



# Guide to Provincial Government Programs and Services for Seniors

2025



This guide is available online at:  
[www.gov.nl.ca/cssd](http://www.gov.nl.ca/cssd)

For more information please contact: Department of Seniors  
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Call: 709.729.6048  
Toll free: 1.866.883.6600

Available in alternate formats on request.



## Message from the Minister

In May 2025, Premier John Hogan appointed me as the first Minister of Seniors. I am honoured to hold this position and am pleased to present this Guide to Provincial Government Programs and Services for Seniors, 2025.

This guide provides a general overview of topics, programs, and services that may be of interest to seniors and older adults specifically. It includes contact information for many organizations and government offices and can provide services or help point you in the right direction when you need help, have questions, or are looking for guidance on a variety of issues.

Our government is focused on supporting seniors and older adults to remain healthy, active, and engaged, and to fostering age-friendly and dementia-friendly communities that are inclusive and welcoming. This requires targeted intervention to ensure that people age well, and with dignity, in the right place. Our government has developed a comprehensive Seniors Well-Being Plan to help provide necessary financial and medical support for aging adults. With a fulsome approach to well-being, this plan is helping to address the social determinants of health and improving access to supports and services.

As Minister for Seniors, I appreciate the significant contributions seniors make to the economic and social well-being of our communities and to the province. Seniors have built our great province and provide valuable skills, knowledge, and experience that we can all learn from. In addition to the Seniors' Guide, I invite you to call 211 to speak with qualified staff members who can provide information on programs and services.

A handwritten signature in black ink that reads "John G. Abbott". The signature is written in a cursive, flowing style.

Hon. John G. Abbott  
Minister of Seniors

Minister Responsible for Newfoundland and Labrador  
Housing Corporation

# About this Guide

The Government of Newfoundland and Labrador is committed to improving well-being by building awareness and action to influence social factors on health outcomes and quality of life. In September 2024, the Premier of Newfoundland and Labrador, declared Newfoundland and Labrador as Canada's First Well-Being Province. This solidifies the Provincial Government's targeted focus on addressing the factors that contribute to the well-being of residents and communities.

This guide provides information on programs and services for seniors and older adults. The Government of Newfoundland and Labrador offers a variety of initiatives and services that promote and support the well-being of the province's older adult population. This guide is designed to help older adults access and navigate these programs, services, and benefits. It provides general information about a wide range of programs and services, including a description and contact information. By doing so, the guide supports the Provincial Government's commitment to developing an inclusive, community-oriented, and age-friendly province.

Whether seeking immediate support, information on health services, or opportunities to engage with the community, the guide is organized to help connect seniors and older adults with resources to enhance well-being, stay informed, and maintain a fulfilling lifestyle. It is separated into eight sections:

## Section 1 – Quick Help

In urgent situations, this section provides immediate access to essential emergency services and crisis support. It includes hotlines for health emergencies, domestic violence, and mental health, as well as information on specialized navigators who can assist seniors with specific needs.

## Section 2 – Well-Being, Culture, and Learning

This section highlights resources that promote a vibrant and engaged life for seniors, from age-friendly and dementia-friendly communities to opportunities for lifelong learning and cultural experiences.

### **Section 3 – Health Services**

Accessing health services is a key aspect of well-being for seniors and older adults. This section provides information on medical care, mental health programs, and prescription drug support. It also includes home and long-term care options.

### **Section 4 – Financial Help**

As seniors navigate life transitions, financial security is critical. This section outlines various financial assistance programs, including the Newfoundland and Labrador Income Supplement, Seniors' Benefit, caregiver support, and federal benefits.

### **Section 5 – Housing and Shelter Supports**

Housing security is vital for maintaining well-being. This section covers housing support programs, such as home repair and modification options, and energy savings programs.

### **Section 6 – Taking Care of Yourself and Others**

This section offers guidance on maintaining a healthy lifestyle and caring for others. It includes tips for physical and mental health, nutrition, and self-care. There is also information on long-term planning, legal support, and respite services.

### **Section 7 – Other Tips, Services and Resources**

A wide range of additional services and resources are outlined in this section, including protection against fraud, legal advocacy, and support for diverse groups such as 2SLGBTQIA+ seniors and those with disabilities. It also highlights the Office of the Seniors' Advocate and other agencies that can offer support.

### **Section 8 – Regional Office Contact Information**

This section serves as a practical directory of regional offices across Newfoundland and Labrador, providing contact information for local health services, housing offices, law enforcement, and more.



# Important

## Filing an Income Tax Return

Did you know that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you? You can receive some benefits and credits simply by filing a return.

Filing your income tax every year gives you access to many provincial and federal benefits and credits.

Provincial benefits and credits include the Seniors' Benefit, NL Prescription Drug Program, Income Supplement for Persons with Disabilities, Public Health Benefits, and low-income tax reductions. You may also be eligible for federal benefits, including Old Age Security, Guaranteed Income Supplement, Disability Tax Credit, and Canada Pension Plan. For more information, refer to the Federal Benefits and Support section on page 39.

You have up to 10 years to file for past income tax and credits. If you need help filing, contact the Canada Revenue Agency.

Call: 1.800.959.8281

TTY: 1.800.665.0354

Visit: [www.canada.ca/en/services/taxes/income-tax/personal-income-tax/get-ready-taxes.html](http://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/get-ready-taxes.html)

## Community Volunteer Income Tax Program (CVITP)

Need help filing your taxes? CVITP supports community organizations to host free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation.

Call: 1.800.959.8281

Visit: [www.canada.ca/taxes-help](http://www.canada.ca/taxes-help)

## Notice of Assessment

Some programs require a copy of your Notice of Assessment before you can receive benefits. A Notice of Assessment is the form from the Canada Revenue Agency stating how much tax is to be paid or refunded.

Note: For some programs and services, you may have to give personal information and/or apply. For other programs, eligibility is based on information from filing yearly income tax returns.

Visit: [www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html](http://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/a-copy-your-notice-assessment-reassessment.html)

## Abbreviations

ABE	Adult Basic Education
JIG	Jobs, Immigration and Growth
FAMA	Families and Affordability
ECE	Early Childhood Education
EECD	Education and Early Childhood Development
GST/HST	Goods and Services Tax / Harmonized Sales Tax
HCS	Health and Community Services
HST	Harmonized Sales Tax
MCP	Newfoundland and Labrador Medical Care Plan
MCR	Mobile Crisis Response Team
NLCB	Newfoundland and Labrador Child Benefit
NLHC	Newfoundland and Labrador Housing Corporation
NLPDP	Newfoundland and Labrador Prescription Drug Program
OAS	Old Age Security (Adults 65+)
OEEPD	Office of Employment Equity for Persons with Disabilities
RAP	Repayment Assistance Plan
RCMP	Royal Canadian Mounted Police
RNC	Royal Newfoundland Constabulary
TTY	Text Telephone (for Deaf, hard of hearing or communication disabilities)

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### Emergency Numbers

#### 911

Dialing 911 will reach emergency services from anywhere in the province.

You should call 911 when there is a threat to someone's health, life, safety or property and emergency help is needed right away.

