Whitehorse, Yukon Y1A 2C6

Hearing Services

Hearing Services offers assistance to every Yukoner, you do not need a doctor's referral. A variety of tests are performed to determine what would be suitable for you; consulting on a selection of hearing aids if needed, listening devices for TV/Phone and help you and your family to cope with hearing loss.

Hearing Aid Repair: Drop in Clinic, Mon. to Thursday. 1:00 –1:45 p.m. First come first served basis.

Hearing screening in the communities are provided mainly through the community health nurses.

Yukon Health Care Insurance Plan for seniors on Pharmacare. You can get up to $600 for 1 hearing-aid.

For further information, please contact:

Audiologist ..... (867) 667-5913

Toll Free ..... 1-800-661-0408 ext. 5913

Fax ..... (867) 667-5922

Location ..... #204- 4114 4th Ave.
Whitehorse, Yukon Y1A 4N7

Whitehorse Health Centre

Services provided by professional community health nurses include:

- Maternal-child
- School health
- Home visiting
- Health education and promotion
- Immunization

Activities include: Immunization clinics, prenatal classes, breastfeeding and infant feeding support, postnatal care and school health clinics.

For further information, please contact:

Community Health ..... (867) 667-8864

Location ..... 9010 Quartz Road
Whitehorse, Yukon Y1A 2Z5

Whitehorse Travel Health Clinic

Whitehorse Travel Health Clinic is the first one-stop specialized travel health clinic in the territory that provides clients with comprehensive customized travel health recommendations, travel vaccines (including yellow fever) and prescription medications that are essential for travel.

For further information, please contact:

Email . . . . . admin@whitehorsetravelclinic.com

Phone . . . . . (867) 333-6566

Location . . . . . 507 Hawkins Street,
Whitehorse, Yukon Y1A 1Y1

Foot Clinic

The foot clinic is held the last Saturday of each month 8 – 4 pm. - September to June.

Appointments should be made at the Golden Age Society either in person or by phone.

You are asked to bring a towel to the appointment.

For further information, please contact:

Email . . . . . gasoffice@northwestel.net

Phone . . . . . (867) 668-5538

Location . . . . . 4061 A 4th Avenue
Whitehorse, Yukon Y1A 1H1

Non-Insured Health Benefits program

NIHB provides eligible First Nations and Inuit with coverage for a range of health benefits including drugs, dental and vision care, medical supplies and equipment, mental health counselling and medical transportation.

Who is eligible

To be eligible, a client must be a resident of Canada, and one of the following:

- a First Nations person who is registered under the Indian Act (commonly referred to as a "Status Indian")
- an Inuk recognized by an Inuit land claim organization as outlined in Inuit client eligibility for the NIHB program

For further information, please contact:

Phone . . . . . (867) 393-3800

Toll Free 1-866-362-6717

Location . . . . . 100-300 Main St.
Whitehorse, Yukon Y1A 2B5

Mental Health Services

Mental Health Services provides consultation, referral and referral services, in addition to assessment and treatment services to individuals with a diagnosable mental health problem across the lifespan. They also provide consultation and information to individuals concerned about a family member's mental health. The rural offices focus on servicing individuals with a serious, persistent mental illness. In Faro, Ross River and Old Crow, Mental Health Services provides a full range of counseling and mental health services.

Whitehorse

Phone . . . . . (867) 667-8346

Fax . . . . . (867) 667-8372

Location . . . . . #4 Hospital Road, 2nd Floor.
Whitehorse, Yukon Y1A 2C6

Dawson

Phone ..... (867) 993-7897

Fax ..... (867) 993-2335

Location ..... 853-3rd Avenue, P.O. Box 99
Dawson City, Yukon Y0B 1G0

Haines Junction

Phone ..... (867) 634-7504

Fax ..... (867) 634-7503

Location ..... Box 2123
Haines Junction, Yukon Y0B 1L0

Seniors' Services/Adult Protection Unit

Social Worker for Seniors'

The Adult Protection Unit is mandated through the Adult Protection and Decision-Making Act to make inquiries into reports of suspected physical, emotional, or financial abuse, neglect or self-neglect of adults ages 19 and older, who may be unable to seek support and assistance. Reports are confidential and the identity of the reporter will not be disclosed.

If an adult is experiencing abuse, neglect or self-neglect and if they are unable to seek their own support and assistance, an Adult Protection social worker will use a variety of informal and/or formal support and legal tools to help increase the adult's safety. They will use the least intrusive and most effective support, while respecting the adult's values and wishes to the greatest extent possible.

For further information, or to book an appointment, please contact:

Adult protection unit, Whitehorse ..... (867) 456-3946

Toll free ..... 1-800- 661-0408 ext. 3946

If you live outside of Whitehorse, call the toll free number or contact your local Social Services office.

Yukon Home Care Program

The Yukon Home Care Program assists people to maintain their independence while living at home. This territory-wide service works closely with other government departments, First Nations governments, medical facilities and community partners.

The program provides:

- acute
- chronic
- palliative
- rehabilitation services; and
- respite care.

Services are based on an individual's assessed needs.

Whitehorse services include:

- care coordination
- social work
- home support
- occupational therapy
- physiotherapy
- nursing; and
- speech-language pathology.

Community services include:

- care coordination
- regional home support workers
- community-based nursing;
- regional therapy services (physiotherapy, occupational therapy or speech-language pathology)

Yukoners of all ages are eligible if they:

- have an assessed need for home care; and
- have, or have applied for, the Yukon Health Care Insurance Plan.

To access this service, you may refer yourself for home care services or have someone phone on your behalf. Some services may require a physician referral.

For further information please contact:

Whitehorse Home Care Office . . . . . (867) 667-5774

For the number in your community look under the community index.

Palliative Care Program

Palliative care is a specialized approach to care for people and families living with a life-limiting illness. Often their illness is at an advanced stage. The goal of a palliative approach to care is to provide comfort and dignity. This approach aims to improve quality of life for both this person and their family.

Palliative care addresses:

- physical issues
- psychological issues
- social issues
- spiritual issues
- practical issues
- an individual's and family's expectations
- an individual's and family's needs, hopes and fears

People with life-limiting illnesses benefit from a palliative approach to care. So do their families. A palliative approach to care can begin early. It may start from the time someone receives a palliative diagnosis all the way through end-of-life care. Palliative care helps those living with life-limiting diseases such as:

- cancer
- advanced heart disease
- respiratory disease
- kidney disease
- Alzheimer's disease
- AIDS
- ALS
- Multiple Sclerosis.

Palliative care is offered in a variety of places, such as:

- at home;
- in hospitals.
- in long-term care homes
- at Wind River Hospice House in Whitehorse.

People living with a palliative diagnosis are often cared for at home by their family and friends. Often, they're also supported by health services in the community. At certain times, it may not be possible to manage care at home for a variety of reasons.

In these situations, palliative care is usually provided by health care professionals. This can happen in the hospital, in long-term care homes or at Wind River Hospice House. This includes short or longer stays in one of these settings. The length of stay often depends on the person and their family's goals of care.

For further information please contact

Palliative Care Resource Team . . . . . (867) 667-9380
Toll Free. . . . . 1-800-661-0408 ext. 6807
Email . . . . . palliativecare@yukon.ca
Website. . . . . yukon.ca/palliative-care

Health Promotion Unit (HPU)

The HPU offers programming and information in the areas of smoking cessation, nutrition/healthy eating, and sexual health.

Getting support can double your chances of becoming smoke-free! For personalized counseling to quit smoking call the Smokers' Helpline 1-877-513-5333 www.smokershelpline.ca. For in-person coaching to quit smoking including free nicotine replacement therapy (the patch") sign-up for the Quitpath program (867)667-8393 www.quitpath.ca

For further information contact:

Phone. . . . . (867) 456-6576
Location . . . . . Health and Social Services
Yukon Government
305 Jarvis St. 2nd Floor
Whitehorse, Yukon, Y1A 2H3

COMMUNITY HEALTH SERVICES

Mental Wellness and Substance Use Services

Mental Wellness and Substance Use Services provides free support for people with mental wellness and substance use issues, including:

- 1-on-1 counselling;
- short-term counselling;
- education; and
- groups and classes for a variety of mental health and substance use issues.