What to expect:

A 911 Call Taker will answer the call with, "911, what is your emergency?" It is important to stay on the line with the Call Taker and answer all questions.

Expect to be asked for:

- Type of emergency;
- Your phone number;
- The community or location of the emergency; and,
- You will then be transferred to the appropriate emergency agency for response.

For more information visit [www.gov.nl.ca/911](http://www.gov.nl.ca/911).

#### Domestic Violence Help Line

The Domestic Violence Helpline is a province-wide, toll-free number that is text-enabled and available 24/7. The caller will connect with a trained professional who will assist them directly or connect them to the appropriate service or organization in the community, including women's centres, Violence Prevention Newfoundland and Labrador organizations, government departments, or medical and policing services.

Call or text: 1.888.709.7090

For information on accommodation and assistance for women and children who are experiencing, or are at risk of, violence, refer to the Emergency Housing section on page 46.

### **Shelter Hotline**

The Shelter Hotline is a 24/7 toll-free service for individuals experiencing homelessness to request access to temporary emergency shelter services throughout the province.

Call: 1.833.724.2444

## **Non-Emergency Health Hotlines**

### **811 HealthLine**

811 HealthLine is a confidential and free telephone line staffed by experienced Registered Nurses. 811 provides service to all residents of the province, while located in the province.

811 HealthLine can help you decide what steps to take to manage your physical and mental health, and the health of your family. 811 HealthLine nurses can also provide information about health services in your area, make referrals, and answer questions you may have about health-related topics.

- **Mental Health and Substance Use Crisis**  
People in need of crisis response or mental health and substance use support can dial 811, day or night, to speak with a registered nurse who is a trained crisis intervener.
- **Nurse Practitioner Virtual Care Service**  
Appointments are available everyday 8:00 a.m. to 8:00 p.m. (NT), including weekends at no cost to any individual. The nurse practitioner can communicate over the phone or through videoconference. Individuals can book an appointment by calling 811 or using the 811 HealthLine app, free through the Apple and Google Play app stores.
- **Dial-a-Dietitian**  
Offers evidence-based healthy eating advice and is delivered by local dietitians by calling the 811 HealthLine or emailing a dietitian on the 811 HealthLine website. Dial-a-Dietitian connects residents directly to a dietitian. No referral from a health care provider is needed. This service is available 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. (NT), Monday to Friday.

Call: 811  
Toll free: 1.888.709.2929  
Visit: [www.811healthline.ca](http://www.811healthline.ca)

## **Sexual Violence Crisis Line**

The Sexual Violence Crisis Line is a province-wide toll-free line which operates 24/7. Callers can access non-judgmental, empathetic support, and information regarding issues related to sexual violence. The line is confidential, and you do not need to be in crisis to call.

Call: 709.726.1411  
Toll free: 1.800.726.2743

## **Crisis Text Line**

Crisis Text Line is a 24/7 text line that connects individuals with a trained, volunteer crisis responder. The service is free and confidential.

Text: 'WELLNESS' to 741741 to connect.

## **Information Hotlines, Navigators, and Support**

### **511**

511 is a national traveler information call service, which provides up-to-the-minute traffic and transit information for Newfoundland and Labrador. The Department of Transportation and Infrastructure also offers a companion website, 511NL. The website has been designed by, and for users to help people plan their routes and travel safely and efficiently across the province of Newfoundland and Labrador. 511NL's vision is to present public information that impacts provincial highway travel to improve safety and reduce congestion.

Call: 511  
Visit: [www.511nl.ca](http://www.511nl.ca)

### **211 NL**

211 NL is the information and referral service that connects people to critical human, social, community, and government support. It helps individuals navigate the complex network of government and community programs and services quickly to find what they need for their unique situation. It is free and confidential.

By dialing 211, residents of Newfoundland and Labrador can obtain information on a wide range of community programs and services. Key features of 211:

- Non-emergency phone number that provides quick access to information and referral to community, social, health, and government services;
- Always answered by a person;
- Available 24/7;
- Offers access phone services in multiple languages; and,
- Available to people who are deaf, deafened, or hard of hearing via TTY.

211 NL also offers a companion website, [nl.211.ca](https://nl.211.ca). The website is the public online version of the database used by information and referral specialists for the 211 telephone/email service. This up-to-date, accessible, searchable database provides comprehensive access to information about social, community, health, and government services in Newfoundland and Labrador. This website complements the 211 telephone service, which was launched in 2020.

Call: 211

Visit: [nl.211.ca](https://nl.211.ca)

## SeniorsNL

SeniorsNL is dedicated to promoting the independence and well-being of older adults in Newfoundland and Labrador. They are also dedicated to bringing awareness of, and action on, elder abuse through the NL Network for the Prevention of Elder Abuse.

Information and referral services to seniors, and those who support seniors, include:

- Toll-free, provincial Seniors' Information Line, primarily answered by peer support volunteers (1.800.563.5599);
- In-depth information on services and resources for seniors, such as:
  - o Housing and subsidies;
  - o Home care;
  - o Financial support;
  - o Health, mental health, primary care, and dental care services;
  - o Prescription drug plans;
  - o Canada Revenue Agency - Community Volunteer Income Tax Program;
  - o Service Canada;

- o Finding additional help when turning 65;
- o Public Legal Information Association of NL;
- o Social, leisure, and recreational activities; and,
- o Lists of businesses that provide snow clearing, lawn care, footcare, and grocery stores that offer online or call-in orders, and delivery or pick-up options.
- Guides, brochures, and resources, such as:
  - o Housing transitions;
  - o Caregivers' guide and caregiving brochure series; and,
  - o Elder abuse.
- Helping seniors with online appointments systems, access online information, and fill out forms for various programs and services;
- Support seniors with system navigation; and,
- Webinars and in-person presentations related to seniors' issues, such as:
  - o Adult Protection Act (FAMA);
  - o Ageism;
  - o Hearing (CHAANL); and,
  - o Advance health care directives, wills, etc.

Other programs and services offered, include:

- Community Outreach and Engagement - information sharing of seniors-related materials through presentations in person/online and via biweekly newsletters.
- Social Prescribing Project - a collaboration between SeniorsNL and NL Health Services with the goal to integrate Social Prescribing into health care services.

Call: 1.800.563.5599

Email: [info@seniorsnl.ca](mailto:info@seniorsnl.ca)

Visit: [www.seniorsnl.ca](http://www.seniorsnl.ca)

Facebook: [www.facebook.com/SeniorsNL](https://www.facebook.com/SeniorsNL)

X: @SeniorsNL

YouTube: [www.youtube.com/@seniorsnl6047](https://www.youtube.com/@seniorsnl6047)

SeniorsNL also partners with 211NL/Findhelp to support data sharing and referrals.

## **Mental Health and Addictions Systems Navigator**

A Mental Health and Addictions Systems Navigator is a central point of contact for individuals, family members, and stakeholders throughout the province to:

- Problem-solve and figure out next steps;
- Consider options and find the right mental health or addiction service; and,
- Get help in making connections.

Hours of operation: Monday to Friday 8:30 a.m. to 4:30 p.m. (NT)

Call: 709.752.3916

Toll free: 1.877.999.7589; Video Relay Services (VRS) calls are welcome

Email: [barry.hewitt@easternhealth.ca](mailto:barry.hewitt@easternhealth.ca)

## **Indigenous Patient Navigators**

Indigenous Patient Navigators (IPN) work with Newfoundland and Labrador Health Services to support Indigenous patients and their families by helping them to navigate the complexities of the health care system. The IPN program offers support to First Nations, Inuit and Métis people who are referred for health care treatment. With assistance from the IPN, patients and their families have a better understanding of their diagnosis, health care plans and treatment options. Indigenous Patient Navigators also support health care providers with education about culture, thereby increasing cultural awareness and competency in the health workforce.

To learn more, contact an IPN (refer to page 66).

## **Cancer Patient Navigators**

Cancer Patient Navigators are highly trained cancer nurses. They can work closely with your family doctor/care provider, surgeon, cancer specialist, and your family to provide you with the information and knowledge to make the best decisions about your care. Your connection with a Cancer Patient Navigator may help your medical visits be less stressful. They are available to help you at any point in your cancer journey.



To contact a cancer patient navigator, please call 1.855.848.3888 (toll free), or call your local cancer patient navigator:

- St. John's: 709.777.2094 or 709.777.2368
- Peninsulas region (Burin, Clarenville, Bonavista): 709.279.7956
- Central: 709.256.5571
- Western: 709.784.5010
- St. Anthony: 709.454.3999
- Happy Valley-Goose Bay: 709.897.3115
- Labrador City: 709.285.8332

### **Regional Status of Women Councils**

There are nine regionally based Status of Women Councils that function to advance the status of women based on specific needs. The councils also operate the regional women's centres.

For more information visit [www.gov.nl.ca/exec/wge/regionalstatus](http://www.gov.nl.ca/exec/wge/regionalstatus) or call a centre near you (refer to page 67).

### **Indigenous Women's Organizations**

There are seven regionally based Indigenous Women's Organizations that support Indigenous women based on specific needs and concerns.

For more information visit [www.gov.nl.ca/exec/wge/community/#Indigenous](http://www.gov.nl.ca/exec/wge/community/#Indigenous) or call an organization near you (refer to page 68).

### **Palliative Care Nurse Navigators**

The palliative care nurse navigator is a nurse who has vast knowledge of palliative care services, and who is of great assistance to any individual with a life limiting illness or family member inquiring about available services. To contact the palliative care nurse navigator, please call 709.777.7303 or toll free at 1.855.690.7303.

For more information on palliative care services, please refer to page 53.

### **Francophone Health System Navigators**

The Francophone Health System Navigator is a pilot project that seeks to provide an additional level of support to French-speaking patients and families to improve their navigation and access through the health-care system. Contact the navigator by email at [navigation.franco@easternhealth.ca](mailto:navigation.franco@easternhealth.ca) or by telephone at: 709.699.2409.

# Seniors Well-Being, Culture and Learning

## Indigenous Connections

### Office of Indigenous Affairs and Reconciliation

The Office of Indigenous Affairs and Reconciliation focuses on a principle-based relationship with Indigenous people, characterized by mutual respect, which is the foundation for sound government policies and programs, vibrant and prosperous Indigenous communities.

More information for Indigenous Governments and Organizations can be found at: [www.gov.nl.ca/exec/iar/about-the-office/links](http://www.gov.nl.ca/exec/iar/about-the-office/links).

### Friendship Centres

Friendship Centres are a beacon for Indigenous peoples who live in urban areas, or travel to larger centres from their home communities for services. These community-based organizations provide culturally appropriate services and serve as a place for Indigenous and non-Indigenous people to come together, to share traditions and to learn from one another.

Newfoundland and Labrador is presently home to three Friendship Centres, located in St. John's, Stephenville, and Happy Valley-Goose Bay. Every Centre is as unique as the area it serves, allowing for programs and services that vary based on need.

People of the Dawn Indigenous Friendship Centre (Stephenville):  
Located in Stephenville, the People of the Dawn Indigenous Friendship Centre delivers culturally appropriate services to Indigenous people— regardless of status— in urban communities. The Centre currently provides service and supports developed to assist individuals with challenges related to employment, health, education, justice, and housing. Community cultural gatherings, celebrations, ceremonies, workshops, and teachings are also an ongoing and integral part of the Centre's offerings.

Call: 709.643.3902

Visit: [www.pdifc.com](http://www.pdifc.com)

First Light St. John's Friendship Centre:

The First Light St. John's Friendship Centre supports the urban Indigenous and non-Indigenous community alike by providing programs and services in the St. John's area. First Light's programs and services include a daycare and after-school program, and women's, Indigenous arts, and employment assistance programs.

Call: 709.726.5902

Visit: [www.firstlightnl.ca](http://www.firstlightnl.ca)

Labrador Friendship Centre:

The Labrador Friendship Centre aims to provide the best possible services to enrich the lives of the Indigenous Peoples of Labrador through the provision and implementation of social, cultural, health, educational, employment, and developmental initiatives.

Call: 709.896.8302 ext. 222

Visit: [www.lfchvgb.ca](http://www.lfchvgb.ca)

## Well-Being NL

The Government of Newfoundland and Labrador is focused on building awareness and action to influence social factors on health outcomes and quality of life.

Well-being is an overall positive quality of life where an individual's needs are met across many aspects, including physical, mental, social, economic, and environmental. Social determinants are major contributors to our health and well-being.

They include:

- Access to safe housing, good food and clean water;
- A justice system that protects us;
- Money;
- Quality education; and,
- Our experience of equity, social connection, and safety.

This is a long-term goal, and the work to achieve this goal has begun. This relies upon governments, communities, groups, businesses, and organizations to incorporate a well-being approach in their policies and programs, and for individuals to discover how well-being applies to them. Some actions currently being taken by the Government of Newfoundland and Labrador to improve well-being includes:

- Age-Friendly and Dementia-Friendly Communities;
- Seniors' Health and Well-Being Plan;
- Inclusive and Accessible Communities;
- Newfoundland and Labrador Disability Benefit;
- Poverty Reduction;
- Housing;
- Actions to Support Violence Prevention; and,
- A New Public Health Framework.

Email: [info@wellbeingnl.ca](mailto:info@wellbeingnl.ca)

Visit: [www.wellbeingnl.ca](http://www.wellbeingnl.ca)

## **Dementia-Friendly Communities NL**

### **What is Dementia?**

Dementia is not one specific disease. Dementia is a term used to describe symptoms affecting memory, thinking, and/or social skills that interfere with daily living.

Although there is no cure, there are resources and supports available for people living with dementia. Treatment options may also be available to help manage and delay dementia symptoms. Dementia does not remove someone's ability to express, respond to, and experience feelings such as anger, fear, sadness, joy, and love.

### **Supporting Dementia-Friendly Communities**

A dementia-friendly community focuses on creating cities and towns that are better places to live for anyone with dementia. The goal is to support people living with dementia to stay active in their communities. A dementia-friendly community respects and supports people living with dementia and their essential

care partners. An essential care partner is someone who provides physical, psychological and/or emotional support.