All services are offered at the Sarah Steele Building at 609 Steele Street.

Our services

Rapid access counselling

Rapid access counselling is 1 session of targeted counselling. It's designed to support you in the moment and help you find solutions.

You may find that in one session you are able to resolve a current stressor, or you may explore options to be on the waitlist for alternate groups or longer-term counselling.

When is this counselling available?

This counselling is available Monday through Friday.

How to access this counselling

Phone (867) 456-3838 to see or speak to someone right away. Appointments are booked within 3 business days of your request.

Group counselling options in Whitehorse

We offer groups and workshops to support a variety of needs and interests. There are groups and programs that are drop-in, with no registration required, and others that require a referral and intake.

Phone. . . . . (867) 456-3838.

Alcohol and Drug Info Helpline (24 hr). 1-866-980-9099

Alcoholics Anonymous

Hold regular AA meetings: for a schedule of meeting times and locations - call;

AA (24 hr)..... (867)668-5878

Web site..... www.bcyukonaa.org

Alanon- Family Groups

Provides assistance to individuals or families affected by alcohol

For further information contact

Phone ..... (867)667-7142

Website ..... www.bcyukon-al-anon.org

Arthritis Society

The Arthritis Answers Line provides basic information, emotional support, and referrals to local contacts and/or support groups.

For information on any of the 100 Rheumatic conditions commonly referred to as "Arthritis". Please call:

Arthritis Telephone Information Service 1-800-321-1433

Website ..... www.arthritis.ca

Canadian Cancer Society – BC /Yukon

The Canadian Cancer Society is a national, community-based volunteer organization which is very active in public education, fund-raising and patient services. Volunteers are always welcome.

For further information contact:

Phone ..... (604) 872-4400

Fax ..... (604) 872-4113

Website ..... www.cancer.ca

Location ..... 625 Howe Street, Suite 860
Vancouver, British Columbia V6C 2T6

Canadian Red Cross Society

The Canadian Red Cross Society operates the Health Equipment Load program (HELP) in the community of Whitehorse. This volunteer managed, community-based program lends medical equipment on a short-term basis to people of all ages who are recovering from surgery, illness, or injury. The inventory consists of items such as wheelchairs, walkers, commodes, raised toilet seats and bath seats. A referral from a healthcare professional is required and arrangements to borrow equipment can be made by calling the Whitehorse depot. While there is no fee for borrowing equipment, HELP depends largely on generous individuals who make monetary contributions or donation equipment.

For further information contact:

Red Cross Society . . . . . (867) 456-7359

Location . . . . . 133 Industrial Road
Whitehorse, Yukon Y1A 2V2

Hours . . . . . Wednesday and Friday
1- 4 p.m.

For information about other Red Cross programs and services please call:

Toll free 1-800-278-7177

Website . . . . . www.redcross.ca

Canadian National Institute for the Blind (CNIB)

CNIB provides an opportunity for limitless possibilities, providing you with the knowledge, skills and confidence to smash barriers in pursuit of the life you choose. Programs are free and available to Canadians who are blind or partially sighted, as well as their families, friends and caregivers.

For further information contact

Toll Free 1-800-563-2642

Website . . . . . www.cnib.ca

Cancer Care Coordinators

The Cancer Care Coordinator is a hospital staff member who provides a free service for cancer patients and their families by working closely with your health care team to provide continual support.

The Coordinator is available by phone or booked appointment Monday 10 a.m. to 4 p.m. and Tuesday – Friday from 8 a.m. to 4p.m.

For further information contact:

Phone . . . . . (867) 393-8853

Email . . . . . cancercare@wgh.yk.ca

Location . . . . . Whitehorse General Hospital
#5 Hospital Road
Whitehorse, Yukon Y1A 3H7

Located on main level in Outpatient Services/Specialist Clinic area.

Chronic Conditions Support Program

The Chronic Conditions Support Program (CCSP) is a patient-centred, collaborative care team. It offers a variety of programs and services for Yukoners living with chronic health conditions. Choose which programs and services will help you live well and plan for the future.

All programs and services are free and available by self-referral to Yukoners age 18 and older. We recommend you speak to your doctor if you have any concerns about signing up.

For more information:

Phone . . . . . (867) 667-8733

Toll-free in Yukon . . . . . 1-800-661-0408, ext. 8733

Email . . . . . ccsp@yukon.ca

Clinic Location . . . . . Unit 300, 4201-4th Avenue
Whitehorse, Yukon Y1A 5A1

Mailing Address . . . . . Box 2703
Whitehorse, Yukon Y1A 2C6

Heart and Stroke Foundation of BC and Yukon

The foundation provides information about heart disease and raises funds for research into heart disease.

"In memory" envelopes are available by contacting the phone numbers listed.

For further information contact:

Whitehorse . . . . . (867) 668-2685
Toll Free 1-888-473-4636
Website . . . . . www.heartandstroke.bc.ca

Hospice Yukon Society

Provides support for individuals and their loved ones facing advanced illness, death and bereavement through compassionate one-to-one support, education and grief groups.

Public educational workshops "Living with Loss" are offered four times per year for individuals as well as for professionals and caregivers. Hospice offers counseling, Healing Touch, vigil support and various groups, such as walking, art/journaling and poetry groups, a resource library of books, pamphlets are available to the public and can be mailed to those living outside of Whitehorse.

All services are free and confidential

Becoming a member of Hospice Yukon is an important way that you can support their work. . Members receive our annual publication and can vote at our AGM.

For further information contact:

Hospice Yukon Society . . . . . (867) 667-7429
Email . . . . . info@hospiceyukon.net
Hours . . . . . Monday to Friday 11:30 a.m.to 3:00 p.m.
Location . . . . . 409 Jarvis St.
Whitehorse, Yukon Y1A 2H4
Website . . . . . www.hospiceyukon.net

Line of Life Association (LIFE LINE)

Line of Life Yukon is an easy-to-use personal response service that lets you summon help any time of the day or night – even if you can't speak. All you have to do is press your Personal Help Button, worn on a wristband or pendant, and a trained Personal Response Associate will ensure you get help fast. That's why Line of Life provides the #1 Medical Alert Service to offer you and your family something else: peace of mind.

For further information contact:

Coordinator ..... (867) 667-6945

Email ..... lineoflife@northwestel.net

Hours ..... Tuesday-Thursday
9:30a.m. to 1:30p.m.

Location ..... Greenwood Place,
#214-3090 3rd Ave
Whitehorse, Yukon Y1A 1E3

Mailing Address ..... P.O. Box 31682
Whitehorse, Yukon Y1A 6L3

Website ..... www.lifeline.ca

Mental Wellness

For further information contact:

Whitehorse

Phone ..... (867) 667-2970

Location ..... 4071 4th Ave

Dawson City

Phone ..... (867) 993-6455

Location ..... Waterfront Building, Front Street

Haines Junction

Phone ..... (867) 634-2111

Location ..... 108 Auriol St

Watson Lake

Phone . . . . . (867) 536-2330

Location . . . . . 714 Adela Trail
Holt Agency Building

Services are also available in Mayo, Pelly Crossing, Destruction Bay, Burwash Landing, Beaver Creek, Carmacks, Carcross and Teslin.

Canadian Mental Health Association Yukon

CMHA branches across Canada provide innovative services for individuals with mental health concerns and their families, tailored to local community needs. Their core goal is to help individuals develop tools for meaningful, productive lives. Year-round, they offer free counselling and peer support groups. The CMHA-Yukon Division also has a 24/7 Reach Out Support Line staffed by trained peer support workers, along with the 988 Suicide Crisis Line.

For further information contact:

Phone . . . . . (867) 668-6429

Need help phone 1- 844-533-3030

Suicide Crisis Line 988

E-mail . . . . . admin@yukon.cmha.ca

Location . . . . . 415 Baxter Street
Whitehorse, Yukon Y1A 2T6

NAV-CARE – Supporting your Journey at Home

Nav-CARE (Navigation: Connecting, Advocating, Resourcing, Engaging) is a free program that helps Yukoners with declining health live at home longer. It pairs them with trained volunteers who provide support, reduce loneliness, and improve well-being.