These communities understand the changes that come with dementia, how they may impact community life, and take action to make spaces more inclusive. They allow people living with dementia and their essential care partners to:

- Support their health and well-being;
- Live as independently as possible;
- Safely live in their communities; and,
- Stay socially active.

Dementia-friendly communities promote a better understanding of dementia, reduce stigma, raise public awareness, and encourage social inclusion and participation. Becoming dementia-friendly can include setting up new services in your community or making changes to current services to make it easier for those living with dementia to participate safely and comfortably.

Visit: [www.dementiafriendlynl.ca](http://www.dementiafriendlynl.ca)

## Age-Friendly Newfoundland and Labrador Communities

### What is an Age-Friendly Community?

An age-friendly community is a community where the policies, services and physical spaces are universally designed to enable people of all ages to actively age in a secure and accessible environment from both a physical and social perspective.

In an age-friendly community:

- Seniors are supported to age actively, enjoy good health, and remain independent and involved in their communities;
- People of all ages and abilities benefit from safer, barrier-free buildings and streets, better access to local businesses and facilities, and more green spaces;
- Businesses benefit from the increased support and spending power of older customers, and are better able to support older workers; and,



The community benefits from the increased participation of older adults in community life.

### **How can my community become Age-Friendly?**

Based on the experience of Canadian communities that have been making positive changes for a number of years, the Public Health Agency of Canada, in collaboration with key partners, has developed five critical milestones on the way to becoming age-friendly. This approach recognizes that communities have different needs and capacities in relation to the eight domains of an age-friendly community.

The following age-friendly community milestones were numbered only for organizational purposes and easy reference. They are not meant to suggest order of achievement.

The Age-Friendly Community Milestones are:

1. Establishing an advisory committee that includes the active engagement of older adults;
2. Securing a local municipal council resolution to actively support, promote and work toward becoming age-friendly;
3. Establishing a robust and concrete plan of action that responds to the needs identified by older adults in the community;
4. Demonstrating commitment to action by publicly posting the action plan; and,
5. Committing to measuring activities, reviewing action plan outcomes, and reporting on them publicly.

Visit: [www.gov.nl.ca/cssd/seniors/age-friendly-newfoundland-and-labrador-communities](http://www.gov.nl.ca/cssd/seniors/age-friendly-newfoundland-and-labrador-communities)

### **Bridging Generations: A Guide to Intergenerational Programs in Newfoundland and Labrador**

Intergenerational relationships enrich our lives and communities, and every generation brings its own knowledge and experience to these relationships.

Intergenerational activities are also an important strategy to challenge ageism, which the World Health Organization defines as the stereotypes (how we think), prejudice (how we feel), and discrimination (how we act) towards others or oneself based on age.



There are many benefits of intergenerational programs and activities, such as:

- Challenging stereotypes and prejudice, and combatting ageism;
- Improving physical, mental, and social well-being;
- Reducing stress and feelings of loneliness;
- Creating a sense of belonging;
- Increasing self-esteem, social connection, and intergenerational respect and understanding;
- Enabling the sharing of meaningful activities, skills, and celebration of the talents and knowledge of different generations; and,
- Passing of traditional and cultural knowledge and skills from one generation to the next.

The Government of Newfoundland and Labrador is focused on building awareness and acting on the social factors that influence health outcomes and quality of life to improve well-being.

This intergenerational program guide is in line with the Provincial Government's focus on overall well-being and age and dementia-friendly communities, which support vibrant, inclusive, and accessible spaces and programs where all people can remain active, independent, and engaged in their communities.

Visit: [www.gov.nl.ca/cssd/bridging-generations-a-guide-to-intergenerational-programs-in-newfoundland-and-labrador](http://www.gov.nl.ca/cssd/bridging-generations-a-guide-to-intergenerational-programs-in-newfoundland-and-labrador)

## NL 50+ Federation

The NL 50+ Federation is a membership-based charitable organization devoted to the welfare and best interests of the older persons in the province. It is a province-wide umbrella organization which represents approximately 130 50+ clubs across Newfoundland and Labrador.

Objectives of the 50+ Federation:

- To promote, establish and foster Seniors Centres (called Clubs or Groups) throughout Newfoundland and Labrador;



- To provide education for persons in the retired and senior citizens age group and other individuals interested in aging and the status and well-being of seniors;
- To reach out to seniors who are lonely, isolated, or at risk;
- To provide programs which promote healthy and active lifestyles for seniors, thus sustaining mental and physical health;
- To assist in developing the knowledge that seniors should learn during their aging process, through promotion of educational experiences;
- To research the aging process, and any problems and benefits pertaining to the aged that might be of interest to the Federation, and to use the knowledge gained from that research to educate seniors and any other party or parties who are, or might become, interested in these concerns;
- To provide opportunities for seniors to utilize their volunteer and leadership skills for the benefit of all persons; and,
- To consult with other private organizations which offer similar services in order to gather any educational information that will add to knowledge and be of use to seniors and the public.

For more information about the Federation and the services it provides, contact the Federation President, Linda Oldford.

Call: 709.424.0490

Email: [lindaoldford54@gmail.com](mailto:lindaoldford54@gmail.com)

## 50+ Clubs

The 50+ Clubs represent a membership of approximately 7,000. Members receive regular newsletters from the Federation and are invited to attend an annual convention. For more information about seniors' clubs and how to become a member, contact the director in your region.

Visit: [www.seniorsnl.ca/seniors/nl-50plus-federation-in-the-community/federation-50groups-directors](http://www.seniorsnl.ca/seniors/nl-50plus-federation-in-the-community/federation-50groups-directors)



## Seniors of Distinction Awards

The Newfoundland and Labrador Seniors of Distinction Awards recognize and celebrate the contributions, achievements, and diversity of seniors throughout Newfoundland and Labrador.

The Seniors of Distinction Awards are an opportunity to recognize the many contributions people make throughout their lifetime. Nominations are invited for people who have enriched our physical, social, cultural and/or community well-being including those who have been age-friendly community champions at the local, provincial, national and/or international level.

To be eligible for the award, a person must be nominated by an individual or group, must be 50 years of age or older and be a current or past resident of Newfoundland and Labrador. People will be considered for both voluntary and paid work, and nominations from last year will be reviewed again this year at the request of the nominee. Posthumous awards may also be given.

To learn more and see previous award recipients, visit [www.gov.nl.ca/cssd/seniors/sda](http://www.gov.nl.ca/cssd/seniors/sda).

Call: 1.888.494.2266

Email: [seniorsofdistinction@gov.nl.ca](mailto:seniorsofdistinction@gov.nl.ca)

## Life-Long Learning

### Adult Basic Education (ABE)

ABE is a provincial literacy program for adults, offered in 36 locations around the province. It has three levels:

- Level I – Basic Literacy Skills;
- Level II – Skills similar to Grade 7-9; and,
- Level III – Equivalent to Grade 10-12.

To be eligible for admission to ABE, an individual must be 19 years of age or older; a resident of Canada (includes permanent residents or persons with refugee status); or are nominated through the Provincial Nominee Program or endorsed through the Atlantic Immigration Program as a candidate for permanent residency.