Volunteers, called navigators, are trained to offer companionship, help clients find community resources and give emotional support.

Nav-CARE is free, voluntary, and confidential.

If you are interested in getting support through Nav-CARE or becoming a Nav-CARE volunteer, contact:

Phone . . . . . (867) 667-9360

Email . . . . . navcare.yukon@yukon.ca.

Website . . . . . yukon.ca/health-and-wellness/care-services/learn-about-nav-care

Victoria Faulkner Women's Centre

The Women's Centre is a safe and respectful space where women connect with each other, access support and services and work together to create positive change for women and the community. We are committed to promoting women's equality and well-being.

Our Women's Advocate helps women to assess their options in time of crisis.

- To access basic services – financial, legal, social, housing and employment
- In dealing with government agencies and accessing court services
- By empowering them to trust their judgment and make positive choices.

Wednesdays 11:30 a.m. to 1 p.m. and Friday and Saturday 5 p.m. to 7 p.m. there are free community meals for women.

Drop in for coffee, tea, showers, laundry, computer, fax and phone use!

Drop-In Hours: 11:00 am to 3:00 pm, Tuesdays, Wednesdays and Thursdays.

Friday and Saturday from 1:30 to 8 pm.

Women's Advocate: Monday to Thursday 9 a.m. to 4 p.m. By appointment recommended.

WomensAdvocate@vfwomenscentre.com

For further information contact:

Program Coordinator . . . . . (867) 667-2693

Fax . . . . . (867) 667-7004

Email . . . . . info@vfwomenscentre.com

Location . . . . . 503 Hanson Street
Whitehorse Yukon Y1A 1Y9

Whitehorse General Hospital Outpatient Nutrition Services

The Whitehorse General Hospital Dietitian offers information and consultation on diet and nutrition. For specific information regarding individual diets please contact your doctor for a referral.

For further information contact:

WGH Dietitian . . . . . (867) 393-8779

Location . . . . . #6 Hospital Rd.
Whitehorse, Yukon Y1A 3H7

Women's Auxiliary to the Whitehorse General Hospital

Auxiliary volunteers take a cart around the Whitehorse General Hospital three times a week through all wards and departments. The cart is stocked to ensure patients can purchase small toiletries, stationery, pop and various edibles. From the cart, volunteers also sell handmade baby knitting and their own birth announcement card. Funds raised by these sales are used to purchase items for the hospital which are not covered by capital budget.

For further information contact:

Whitehorse General Hospital . . . . . (867) 393-8700

Mail . . . . . P.O. Box 30081
Whitehorse, Yukon Y1A 5M2

Women and Gender Equity Directorate

Women and Gender Equity Directorate provides support and public education on gender equality, health and gender-based violence prevention. We work with gender equality seeking groups and non-government organizations to create a more inclusive Yukon.

For further information please contact:

In Whitehorse . . . . . (867) 667-3030

Outside Whitehorse-Toll Free . . . . . 1-800-661-0408 ext 3030

Email . . . . . wged@yukon.ca

Location . . . . . 404 Hanson Street, Suite 1
Whitehorse

Mail . . . . . Box 2703
Whitehorse, Yukon Y1A 2C6

Yukon Anti-Poverty Coalition (YAPC)

The Yukon Anti-Poverty Coalition works to eliminate poverty in the Yukon through awareness, education, advocacy, community building, and action.

In addition to advocacy, research, programming and fund administration, the Coalition also provides resources such as:

Supports:

- Free Food in Whitehorse: A monthly initiative providing access to free food resources.
- Surviving in the Yukon: A resource guide offering essential information on free and low-cost services available throughout the Yukon.
- Public Computer, Phone, Washroom (509 Hanson Street.)
- Whitehorse Connects: Held three times a year at the Kwanlin Dün Cultural Centre, this event brings together service providers and community members to offer free essential services such as healthcare, social support, haircuts, clothing, meals, and more.
- Community Meetings: Monthly meetings are open to all and take place every third Thursday, 5:30 p.m. to 7:30 p.m., at Lewis Hall, Whitehorse United Church.

For further information please contact:

Call . . . . . (867)334-9317

Email . . . . . info@yapc.ca

Website . . . . . www.yapc.ca

Location . . . . . 509 Hanson Street, Box 31230
Whitehorse, Yukon Y1A 5P7

Yukon Lung Association

This association raises funds through Christmas Seals, which are spent locally for the prevention and treatment of respiratory diseases.

For further information contact:

Coordinator ..... (867) 668-6974

Mail ..... P.O. Box 33122
Whitehorse YT Y1A 5Y5

RECREATION

******Please note all times and dates published are current at the time of publishing. Please phone contact numbers to get the most up to date information******

ElderActive Recreation Association

"Active in Body, Mind and Spirit"

ElderActive Recreation Association (ERA) is an organization of Yukoners 55+ years of age, dedicated to the promotion of active living for older adults. ElderActive offers a variety of programming such as; Pilates, Yoga, Hiking, Snowshoeing, Arts Workshops, and more. ERA also organizes various drop-in games at the Canada Games Centre including pickleball, shuffleboard etc. ERA is also responsible for supporting and helping organize Team Yukon for the Canada 55+ Senior Games.

For further information contact:

Office Coordinator .....(867) 456-8252

Email.....info@elderactive.ca

Website .....www.elderactive.ca

Location .....Suite 303 - 309 Strickland Street
Whitehorse, Yukon

Mail .....4061-4th Avenue
Whitehorse, YT Y1A 1H1

Golden Age Society

The mandate of the Golden Age Society (which was founded in April, 1876) is to enrich the lives of all seniors over the age of 55. The society provides recreational and social activities that help seniors to remain healthy and active in their retirement years.

The society owns and operates a physical space where members may participate in many different functions and activities. Activities such as bingo, pool, shuffleboard, line dancing, tai chi, line dancing as well as many different card and board games. The

society operates a professional care foot clinic for members at a discounted rate. Every Friday morning there is coffee and chat where members get together over a cup of tea or coffee. There are monthly luncheons and seasonal bbq's. Membership fees are $25.00 for a calendar year.

For further information contact:

Phone Number 867-668-5538

Email . . . . . gasoffice@northwestel.net

Website . . . . . goldenageyukon.com

Hours . . . . . 9:00 a.m. to 1:00 p.m.
Monday to Friday September to June
Office closed July and August but not activities

Location . . . . . 4061A - 4th Avenue
Whitehorse, Yukon Y1A1H1

Whitehorse Legion Branch 254

Whitehorse Legion is open 4:30 p.m.- 8:00 p.m. Mon – Fri and 2:00 p.m.– 8:00 p.m. Sat. (closed Mondays May to Sept long weekend). Legion activities include games, music, dinners as well as Remembrance Day services and Canada Day events.

For further information contact:

Whitehorse branch office . . . . . (867) 667-2800

Website www.whitehorselegionbranch254.ca

Location . . . . . 503 Steele St
Whitehorse, Yukon Y1A 2E1

Recreation and Parks Association of the Yukon (RPAY)

The Recreation and Parks Association of the Yukon (RPAY) is a non-profit society dedicated to empowering Yukon people and communities to adopt active, healthy lifestyles. RPAY works collaboratively with organizations and communities creating environments, which encourage recreation and parks opportunities for all Yukoners. The organization's extensive programs and services are supported by its territorial, Northern, and national multi-sectoral partnerships with groups, communities and governments

RPAY offers three types of memberships, Participant, Individual and Community/Associate memberships. All memberships expire annually on June 30th. Please have a credit card on hand when purchasing your membership as online payment is required.

For further information contact:

Phone . . . . . (867) 668-3010

Email . . . . . rpayadmin@rpay.org

Location . . . . . 201-C 170 Titanium Way
Whitehorse, YT

Mail . . . . . 4061-4th Avenue
Whitehorse, YT Y1A 1H1P

Website . . . . . www.rpay.ca

Recreation Programs - City of Whitehorse

The City of Whitehorse Recreation Department offers a 50% discount for seniors (60+) on all adult leisure programs. Senior programs advertised are already offered at a discounted rate. Staff and resources are also available to assist in leisure services provision.