Call: 709.729.6828

Email: [trinagrandy@gov.nl.ca](mailto:trinagrandy@gov.nl.ca)

Visit: [www.gov.nl.ca/education/adult-literacy/high-school-equivalency-and-upgrading](http://www.gov.nl.ca/education/adult-literacy/high-school-equivalency-and-upgrading)

### **Continuous, Adult and Life-long Learning (CALL)**

Memorial University has an array of continuing education opportunities. CALL is a searchable hub to help find programming and resources and explore available courses and programs including:

- Professional development;
- Industrial training; and,
- Offerings for general interest.

Memorial University also offers university credit courses without having to enroll in a degree program, and the CALL website provides an up-to-date catalogue of available credit courses that can be taken for interest. Some of these are online, and some are in person. CALL offers support to find programs to meet needs, learn new skills, reach goals, and spark curiosity.

Visit: [www.mun.ca/call](http://www.mun.ca/call).

### **One-to-One Literacy Tutoring**

There are many groups that offer volunteer one-to-one literacy tutoring services in Newfoundland and Labrador. This program is delivered to adults (18 years of age or older). The following services are offered free of charge:

- Teachers on Wheels (St. John's metro area)
- Call: 709.738.3975
- Visit: [www.teachersonwheels.ca](http://www.teachersonwheels.ca)
- NL Laubach Literacy Council (all other areas of the province)
- Call: 709.634.5081
- Visit: [www.nlllc.ca](http://www.nlllc.ca)

Learning Disabilities Association of Newfoundland and Labrador (province-wide)  
Please note that access to this service is free, and the diagnosis of a learning disability is not required to access free tutoring.

Call: 709.753.1445

Visit: [www.ldanl.ca/adult-literacy-support](http://www.ldanl.ca/adult-literacy-support)

## Newfoundland and Labrador Public Libraries

Newfoundland and Labrador Public Libraries (NLPL) lend books, magazines, DVDs, and CDs. E-books, e-audiobooks, e-newspapers, and e-magazines can be borrowed through the NLPL Digital Library. Libraries provide adult programs and offer a variety of training and community events. All libraries have public computers, free internet access and Wi-Fi.

NLPL also provides Memory Care Kits, which are designed for individuals living with dementia and their care partners. The unique items included in each kit encourage conversation, spark memories, and provide engaging interactions.

Find a library location near you:

[www.nlpl.ca/library-contacts/public-library-branch-locations.html](http://www.nlpl.ca/library-contacts/public-library-branch-locations.html)

For more information on the Connect Pass Program, see page 20.

Call: 709.643.0900

Visit: [www.nlpl.ca](http://www.nlpl.ca)



## Arts and Culture Centres

Arts and Culture Centres (ACCs) are located in six communities across the province (St. John's, Gander, Grand Falls-Windsor, Corner Brook, Stephenville, and Labrador City). The ACCs offer a series of programming for all ages and across all disciplines.

The centres also provide the community with access to workshops, classes, and community activity in arts and culture. There are often discounted pricing opportunities for youth and seniors.

To learn more, contact an Arts and Culture Centre (refer to page 75).

Visit: [www.artsandculturecentre.com](http://www.artsandculturecentre.com)

## The Rooms and Provincial Museums

The Rooms is Newfoundland and Labrador's largest public cultural space. It represents and displays our province to itself and to the world. Both a destination and a journey, The Rooms is where the province's most extensive collection

of artifacts, art and historical records come together to create meaningful and memorable visitor experiences that share who we are and how we came to be. The Rooms offers free admission to students every Friday. Students must present a valid student ID at the admissions desk. Seniors also receive a discount on admission price. There is free admission for all on the first Wednesday evening each month, 6:00 p.m. to 9:00 p.m.

The Rooms oversees three provincial museums located in various regions. The Rooms Regional Museums include the Labrador Interpretation Centre, in North West River; the Demasduit Regional Museum, in Grand Falls-Windsor; and the Provincial Seamen's Museum in Grand Bank on the Burin Peninsula.

Admission rates apply to the Demasduit Regional Museum and Provincial Seaman's Museums. Admission to the Labrador Interpretation Centre is free.

Call: 709.757.8090

Visit: [www.therooms.ca](http://www.therooms.ca)

### Office of Immigration and Multiculturalism

The Office of Immigration and Multiculturalism administers the Newfoundland and Labrador Provincial Nominee Program and the Atlantic Immigration Program. In addition to these programs, the office provides navigation services to assist newcomers with immigration applications, settling in the province, connecting them to resources like housing, health care, and employment, and hosts virtual events to attract skilled workers to the province. Additionally, the office works with employers to address labour shortages through immigration, promotes diversity and multiculturalism throughout the province, promotes Newfoundland and Labrador internationally as an immigration destination of choice, and works with community and other partners to address and prevent racism in Newfoundland and Labrador.

For more information about immigration services, contact the Office.

Email: [immigration@gov.nl.ca](mailto:immigration@gov.nl.ca)

Visit: [www.gov.nl.ca/immigration](http://www.gov.nl.ca/immigration)



# Getting Active

## Provincial Parks

Provincial Parks provide camping, outdoor recreation, and conservation opportunities to the public. The Parks Division also issues permits, licences and leases for activities in Provincial Parks.

To find out more about Provincial Parks or to book a campsite, call the number below or visit the website. There may be some reduced fees for seniors.

Call: 709.637.2040

Visit: [www.parksnl.ca](http://www.parksnl.ca)

For campsite reservations:

Call: 1.877.214.2267

Visit: [www.nlcamping.ca](http://www.nlcamping.ca)

## Provincial Historic Sites

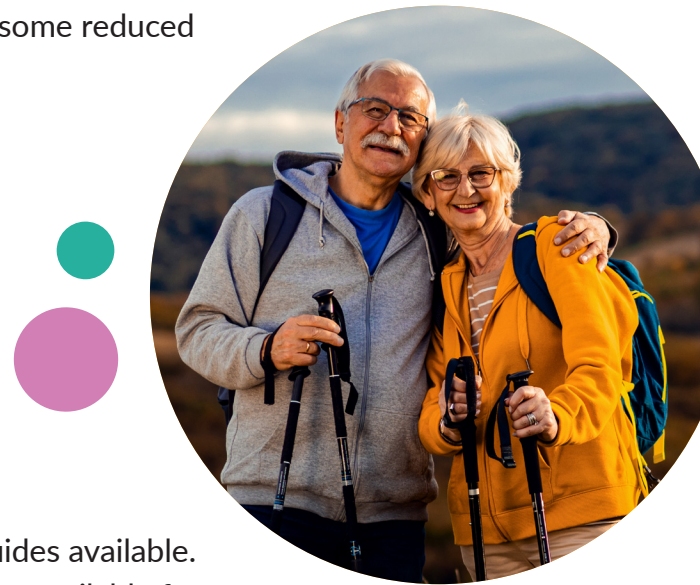
There are 12 Provincial Historic Sites that have guides available. Provincial Historic Sites are seasonal. Discounts are available for seniors, students, and youth. Admission is free for children and youth 16 and under.

For a full listing of these sites and contact information, visit the website below.