Several days each week, 9am – 1pm in Canada Games Centre Flexi Hall. We have lawn bowling, shuffleboard, pickleball, leisure sports, socializing and more.

For further information on programs and services please contact:

City of Whitehorse ..... (867) 668-8325

Canada Games Centre ..... (867) 667-4386

Location ..... Recreation Department
4061 – 4th Avenue Whitehorse

Mail ..... 2121-2nd Ave.
Whitehorse, Yukon Y1A 1C2

EDUCATION

Yukon Public Libraries

All Yukon public libraries contain large print books, talking books and videos. Membership is free to all Yukon residents. Contact your local public library for information on materials that may be of interest to you.

For further information please contact:

Whitehorse Public Library, open daily except statutory holidays.

Phone . . . . . (867) 667-5239

Reference Services . . . . . (867) 667-3668

Location . . . . . 1171 Front Street

Website . . . . . yukonlibraries.ca

Yukon Archives

The Archives is responsible for acquiring, preserving and making available documentary sources related to Yukon history, cultures and development. The holdings are constantly expanding by means of donation, purchase, and the Yukon government's records management program. Holdings include private records (diaries, correspondence, account books, and other papers of individuals), corporate record (records of various Yukon organizations, associations and businesses), photographs, government records, maps and plans, films, sound recordings, and library publications (newspapers, periodicals, newsletters, books, pamphlets).

For further information please contact:

Telephone . . . . . (867) 667-5321 or (867) 667-8061

Email . . . . . yukon.archives@yukon.ca

Website . . . . . yukon.ca/yukon-archives

Archive Hours . . . . . Monday – Friday
9 a.m. – 5 p.m.

Reference/research room hours . . . . . Tuesday & Wednesday
9 a.m. – noon; 1 p.m. – 4:30 p.m.
Thursdays (except first Thursday of month)
noon – 7 p.m.
Friday 1 p.m. – 4:30 p.m.
Saturday by appt

Location . . . . . 400 University Dr.,
Whitehorse, Yukon Y1A 2C6
(across from the Yukon University, main entrance)

Friends of the Yukon Archives Society (FOYAS)

The Yukon archives genealogy website (www.yukongenealogy.com), developed with FOYAS, assists family history researchers to find information about family members with connections to the Yukon in 1896. Research requests come from heritage organizations. Yukoners new and old, Yukon First Nations descendants and visitors whose relatives visited Yukon or lived here during the Territory's history. Resources available through this site have been compiled by two of the Yukon's largest repositories of historical information, the Dawson City Museum and Historical Society Archives and the Yukon Archives.

For further information please contact the Yukon Archives Reference Desk:

Telephone . . . . . (867) 667-5321

Email . . . . . foyas.yt@gmail.com

Location . . . . . 400 University Drive
Whitehorse Yukon Y1A 2C6
(across from the Yukon University, main entrance)

Road Scholar (formally Elderhostel)

Road Scholar offers educational, international, travel adventures designed for people who are 55 years and older. Discover nearly 8,000 educational tours in all 50 states and more than 90 countries with Road Scholar.

For further information please contact:

Toll free 1-800-454-5768

Website . . . . . www.roadscholar.org

Yukon University

Yukon University offers educational programs, courses, and services to 13 Community Campuses located throughout the Yukon. The scope and extent of activities vary according to the size and location of the Campus and the educational needs and interests of individuals, agencies, and organizations within the community. Residents are encouraged to contact their local campus to convey their needs and interests and/or to seek further information on University offerings.

Details of courses and programs are available in the Yukon University Calendar. Copies can be obtained at the local Community Campuses or online at https://www.yukonu.ca.

Upcoming Courses: Listings are published throughout the year. Tuition fees are waived for people 65 years of age and older (Credit Courses only), but they are required to pay the cost of learning materials essential for some courses.

The Older Workers' Program (TOWP)

The program is student-centered, group-based and is 13 weeks in duration. The core curriculum includes computer training, self-exploration, healing and wellness, job search, resume writing, interview skills, workplace safety training, community building and a 4-week work placement. There is no tuition/fee for the program and participants receive a small stipend.

For more information contact: tiow@yukonu.ca or (867) 332-7079

For further information please contact:

Admissions . . . . . (867) 668-8710

Correspondence Courses

Some Canadian Universities offer a variety of correspondence courses. Special bursaries or reduced registration fees may be available for senior citizens. If you live outside of Whitehorse, contact your local Community Campus.

For further information please contact:

Toll free 1-800-661-0504

Website . . . . . www.yukonu.ca

House of Learning

The Kwanlin Dün First Nation House of Learning, Kenadan Ku, is located in the McIntyre subdivision. This building is a community building which provides various services. These services include; Provision of Social Assistance to Kwanlin Dun members and their families; Yukon College courses and preparation programs; training programs; online computer access; employment and education support; and cultural activities.

For further information, please contact:

Phone 633-8422

Location . . . . . Ashaw Ku Building
5 O'Brien Place
Whitehorse, Yukon Y1A 5R2

Yukon Learn

Yukon Learn Society provides free, quality adult literacy services and programs throughout the Yukon. Their primary focus is to offer free, one-to-one tutoring to learners hoping to improve their reading, writing, math or computer skills. They have an Education Centre that provides for library use, scheduled computer classes or drop in services.

For further information, please contact:

Phone . . . . . (867) 668-6280
Toll free 1-888-668-6280
E-mail . . . . . admin@yukonlearn.com
Website . . . . . www.yukonlearn.com
Location . . . . . 107 Main Street
Whitehorse, YT Y1A 2A7

Learning Disabilities Association of the Yukon (LDAY)

LDAY Centre for Learning is a non-profit organization dedicated to increasing awareness of learning differences, and supporting children, youth, and adults with learning difficulties or disabilities. LDAY provides leadership through advocacy, education, programs, and services.

We provide tools, resources and training including the following:

- support and advocacy for learners of all ages with learning differences, difficulties or disabilities.
- tutor program.
- employment and training support.
- workshops on learning differences, growth mindset, executive function, and more.
- Camp Raven summer and winter day camps.
- access to educational psychological assessments.
- resource library

Please note that there may be office dogs working on site. Please phone for an appointment.

For further information, please contact:

Phone . . . . . (867) 668-5167
E-mail . . . . . office@LDAYukon.com
Website . . . . . LDAYukon.com
Location . . . . . 128A Copper Rd, Whitehorse.

Inclusion Yukon

Inclusion Yukon is a non-profit organization that serves folks with intellectual or developmental disabilities and their families. Inclusion Yukon's mission is to promote meaningful inclusion for people with intellectual disabilities and their families into all aspects of community life by providing advocacy, public awareness and education, community capacity development, and program support.

Inclusion Yukon offers several different services, including one-on-one support work, respite matching, employment support, education, and other various types of advocacy.

Office hours are generally 9:00 a.m.- 4:00 p.m. Monday-Friday, but these tend to fluctuate based on staff capacity, it may be best to call or email ahead of time.

For further information, please contact:

Phone . . . . . (867) 667-4606
E-mail . . . . . inclusionyukon@gmail.com
Website . . . . . inclusionyukon.org
Location . . . . . 4230 4th Ave Suite 7 (Yukon Inn Plaza)

Opportunities Yukon

Opportunities Yukon offers employment support programs, designed to connect people with diverse needs and abilities to opportunities that are not only meaningful, but enable them to develop their professional skills for future career prospects.

Opportunities Yukon advocates independent living by providing housing options that are supportive and inclusive. Working in collaboration with the Yukon Government, we provide access to different kinds of residences that offer holistic care and support to people of different needs and abilities.

For further information, please contact:

Phone . . . . . (867) 668-4421

E-mail . . . . . admin@opportunitiesyukon.ca

Website . . . . . www.opportunitiesyukon.ca

Hours . . . . . Monday – Friday 8:30 a.m. – 4:00 p.m.