Visit: [www.seethesites.ca](http://www.seethesites.ca)

## Natural Areas

This office manages the province's wilderness and ecological reserves to provide wilderness recreation (including free backcountry camping), ecotourism, scientific research, and education opportunities to the public; issues permits for those activities in wilderness and ecological reserves; creates new wilderness and ecological reserves to support biodiversity conservation; leads management of Canadian heritage rivers in the province; and liaises with Parks Canada on national parks issues.



Call: 709.637.4066

Email: [naturalareas@gov.nl.ca](mailto:naturalareas@gov.nl.ca)

Visit: [www.gov.nl.ca/ecc/natural-areas](http://www.gov.nl.ca/ecc/natural-areas)

### **Connect Pass Program**

Newfoundland and Labrador Public Libraries card holders can borrow a pass, free of charge, to Provincial Historic Sites and Provincial Parks through the NLPL Connect Pass program.

Visit: [www.nlpl.ca/nlpl-connect-pass](http://www.nlpl.ca/nlpl-connect-pass)

### **Community Garden Support Program**

The Community Garden Support Program helps eligible municipalities, schools, not-for-profit organizations, and community groups establish and enhance new and existing community gardens. Participants contribute to local food production and food self-sufficiency so that communities benefit from increased access to fresh, nutritious, locally grown food. The program provides up to a maximum of \$750 per eligible applicant in the form of a non-repayable grant.

Visit: [www.gov.nl.ca/ffa/programs-and-funding/programs](http://www.gov.nl.ca/ffa/programs-and-funding/programs)

### **Active NL Fund**

The Active NL Fund is designed to support active living. Funding is available to develop, deliver, purchase, or upgrade active living infrastructure, equipment, and initiatives that directly increases sport, physical activity, active recreation, and healthy eating for individuals of all ages.

Visit: [www.gov.nl.ca/tcar/funding-programs/active-nl](http://www.gov.nl.ca/tcar/funding-programs/active-nl)

## **Permits and Licences**

### **Wood Cutting Permits and Sawmill Licences**

The Department of Fisheries, Forestry and Agriculture is responsible for issuing wood cutting permits and sawmill licences for both domestic and commercial purposes, as well as burning permits. Some licences may be available at a reduced fee for seniors.

Licences can be obtained at one of the Forest Management District Offices (refer to page 72).

Further information, including policies and forms can be found online.

Visit: [www.gov.nl.ca/ffa/licenses-permits-and-fees/cutting-transporting-burning](http://www.gov.nl.ca/ffa/licenses-permits-and-fees/cutting-transporting-burning)

## Hunting and Fishing Licences

The Department of Fisheries, Forestry and Agriculture, Wildlife Division is responsible for issuing hunting, trapping, guide, and inland angling licences; hunter education and firearm safety training; maintaining the Program for Hunters and Anglers with a Disability; and operating the Salmonier Nature Park. All licences are available for a reduced fee for seniors 65 years and older, and Small Game Youth snaring licences are available free for youth.

For more information on the Program for Hunters and Anglers with a Disability visit: [www.gov.nl.ca/hunting-trapping-guide/2024-25/persons-with-disabilities](http://www.gov.nl.ca/hunting-trapping-guide/2024-25/persons-with-disabilities).

Call: 709.637.2025 or 709.729.2630

Email: [wildlifelicense@gov.nl.ca](mailto:wildlifelicense@gov.nl.ca)

Visit: [www.gov.nl.ca/ffa/wildlife](http://www.gov.nl.ca/ffa/wildlife)

## Crown Land Services

The Crown Lands Division is responsible for the management and allocation of Crown Lands in Newfoundland and Labrador.

The Primary Residence Land Title Program is a quick and affordable option for people who can prove possession and occupation of their primary residential property but do not meet the requirements of adverse possession (commonly known as squatters' rights). If eligible for this program, people can apply for a quitclaim that eliminates the Crown's claim to a property. An application fee and quitclaim fee will apply, as well as a document preparation fee and provision of an acceptable land survey upon approval.

For assistance with any Crown Lands service, please contact the office.

Toll-free: 1.833.891.3249

Email: [crownlandsinfo@gov.nl.ca](mailto:crownlandsinfo@gov.nl.ca)

Visit: [www.gov.nl.ca/crownlands](http://www.gov.nl.ca/crownlands)

## Motor Registration

The Motor Registration Division administers the Driver Licensing Program, Vehicle Registration Program and Highway Safety and Enforcement Program and includes the following services:

- Testing for and issuing driver's licences;
- Annual licensing or registration of vehicles;
- Issuing photo identification cards;
- Issuing accessible parking permits;
- Collection of any outstanding traffic fines and sales tax on vehicle transfers;
- Managing driver convictions, suspensions, and collision/medical records; and,
- Development, administration, and auditing of highway enforcement programs for commercial drivers and vehicles to achieve safety on public roads.

Call: 1.877.636.6867

Email: [mrd@gov.nl.ca](mailto:mrd@gov.nl.ca)

To schedule an appointment, to renew online, or find a local office visit:

[www.gov.nl.ca/motorregistration](http://www.gov.nl.ca/motorregistration).

If you require a medical exam to renew your driver's licence, see page 28 for Driver's Medical Exam Coverage.

### Off-road Vehicle Registration:

Anyone registering an off-road vehicle with Motor Registration Division for the first time is required to complete off road vehicle safety training and pass a written test. The training is free and available online at: [www.gov.nl.ca/motorregistration/files/Off-Road-Vehicle-Training-Manual-24173.pdf](http://www.gov.nl.ca/motorregistration/files/Off-Road-Vehicle-Training-Manual-24173.pdf)

The test can be completed online using MyGovNL.

Visit: [www.my.gov.nl.ca/en/login](http://www.my.gov.nl.ca/en/login)



# Employment Services

## Employment and Training

The Department of Jobs, Immigration and Growth (JIG) offers many programs and supports to help people prepare for, find, and keep jobs. These include:

- Employment Centres;
- Job Creation Partnerships;
- Employment/Self-Employment supports;
- Skills development supports;
- Wage subsidies; and,
- Employment assistance for persons with disabilities.

People can visit Employment Centres throughout the province to get help with job search, training options, resume writing, and interview skills. Staff can also help with career planning and job matching with employers, as well as discussing your eligibility for programs and services to help meet your employment goals. To find an Employment Centre near you, call toll free.

Call: 1.800.563.6600

Email: [employmentprograms@gov.nl.ca](mailto:employmentprograms@gov.nl.ca)

Visit: [www.gov.nl.ca/ipgs/empservices](http://www.gov.nl.ca/ipgs/empservices)



To learn more about services in your region, contact a JIG Employment Centre (refer to page 74).

## Labour Standards Division

The Labour Standards Division enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment, and various leaves.

Call: 1.877.563.1063

Email: [labourstandards@gov.nl.ca](mailto:labourstandards@gov.nl.ca)

Visit: [www.gov.nl.ca/ecc/labour/nonunion](http://www.gov.nl.ca/ecc/labour/nonunion)

# Health Services

## General Medical, Health and Wellness

### Newfoundland and Labrador Health Services (NL Health Services)

NL Health Services delivers health care across five regional zones, including Eastern-Urban, Eastern-Rural, Central, Western, and Labrador-Grenfell. This includes hospitals, long-term care homes, and community support services. Hospitals and health care centres provide emergency services and outpatient clinics.