Location . . . . . 704 Main St #201

SENIORS' ORGANIZATIONS & SERVICES

Yukon Council on Aging (YCOA)

The Yukon Council on Aging (a nonprofit Society) serves all Yukon senior citizens, lobbying for better living conditions and communicating information about benefits and issues for seniors to the community at large. The Council holds an Annual General Meeting in the spring. Membership dues are $15.00 per year and include a subscription to a quarterly newsletter. The Yukon Council on Aging administers the Seniors Information Centre, The Seniors' Home and Yard Maintenance Program and Learning for Life.

Seniors' Information Centre (YCOA)

The Seniors Information Centre offers information on:

- Pension Applications
- Various grants and supplements
- Health, Dental
- Advanced Care Directives
- Recreation and Education
- Referrals to various agencies and organizations
- Housing
- Senior Discount List
- Social Assistance referrals
- Quarterly newsletter
- Income tax referrals

The service is free, and all matters are confidential.

Seniors' Discount List (YCOA)

Many businesses in Whitehorse offer discounts to Yukon seniors for goods and services. Some grocery stores and drug stores offer delivery services as well. All you have to do is ask.

You may need your Driver's License or Yukon Health card or another card for proof of age. An updated Yukon Discount List is available at the Seniors' Information Centre.

Learning for Life Program (YCOA)

Our Learning for Life Program provides informative, engaging opportunities for Yukon's aged 55+ to learn on a variety of topics. Each year, the topics vary depending on suggestions by participants and YCOA members.

For further information, please contact:

The Yukon Council on Aging . . . . . (867) 668-3383

Toll Free 1-866-582-9707

E-mail . . . . . ycoa@yknet.ca

Website . . . . . ycoayukon.com

Location . . . . . 4061B – 4th Ave.
Whitehorse, Yukon Y1A 1H1

Hours . . . . . Mon. to Fri., 9:00 a.m. to 1:00 p.m.
Drop in, no appointment necessary.

Seniors' Home and Yard Maintenance Program (YCOA)

The Seniors' Home and Yard Maintenance Program is a referral service provided by the Yukon Council on Aging. The Program's goal is to support seniors, elders and disabled persons to remain in their own homes by referring workers to assist them in completing those jobs that every homeowner faces. Jobs can range from cleaning, minor maintenance, yard work to snow shoveling. The price for each job is negotiated directly between the client (senior).

For further information, please contact:

Phone . . . . . 667- HELP (4357)

Email . . . . . ycoahy@yknet.ca

Address . . . . . 4061B – 4th Avenue
Whitehorse, Yukon Y1A 1H1

Hours . . . . . Monday to Friday, 9:00 a.m. to 1:00 p.m.

Seniors Action Yukon (SAY)

Seniors Action Yukon is an independent voice for older adults (55+) committed to speaking out and opening dialogue about issues that affect the well-being of older adults. As an informal group of volunteers, SAY members monitor governments at all levels for actions affecting older adults. We respond or advocate when appropriate, as well as share information of interest to older adults in the Yukon.

Sign up for the free SAY News e-newsletter here:
http://eepurl.com/dElolr

Free Tax Clinics

Through the Community Volunteer Income Tax Program (CVITP), community organizations host free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation.

To find a clinic, please check our directory.

https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program/need-a-hand-complete-your-tax-return.html

City of Whitehorse

The City will clear windrows from the front of driveways for occupants who have applied and been approved for the senior citizens (over 65 of age) or persons with disabilities.

www.whitehorse.ca/living-in-whitehorse/my-property/snow-and-ice-control/

Multicultural Centre of the Yukon (MCY)

The Multicultural Centre of the Yukon welcomes immigrants to Canada and to the Yukon. It can be difficult adjusting to life in a new country and a new community and we are here to help you with that transition. Settlement services in the Yukon are provided through the Multicultural Centre of the Yukon (MCY). Our services are available to assist in the settlement and integration

of immigrants and refugees into the social, economic, cultural, and political life of their community. We can offer assistance and programs in the areas of settlement services, language instruction, employment services, and community networking.

Immigrants are welcome to visit our offices at their convenience.

For further information, please contact:

Phone ..... (867) 667 6205

Hours ..... Monday to Friday
9:00 am to 5:00 pm.

Location ..... 4141D 4th Avenue
Whitehorse, Yukon Y1A 1J1

Ladies Auxiliary of the Yukon Order of Pioneers

Ladies' Auxiliary of the Yukon Order of Pioneers meets monthly on the fourth Wed. 7pm at the Legion and plans senior activities including their Nov. anniversary party, provides emergency medical travel kits and annually selects Mr. & Mrs. Yukon.

For further information, please contact:

Phone ..... (867) 667-4094

Mail ..... 303A Hansen Street
Whitehorse, Y1A 1Y5

Signpost Seniors' Society

The Signpost Seniors hold their regular meetings on the last Wednesday of each month at 7:00 p.m. at the Seniors' Centre.

Full membership is open to anyone aged 55 or older, and associate membership is open to all ages – new members are always welcome. Exercise equipment is available at the Seniors' Centre to promote health and fitness. Wii, Shuffleboard and puzzles are provided for entertainment. Coffee and Tea are also available.

A weekly luncheon is provided on Wednesday at 12:00 noon-is open to all seniors and people with disabilities. For community members and people under 55 a small fee is required.

Signpost Seniors' Support Services

Signpost Seniors Support Services offer support to Seniors, Elders, and others requiring information or assistance on a variety of seniors' issues and health care concerns. An up-to-date library of health information is available to the public.

Foot Care provided by Homecare is available on the last Wednesday of each month. Please call for an appointment.

For further information, please contact:

Phone .....(867) 536-2929

Hours .....Monday to Friday
10:00 p.m. to 2:00 p.m.,

Email .....signpostsenior@northwestel.net

Location .....100-7th Street South
(behind the Belvedere Hotel)

Mail .....P.O. Box 293
Watson Lake, Yukon Y0A 1C0

Marsh Lake North of 60

Seniors group meet Tuesday afternoons from 2:00 p.m. to 4:00 p.m. for coffee, cards and chats.

For further information, please contact Marsh Lake Community Center:

Phone .....(867) 660-4999

Location .....Doehle Road
Judas Creek Subdivision

Tagish Community Hall

Seniors and community members meet Wednesday afternoons 2:00 pm - 4:00pm for coffee, tea and chats. Community hall operates a concession.

For further information, please contact:

Phone ..... (867) 399-3407

Email ..... tagishclub@northwestel.net

Website ..... www.tagishca.ca

Location ..... Km 27 Tagish Road
(watch for sign on highway)

Mail ..... Box 58 Tagish
Tagish, Yukon Y0B 1T0

EMERGENCY FOOD AND SHELTER

Whitehorse Soup Kitchen

- Lunch for those in need
- Monday though Friday 11:30 – 1:00 p.m.
- Coffee drop-in- Monday to Friday, 10:00 p.m. to 3:00 p.m.
- Weekends – 10:00 p.m. to 8:00a.m.

For further information, please contact:

Phone . . . . . (867) 455-2820

Location . . . . . Whitehorse Emergency Shelter
405 Alexander St. Whitehorse, YT

Food Bank Society of Yukon

Any individual or family can receive 7 days of emergency food once per month.

Food Pick up:
Tuesday and Thursdays
10:00 a.m. – 12:45 p.m. and 3:00 p.m. – 4:45 p.m.

Wednesday (families with children only)
10:00 a.m. – 12:45 p.m

Office Hours: Open for donations, information and volunteers only.
Monday, Wednesday, Friday (closed 12-1pm) 9:00 a.m. – 4:00 p.m.

Tuesday and Thursday (closed 1-2) 9:00 a.m. – 5:00 p.m.

For further information, please contact:

Phone . . . . . (867) 393-2265

Email . . . . . office@whitehorsefoodbank.ca

Website . . . . . www.whitehorsefoodbank.ca

Location . . . . . 306 Alexander St.
Whitehorse, Yukon Y1A 2L6

Kaushee's Place

Kaushee's Place is a transition home for women and gender diverse people experiencing violence. It is free of charge, and women and gender diverse people of all ages and their children can stay. There is a shared kitchen and living room, nine bedrooms and a playroom.

Staff can assist women and gender diverse people in accessing community resources. Staff are always available by phone or in person. They provide nonjudgemental support, advocacy, accompaniment and referrals to women and gender divers people who have experienced violence whether or not they are staying at the women transitional home.

For further information, please contact:

Administration ..... (867) 633-7720

Crisis Line (24 hours) ..... (867) 668-5733

Mail ..... P.O. Box 31392
Whitehorse, Yukon Y1A 6K8



TRANSPORTATION

Whitehorse Bus System

Whitehorse Transit operates a regular bus service to all subdivisions in the City of Whitehorse. Schedules can be obtained from the City Hall and various outlets in Whitehorse or by checking the City of Whitehorse website.

For further information, please contact:

Whitehorse Transit . . . . . (867) 668-8394

Website . . . . . www.city.whitehorse.yk.ca

Whitehorse Handy Bus Service

Whitehorse Handy Bus provides specialized bus transportation services to persons with mobility difficulties. The bus provides transportation from accessible door to accessible door and is available on a regular basis, if required.

Who can use the system?

If you are a Whitehorse resident or a visitor to the City, who has a temporary or permanent physical disability that prevents or severely inhibits you from walking 175 meters (574 feet), you are eligible for the Handy Bus service.

If you are booking service for the first time, you will be requested to complete a brief application form over the telephone. This will register you with the system.

Hours of Service:

Monday to Thursday: 6:35 a.m. to 6:35 p.m.
Friday: 6:35 a.m. to 10:20 p.m.
Saturday: 7:45 a.m. to 6:35 p.m.

How to make a reservation:

Reservations are accepted Monday to Friday between the hours of 8:30 a.m. to 4:30 p.m. by calling 668-8394.

Service is provided on a first-come, first-served basis. Passengers are required to reserve all trips at least 24 hours in advance of the time

requested for travel. The maximum advanced booking is 14 days.

For inflexible appointments, it is suggested reservations be made as far in advance as possible to ensure you get the time you require.

General Information:

The Whitehorse Handy Bus will accommodate any person visiting the city, subject to availability.

Lifts on the Handy Bus vehicles are capable of accommodating motorized scooters. If you are using a scooter and require assistance transferring to an ambulatory seat, you must have an attendant accompany you on the trip.

Passenger tips

- Know the destination you are traveling to before you call the office.
- Please be specific with pick up and drop off locations (ie side door).
- Be ready at the nearest accessible door 10 minutes before your scheduled pick-up time.
- Smoking is prohibited on all transit vehicles.
- If an attendant or anyone else will be accompanying you, please advise the office when you make your reservation.
- Please notify the office of any change in address or telephone number.
- Please limit parcels to a manageable amount for you and your attendant.

When we arrive

- Handy Bus operators will assist you to and from the vehicle and through the closest accessible door.
- Handy Bus operators are not required to wait more than 5 minutes past your appointment pick-up time.
- Handy Bus operators will fasten all restraints and seat belts within the vehicle.

For further information, please contact:

Whitehorse Transit . . . . . .(867) 668-8394

Handicapped Parking Permit

If you have mobility difficulties you can request a handicapped parking permit application at the City of Whitehorse. Your physician must complete and sign the application. The form should be returned to Bylaw Services at the Municipal Services Building, 4210 4th Ave where the permits are issued.

For further information, please contact:

City Hall . . . . . (867) 667-6401

Website . . . . . www.city.whitehorse.yk.ca.

Government of Yukon-Motor Vehicles

Licence Renewal and Medical Requirements

Keeping Senior Drivers Safely On The Road

A message from Motor Vehicles: Our goal is to keep you driving safe while ensuring the safety of the traveling public

Renewal of Driver's Licence (Class 5)

- All driver's licences are renewed for a five year term;
- A driver's medical report is required at age 70, 75 and 80 and every two years after.
- The expiry date of the license does not correspond with the due date of your medical report, a reminder letter is sent out. It is your legal responsibility to notify us of changes to your mailing address.

Renewal of Drivers' Licences (Commercial Class 1 - 4)

- All licenses are renewed for a five year term;
- Drivers aged 45 to 65 are required to provide a driver's medical report every three years;
- Drivers aged 65 and over are required to provide a driver's medical report yearly.

- Vision Requirements: Gradual changes in vision as we age may lead to problems. Good vision is one of the most important requirements of driving. Please visit your optometrist regularly to ensure your vision meets driving standards.

For further information, please contact:

Phone . . . .(867) 667-5315

LEGAL SERVICES

Yukon Public Legal Education Association (YPLEA)

YPLEA (Yukon Public Legal Education Association) is a non-profit organization devoted to providing legal information to the public and promoting increased access to the legal system. It operates various programs such as Law Line.

YPLEA maintains a library collection of legal materials written for lay people which are available to the general public for borrowing. It also produces legal information booklets and pamphlets. Some of these are Jury Duty, Being a Witness, Why you need a will, Peace Bonds, and Assault Against Women.

Law Line

The Lawline is a toll free telephone line staffed by a lawyer who can answer questions about the law and the legal system.

The LAWLINE is open during regular office hours except Tuesdays when the office hours are 8:30 a.m. to 12:00 noon

For further information, please contact:

Law line . . . . . 668- LAWS (5297) or 667-4305

Toll-free 1-866-668-4305

Website . . . . . www.yplea.com

Location . . . . . Andrew A. Phillipsen Law Centre
2134 2nd Ave
Whitehorse, Yukon Y1A 5H6

Lawyer Referral Service

This is a service operated by The Law Society of Yukon for members of the public. It is to help you determine if you have a legal problem for which you need the services of a lawyer:

- You are responsible for contacting the lawyer of your choice from a list provided and making the appointment to see that lawyer

- When you make the appointment be sure that the lawyer is aware you are on a referral from the Law Society and when you attend a meeting at the lawyer's office, take the certificate provided to you and present it to the lawyer at the beginning of the consultation.
- The lawyer will provide you with some basic legal information and advise you whether or not you need a lawyer for your problem.
- The lawyer is not responsible under the Referral Certificate for doing any legal work or taking any further action on your behalf beyond the one half hour initial consultation.
- If you would like that lawyer to represent you after the initial consultation and the lawyer agrees to represent you, the fee and retainer arrangements and instructions will be a private matter between you and the lawyer.

The cost for this consultation is $30.00 (including GST) and is payable to the lawyer at the consultation.

For further information, or to obtain the list of lawyers and certificate, please contact:

Phone . . . . . (867) 668-4231
If you live outside Whitehorse please call collect

Website . . . . . www.lawsocietyyukon.com

Location . . . . . #202 - 302 Steele St.
Whitehorse, Yukon Y1A 2C5

Legal Aid

(Yukon Legal Services Society)

Legal Aid helps pay the cost of a lawyer for people who cannot afford one. Assistance is given for most criminal matters. Some civil matters may also be covered. Wills are not covered by Legal Aid.

For further information and applications, please contact:

Phone . . . . . (867) 667-5210

Toll-free . . . . . 1-800-661-0408 ext 5210

Hours . . . . . Monday to Friday,
8:30 a.m. to 12:00 noon, 1:00 p.m. to 4:30 p.m.

Location . . . . . 203-2131 Second Ave.
Whitehorse, Yukon Y1A 1C3

Public Guardian and Trustee (PGT)

Protects the legal rights and financial interests of children, acts as guardian of last resort for adults who have no known relatives or friends to assist them, and administers the estates of deceased and missing persons where there is no known next-of-kin. Services include adult guardianship, estate administration, and services for children who have no other trustee named. May also intervene in a private guardianship application if necessary and investigate financial abuse and protect assets of adults.

Fees are charged by the PGT to administer an estate and to provide guardianship services.

For further information, please contact:

Phone . . . . . (867) 667-5366

Toll free . . . . . 1-800-661-0408, local 5366

Email . . . . . publicguardianandtrustee@yukon.ca

Location . . . . . 3rd floor 2134 Second Ave. Whitehorse

Mailing . . . . . Public Guardian and Trustee
Box 2703 (J-2B)
Whitehorse, Yukon Y1A 2C6

Royal Canadian Mounted Police (RCMP)

The RCMP have valuable information and pamphlets on fraud, home protection and safety tips for seniors.