In the community, services may include:

- Home Care and Supportive Services;
- Medical Equipment and Supplies;
- Palliative and end-of-life care;
- Community Health Nursing;
- Public Health (such as health promotion and immunizations); and,
- Mental Health and Addictions.

For more information, contact NL Health Services zones listed on page 65.

### Newfoundland and Labrador Medical Care Plan (MCP)

MCP covers the cost of insured medical services for residents of the province who meet eligibility criteria to register as MCP beneficiaries, including newcomers to Canada and foreign students. For people covered by MCP, the Newfoundland Hospital Insurance Plan provides coverage for insured hospital services. For more information or to apply for an MCP card, visit [www.gov.nl.ca/hcs/mcp](http://www.gov.nl.ca/hcs/mcp).

Call: 1.866.449.4459 or 1.800.563.1557

Coverage Outside Newfoundland and Labrador:

For eligible beneficiaries, while temporarily away from Newfoundland and Labrador, MCP will cover some of the costs of insured services that are specified under the Medical Care Plan and the Hospital Insurance Plan.

Beneficiaries who leave the province for more than 30 days at a time are advised to submit an Out-of-Province Coverage Certificate. Beneficiaries travelling outside the province for any length of time, within or outside of Canada, are also strongly advised to have additional private insurance for costs not covered by MCP, including medical transportation, which can be very expensive.

To learn more and determine eligibility for coverage, visit: [www.gov.nl.ca/hcs/mcp/outofprovincecoverage](http://www.gov.nl.ca/hcs/mcp/outofprovincecoverage).

## **Medical Transportation Assistance**

The Department of Labrador Affairs administers the Medical Transportation Assistance Program (MTAP) provide financial help to Medical Care Plan (MCP) beneficiaries who incur out-of-pocket travel costs to access eligible insured medical services that are not available in their community and/or within the province.

MTAP provides financial assistance to a patient and their escort (if medically required) who incur substantial out-of-pocket travel costs to access specialized insured medical services that are not available in their community and/or within the province. Claims can be submitted to:

Medical Transportation Assistance Program  
Department of Labrador Affairs  
Government of Newfoundland and Labrador  
P.O. Box 8700, St. John's, NL A1B 4J6

Call: 1.877.475.2412

Fax: 709.729.1918

Email: [mtap@gov.nl.ca](mailto:mtap@gov.nl.ca)

Visit: [www.gov.nl.ca/exec/las/medical-transportation-assistance-program-mtap](http://www.gov.nl.ca/exec/las/medical-transportation-assistance-program-mtap)

## **Newfoundland and Labrador Prescription Drug Program (NLPDP)**

The NLPDP offers financial assistance for eligible prescription medications for residents. There are five main plans under the program:

- Foundation Plan;
- Access Plan;
- Assurance Plan;
- 65 Plus Plan; and,
- Select Needs Plan.



Call: 1.888.859.3535

Visit: [www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview](http://www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview)

### **Foundation Plan**

The Foundation Plan provides 100 per cent coverage of eligible prescription medications for individuals and/or families who are receiving the following services:

- Income Support benefits through FAMA;
- Long-term care or personal care homes subsidies;
- Community supports through NL Health Services; and,
- Children in the care of FAMA, and people in supervised care.

No application is necessary. A Prescription Drug Program card is automatically issued when the Department of Health and Community Services is notified that a person is in receipt of the above noted services.

### **Access Plan**

The Access Plan provides individuals and families with low incomes access to eligible prescription medications. Eligibility and a client's contribution toward their medication costs are determined by net income levels and family status.

Applicants must have a valid MCP number and a current tax return completed and processed by the Canada Revenue Agency. An application form is required. Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

Call: 1.888.859.3535

Visit: [www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf](http://www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf)

### **Assurance Plan**

The Assurance Plan provides prescription medication coverage to individuals and/or families with high drug costs where eligible drug costs exceed:

- 5 per cent of net income for those who earn below \$40,000;
- 7.5 per cent of net income for those who earn from \$40,000 to under \$75,000; and,
- 10 per cent of net income for those who earn from \$75,000 to under \$150,000.



Eligible applicants will be responsible for a co-payment depending on their net income and eligible drug costs. Applicants must have a valid MCP card. All applicants must have a current tax return completed and processed by the Canada Revenue Agency. An application form is required in addition to providing a 12-month pharmacy printout dated from the time of application for all persons listed on the application.

Applications are available at most pharmacies and doctor offices. You may also call NLPDP to have an application mailed to you.

Call: 1.888.859.3535

Visit: [www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf](http://www.gov.nl.ca/hcs/files/forms-pdf-nlpdp-application.pdf)

### 65 Plus Plan

This plan provides coverage of eligible prescription drugs for residents 65 years of age and older who receive Old Age Security (OAS) benefits and the Guaranteed Income Supplement (GIS). Beneficiaries pay the dispensing fee up to a maximum of \$6. No application is necessary. A Prescription Drug Program card is automatically issued when HCS is notified by Service Canada that a person is in receipt of the GIS and OAS.

Please note: Landed immigrants who live in Newfoundland and Labrador and are 65 years of age or older can request an application form by calling:

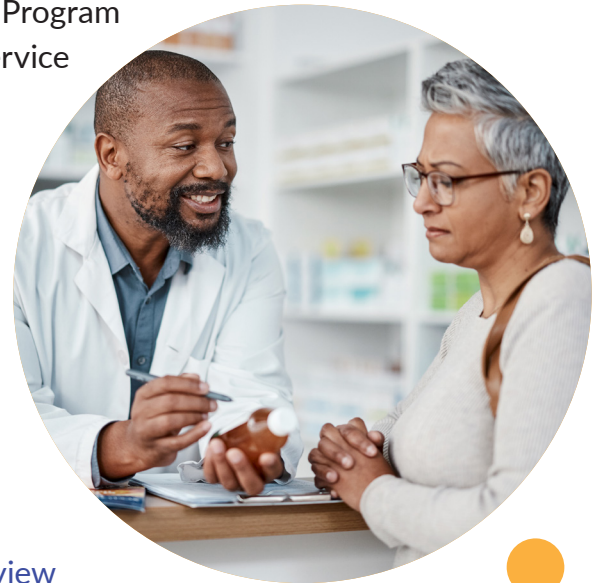
Call: 709.643.5421

Toll free: 1.888.859.3535

For inquiries to determine eligibility for GIS:

Call: 1.800.277.9914

Visit: [www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview](http://www.gov.nl.ca/hcs/prescription/nlpdp-plan-overview)



### Select Needs Plan

Covers 100 per cent of disease-specific medications and supplies for people with Cystic Fibrosis and Growth Hormone Deficiency. A drug card is automatically issued when the program is informed that a person has a Cystic Fibrosis or Growth Hormone Deficiency diagnosis.