For further information and pamphlets, please contact:

Whitehorse Detachment RCMP .....(867) 667-5555

24-hour number .....(867) 667-5555

Location .....4100 4th Ave.
Whitehorse, YT Y1A 1H5

Crime Stoppers Yukon

Report Crimes

Anonymously Cash award up to $2,000.00

Crime Stoppers .....1-800-222-8477 (TIPS)

Victim Assistant Volunteer Program (RCMP)

The Victim Assistant Volunteer Program Unit is a volunteer service providing immediate response to victims of crime or tragedy, offering support and referral to persons in crisis or need. The service is offered 24 hours a day by trained community volunteers who are called upon by RCMP investigators. Examples of when to call include spousal assault, sudden death, and notification of next-of-kin, community emergency, injury accidents, elder abuse, sexual assault, child abuse. By providing on the scene support and referral to victims of crime or tragedy, the service helps those in crisis to cope with their immediate concerns and provides information for future needs.

Should you require any information or assistance contact:

Whitehorse Detachment RCMP, 24 hrs .....(867) 667-5555

Hours .....Monday to Friday

Phone 667-5551
Ask for the crimes against persons unit.

Canadian Anti-Fraud Centre

The Canadian Anti-Fraud Centre (CAFC) is a national police service that gathers intelligence on fraud across Canada and assists Police of Jurisdiction with enforcement and prevention efforts. We help citizens and businesses:

- Scams and cybercrimes can happen to anyone, anywhere, at any time.
- If you have been a victim of a scam, fraud or cybercrime, please contact your local police as soon as possible.
- It is also recommended that you report the instance of a scam, fraud or cybercrime, whether you are a victim or not, to the CAFC.
- Remember: It's the role of your local police to investigate. The CAFC assists law enforcement through maintaining a central repository of information to assist with investigations. Learn more about the CAFC.

For Further Information, please contact

Toll Free 1-888-495-8501

We answer calls Monday to Friday, from 10 a.m. to 4:45 p.m. (Eastern time) and close on holidays.

Crime Stoppers

Crime Stoppers is a civilian, not profit, charitable organization that brings together in a tripartite relationship, the police services of a community, the media and the community in the fight against crime.

For More Information, please contact:

Crime Stoppers . . . . . 1-800-222-8477 (TIPS)

Email . . . . . info@crimestopperyukon.ca

Care Consent Act

Planning for your Future

At any time in your life you could become very sick, or get in a car accident. Who would you want to make decisions for you if you couldn't? What kind of health care treatment would you want? It is important to plan ahead so that your wishes are respected by your family members and friends. Here are some legal tools that you can use.

Will (under the Yukon Wills Act)

A Will sets out who you want your money, property and belongings to go to once you die. The executor(s) you name to carry out your wishes has no authority to make decisions for you while you are still alive. It is strongly recommended that a lawyer prepare your Will so that it is legal in the Yukon.

Enduring Power of Attorney (under the Yukon Enduring Power of Attorney Act)

An Enduring Power of Attorney (EPA) sets out who you want to make financial decisions for you in the event you become incapable of making your own decisions. The EPA can take effect immediately (while you are still capable), or later when you become incapable of managing your finances. You must go to a lawyer to prepare an EPA. This is to protect people from being coerced into signing an EPA. The lawyer who prepares your Will can also prepare an EPA. Ask about discounts if you get the two prepared at the same time.

Advance Directive (under the Yukon Care Consent Act)

You can prepare an Advance Directive that says who you want to make health care and personal care decisions for you in the event you become incapable of making your own decisions. The person(s) you appoint to be your substitute decision-maker is called a "proxy". The Directive only comes into effect when a health care provider decides that you are not capable of making your own care decision.

You can also set out your wishes for future health care and

personal care in a Directive. This could include whether you want to be resuscitated in the event you are terminally ill with no chance of recovery. It could also include whether or not you want visits from your spiritual advisor/priest/minister if you can no longer communicate. These wishes will only be followed by your proxy when you can no longer make your own decision at the time.

You do not have to go to a lawyer to prepare an Advance Directive. Forms and booklets have been prepared by Yukon Health and Social Services.

For more information, or copies please contact:

Seniors Information Centre . . . . . (867) 668-3383
Phone . . . . . (867) 668-5297 or 1-866-667-4305
Email . . . . . awyer@yplea.com
Location . . . . . 102-2131 2nd Avenue
Website . . . . . yplea.com
Email . . . . . hss@yukon.ca
Website . . . . . yukon.ca/department-health-social-services

Adult Protection Act

In 2005, social workers were granted special authority to help support and protect seniors who may be subject to physical, emotional or financial abuse or neglect and are unable to seek help on their own. The senior is always presumed to be capable unless demonstrated otherwise. The social workers can tailor their approach and work with the adult and their support people so that it takes into account the adult's culture and beliefs. Most of this work is done out of the office in a place the adult chooses. In very serious cases the social workers can apply to the court to obtain a court order to keep the older person safe. If you know of a senior who may be at risk of abuse, please do not hesitate to contact the office. Your identity is protected by our new legislation and information you provide is kept confidential.

For further information, or to book an appointment, please contact:

Seniors' Social Worker, Whitehorse .....(867) 456-3946

If you live outside of Whitehorse; see the appendix for your local Social Services Office.

Landlord and Tenant Act

A mediation and general information service is available to both landlords and tenants to assist in the resolution of landlord and tenant disputes and enquiries. This service provides answers to questions about security deposits, notice of termination or your rights under the act.

Consumer Protection

By understanding your consumer rights and how to exercise them, many problems and disputes can be avoided. Consumer Services staff can provide answers to questions and information on your consumer rights.

Professional Licensing

Consumer Services is the regulatory authority for the professions listed below. They issue licenses, answer questions about the laws governing these professions and investigate complaints.

- Chiropractors
- Collection Agency & Collection Agent Employees
- Dental Professions
- Funeral Directors
- Insurer and Insurance
- Licensed Practical Nurses
- Optometrists
- Pawnbrokers and Secondhand Dealers
- Pharmacists
- Physicians (in collaboration with the Yukon Medical Council)

- Physiotherapists
- Private Investigators and Security Guards (Security Guard Agency and Agents Burglar Alarm Agency and Agent)
- Real Estate Agents
- Registered Psychiatric Nurses (RPN)

Raffles, Bingos and Casinos-Licensing Charitable Gaming

Consumer Services Branch provides licenses to charitable organization under the Lottery Licensing Act. Licenses issued are for bingos, raffles, and three-day event casinos that include blackjack and wheel or fortune. In order to be eligible for lottery license, the organization must fulfill criteria to deem it as charity. All the proceeds from these gaming events must be used for charitable or religious purposes. Application forms are available online.

For further information, please contact:

Consumer Services ..... (867) 667-5111

Toll free ..... 1-800-661-0408 Ext. 5111

Email ..... charitablegaming@yukon.ca

Location ..... 307 Black Street
Whitehorse, Yukon

Mail ..... P.O. Box 2703
Whitehorse, Yukon Y1A 2C6

Website ..... yukon.ca/charitable-gaming-licensing

HOUSING

Yukon Housing Corporation

Rent Geared to Income Program

The Rent-Geared-to-Income program assists Yukoners in need of affordable, suitable and accessible housing. Rent is calculated at 25 per cent of your total gross monthly household (combined) income.

This application is for individuals, families or seniors applying to live in Yukon Housing Corporation housing.

Eligibility

- You must be a Yukon resident and have lived in the territory for 12 continuous months before applying. If you previously lived in the Yukon and have recently moved back, you may receive credit for previous residency.
- You must be in good standing with the Yukon Housing Corporation
- You must be a low-income individual, family or senior citizen who cannot obtain affordable and suitable housing on the private market.
- Your household income must be under current housing income limits thresholds.
- You must have less than $100,000 in assets.

For further information and application forms, please contact:

Yukon Housing Corporation . . . . . (867) 667-5712

Toll free 1-800-661-0408

Email . . . . . ykhouse@yukon.ca

Location . . . . . 410 Jarvis St.
(corner of 5th Ave and Jarvis)
Whitehorse, Yukon Y1A 2H5
Or your local Community Housing office.

Website . . . . . www.housing.yk.ca

Yukon Housing Corporation Home Repair Program

The Home Repair Program provides funding for low to moderate-income Yukon homeowners to repair or address core housing needs in their principal residence.

The Home Repair Program includes 4 streams of funding:

- a grant for emergency repair for your home;
- a grant to improve the accessibility of your home;
- a grant to improve air quality due to wildfire smoke; and
- a loan to repair your home.

Who can apply

- You must be a Yukon resident for at least 90 days prior to application.
- You own your home and it's your principal residence. This could include home ownership on First Nations land.
- Your household income is below the affordable housing income limits (AHILs).
- Your home needs repairs or upgrades to improve air quality, energy efficiency, overcrowding, accessibility or health and safety.

You can only receive 1 grant per household a year, conditions apply.

Applications for all streams are open all year round or until the funding is fully subscribed.

For more information, please contact:

Yukon Housing Corporation . . . . . (867) 667-5759

Toll free . . . . . 1-800-661-0408 ext 5759

Location . . . . . 410 Jarvis St.
Whitehorse, Yukon Y1A 2H5

Email . . . . . ykhouse@yukon.ca

Website . . . . . Yukon.ca

Gateway Housing Society

Gateway Housing Society manages two subsidized housing units in Riverdale (20 Duke Street) designed for seniors. There are 29 single units and 8 two-bedroom units for couples.

To download application please visit www.riverdalemanor.ca

For more information, please contact:

Housing Manager . . . . . (867) 668-6475

Email . . . . . gatewayhousing@riverdalemanor.ca

Mail . . . . . Box 31132
Whitehorse, Yukon Y1A 5P7

Long-term Care Homes

There are 4 long-term care homes in Yukon. Copper Ridge Place, Thomson Centre and Whistle Bend Place are located in Whitehorse. McDonald Lodge provides care services in Dawson City.

Referrals for admission to long-term care can be accepted from any source. This can include:

- the applicant themselves.
- an applicant's family or caregiver; or
- an applicant's healthcare provider.

Referrals are screened for eligibility. Applicants are assessed before they're admitted into a long-term care home. To be eligible, applicants must:

- have a valid Yukon health care insurance card.
- have an assessed need to live in long-term care.
- be legally allowed to live in in Canada; and
- have resided in Yukon for:
  - 12 consecutive months; or
  - 10 consecutive years in their lifetime; and
  - not resided outside of Yukon for more than 10 consecutive years.

Cost

The Financial Administration act determines room and board in long-term care facilities. Room and board costs $1,217 per month, or $40 per day for eligible residents. Day charges will only be used if a resident stay is shorter than 1 month.

The cost for non-eligible residents is $509 per day. This day charge applies until the resident has lived in Yukon for 12 consecutive months.

For more information, please contact:

Phone . . . . . (867) 393-6366

Email . . . . . hss-cc-admissions@yukon.ca

Respite care

Respite care is available to those who:

- Require temporary care following discharge from the hospital.
- Are caregivers providing care to individuals at home in the community.

******Please note that respite care needs to be booked well in advance (2 – 3 months minimum) and a 2 Step TB test is required******

Community Day Program

The Community Day Program aims to maintain or increase the level of independence in seniors and Elders. This helps prevent or delay the need to move into a facility. Our services work with those offered by other providers.

The program is for people who have mild to moderate cognitive decline such as dementia. You must:

- Need physical, social, psychological, emotional or recreational support
- Need caregiver respite
- Be a permanent resident of Yukon, or be in the process of becoming a resident
- Live in Whitehorse or within a reasonable driving distance of Whitehorse

The program includes:

- Therapeutic group programming
- Activities in maintaining independence
- Daily group recreational activities
- Socialization and peer support
- Hairdressing services
- Lunch, snacks and beverages
- Support with daily living such as bathing
- Support to caregivers of seniors and Elders

The program runs from 8:30 am to 4:30 pm from Monday to Friday. These services are not available on statutory holidays.

This program is only available at Whistle Bend Place in Whitehorse and costs $5 per day.

For more information, please contact:

Phone . . . . . (867) 456-6806

Toll free . . . . . 1-800-661-0408 ext. 6806.

Meals on Wheels

Offers low-cost nutritious meals to individuals with a referral from a doctor, social worker, home care, or other health care professional. May be able to accommodate allergies and other dietary needs. Cost is $3 per meal and up to seven meals may be ordered at a time. Pick-up can be arranged, or delivery occurs free of charge on Thursdays. Delivery available in Whitehorse, as well as Haines Junction, Beaver Creek and Ross River First Nations communities.

For more information, please contact:

Phone . . . . . (867) 667-9358
(Whistle Bend Place)

TELEPHONE DIRECTORY OF SERVICES

Beaver Creek

Library	(867)862-7622
Health Centre	(867)862-4444
Home Care Program	(867)634-7510
Social Services	(867)634-2203
White River First Nation	(867)862-7802

Burwash Landing

Library	(867)841-4707
Health Centre	(867)841-4444
Home Care Program	(867)634-7510
Kluane First Nation	(867)841-4274

Carcross

Library	(867)863-5901
Health Centre	(867)863-4444
Home Care Program	(867)667-5774
Regional Social Services	(867)863-5800
Little Salmon/ Carmacks First Nation	(867)863-5576

Dawson City

Library	(867)993-5571
Health Centre	(867)993-4444
Home Care Program	(867)993-5029
Regional Social Services	(867)993-7890
Tr'ondek Hwech'in First Nation	(867)993-7100

Faro

Library	(867)994-2684
Health Centre	(867)994-4444
Home Care Program	(867)667-5774
Regional Social Services	(867)994-2749

Haines Junction

Library . . . . . (867)634-2215
Health Centre . . . . . (867)634-4444
Home Care Program . . . . . (867)634-7510
Regional Social Services . . . . . (867)634-2203
Champagne & Aishihik First Nation . . . . . (867)634-4200

Mayo

Library . . . . . (867)996-2541
Health Centre . . . . . (867)996-4444
Home Care Program . . . . . (867)667-5774
Regional Services . . . . . (867)996-2283
Na-cho Nyak Dun First Nation . . . . . (867)996-2265

Old Crow

Library . . . . . (867)996-3031
Health Centre . . . . . (867)996-4444
Home Care Program . . . . . (867)667-5774
Regional Social Services . . . . . (867)996-3734
Vuntut Gwitchin First Nation . . . . . (867)996-3261

Pelly Crossing

Library . . . . . (867)537-3041
Health Centre . . . . . (867)537-4444
Home Care Program . . . . . (867)667-5744
Regional Social Services . . . . . (867)537-3300
Selkirk First Nation . . . . . (867)537-3311

Ross River

Library . . . . . (867)969-2909
Health Centre . . . . . (867)969-4444
Home Care Program . . . . . (867)667-5744
Regional Social Services . . . . . (867)969-3200
Ross River Dena Council . . . . . (867)969-2277

Tagish

Library . . . . . (867)339-3418
Health Centre (Carcross) . . . . . (867)821-4444
Home Care Program . . . . . (867)667-5744
Regional Social Services (Carcross). . . . . (867)821-2920

Teslin

Library . . . . . (867)390-2802
Health Centre . . . . . (867)390-4444
Home Care Program. . . . . (867)667-5744
Regional Social Services . . . . . (867)390-2588
Teslin Tlingit Council. . . . . (867)390-2532

Watson Lake

Library . . . . . (867)536-7517
Health Centre . . . . . (867)536-7438
Home Care Program. . . . . (867)536-5256
Regional Social Services . . . . . (867)536-2232
Kaska Tribal Council . . . . . (867)536-2805
Liard First Nation . . . . . (867)536-5200

Whitehorse

Library . . . . . (867)667-5239
Social Services . . . . . (867)667-5674
Health Centre . . . . . (867)667-8864
Kwanlin Dun First Nation . . . . . (867)633-7800
Ta'an Kwach'an Council . . . . . (867)668-3613
Council of Yukon First Nations . . . . . (867)393-9200