## Dental Health Plan

For adults enrolled in the NLPDP - Foundation Plan (page 26), this plan pays for basic procedures including examinations and routine fillings, extractions, and standard dentures (every eight years). Routine fillings have an annual cap of \$300. Fillings in excess of the \$300 will be the financial responsibility of the patient. The annual cap refreshes April 1 of each year.

It is recommended that each patient discuss the costs with their dentist/denturist before beginning treatment.

Call: 1.800.440.4405 (for Dental Service) or 1.888.859.3535 (for Eligibility and Dental Letters)

Visit: [www.gov.nl.ca/health/dentalservices/general\\_info.html](http://www.gov.nl.ca/health/dentalservices/general_info.html)

To learn about the Canadian Dental Care Plan (CDCP), refer to page 41.

## Vision Care

Individuals receiving Long-Term Care and Community Support Services through NL Health Services may be eligible for vision care benefits.

For more information contact NL Health Services within the appropriate health zone as identified on page 65.

## Hearing Support

Audiology Services provides rehabilitation services to eligible residents with hearing impairment, including hearing aids and cochlear implants. Talk to your primary care provider to determine if a referral to publicly funded audiology services would be beneficial to you. A financial assessment will advise individuals of what they need to contribute toward the cost of their hearing devices.



## Driver's Medical Exam Coverage

The Provincial Government covers the cost for age-related Driver's Medical Examinations for seniors at ages 75, 80 and every two years thereafter.

Coverage is retroactive to April 1, 2023. Seniors who have been charged for this service will be reimbursed up to \$100. To be eligible for reimbursement, seniors must provide a receipt. Anyone who has been charged for this service and has questions about the process or reimbursement may contact the Department of Health and Community Services by email or telephone.

Call: 1.833.864.0223

Email: [driversmedicals@gov.nl.ca](mailto:driversmedicals@gov.nl.ca)

## Home Care Supports

### Personal Care Home Program

Personal care homes are privately-owned accommodations for seniors and other adults who need assistance with activities of daily living, such as eating, bathing, dressing, toileting, and taking medications. Homes are monitored and licensed by a team of professionals from NL Health Services.

#### Services

Personal care homes provide personal care, behavioral support, palliative end-of-life care, recreation, laundry, housekeeping, and meal services, in a safe, home-like environment.

There is also a temporary Short Stay Option accommodation available for individuals who cannot remain in their current living arrangement and urgently need care which can be safely provided in the personal care home setting. This service offers supportive care at no cost, for up to 30 days until permanent arrangements can be made, which may include returning home with or without formal supports, or admission to a personal care home.

#### Eligibility

The Personal Care Home Program is available to individuals aged 55 years or older who have an accessed care need. Individuals who do not need supportive care may also access the Personal Care Home Program if they are a spouse of a resident approved for placement or if they choose to pay privately.

The first step is to contact NL Health Services to determine eligibility for the Personal Care Home Program. A clinical assessment will be completed by either a social worker or a nurse. Other professionals may be consulted to help complete the assessment.

## Financial Assistance

The Provincial Personal Care Home Program provides financial subsidies, through NL Health Services, to eligible individuals to assist with the cost of living in a personal care home. A financial assessment will advise individuals of what they need to contribute toward the cost of their care. Individuals who do not have a demonstrated care need based on the clinical assessment will not receive a financial subsidy but may choose to enter into a private financial arrangement with the service provider.



## Contact Information

For a listing of all personal care homes located within the province please visit [www.gov.nl.ca/hcs/files/Contact-info-and-licensure-status-of-PCHs-in-Newfoundland-Labrador-September-2024.pdf](http://www.gov.nl.ca/hcs/files/Contact-info-and-licensure-status-of-PCHs-in-Newfoundland-Labrador-September-2024.pdf).

For questions regarding the Personal Care Home Program please contact:

Central Zone Intake:	1.833.210.8491
Eastern Urban Zone Intake:	709.752.4835
Eastern Rural Zone Intake:	709.786.5217
Western Zone Intake:	1.866.566.3787

Visit: [www.gov.nl.ca/hcs/seniors/residentialoptions-pch](http://www.gov.nl.ca/hcs/seniors/residentialoptions-pch)

## Long-Term Care Homes

Long-Term Care homes provide care and accommodation to seniors and other adults with complex care needs. Some homes are stand-alone buildings and some homes are attached to acute care health centres across Newfoundland and Labrador. All homes provide 24-hour nursing care plus varying degrees of medical, rehabilitative, social work, pastoral care, dietetic, pharmaceutical, palliative care, respite, and recreation programs. For further information on the services and long-term care homes in your area contact your NL Health Services regional zone..

Visit: [www.gov.nl.ca/hcs/files/Long-Term-Care-Facilities-Listings.pdf](http://www.gov.nl.ca/hcs/files/Long-Term-Care-Facilities-Listings.pdf).

For further information on the services and facilities in your area contact your NL Health Services regional zone (refer to page 65).

## Community Support Services

NL Health Services offers support for seniors who wish to remain living at

home through various community support programs offered through NL Health Services. Two of these include:

- Special Assistance Program; and,
- Home Support Program.

The cost of these programs is subsidized for individuals who have been assessed as eligible. For other community support services in your area contact your NL Health Services regional (refer to page 65).

#### Special Assistance Program – Medical Equipment and Supplies

The Special Assistance Program provides medical equipment and supplies to eligible persons living in the community. NL Health Services assesses clinical and financial eligibility for the following items available through the Special Assistance Program:

- Equipment (such as wheelchairs, commodes, and walkers);
- Medical supplies (such as dressings, catheters, and incontinent supplies);
- Ostomy supplies;
- Oxygen and related equipment and supplies; and,
- Orthotics (such as braces and burn garments).

For more information, contact NL Health Services listed on page 65.

#### Provincial Home Support Program:

This program provides home support services that include personal care and behavioral supports, homemaking, and respite at the minimum level to maintain individual independence. The program is for:

- Persons aged 65 years or older;
- Children and persons with disabilities aged 18-64 years; and,
- Persons requiring end of life care and short-term support upon discharge from hospitals.

A clinical and financial assessment determines eligibility and the type of help that is needed. Support is provided by home support workers. The person can choose to self-employ a home support worker or arrange for a worker from a home support agency.

For more information on the Provincial Home Support Program contact the NL Health Services regional zones on page 65.

# Mental Health and Addictions

## Bridge the gapp

Bridge the gapp (BTG) is Newfoundland and Labrador's "go-to" website for mental health and addictions information and connection to local supports and services. BTG Adult is for 18+ and BTG youth is for 13-18 years old. Individuals can sign up for free for online programs, read about a variety of mental health and addictions topics, find tools, learn about services in their region and share personal stories and messages of support with others.

Email: [bridgethegapp@gov.nl.ca](mailto:bridgethegapp@gov.nl.ca)

Visit: [www.nl.bridgethegapp.ca](http://www.nl.bridgethegapp.ca) (find regularly updated information on programs and services)

## Doorways

Doorways provides rapid access to mental health and addictions counselling services "one session at a time". While most locations offer a drop-in service, some locations provide same-day, next day, or appointments by phone as well as telehealth and other virtual options. Drop-in counselling services are available without an appointment or referral. If further counselling is required, staff will work with you to provide access to additional services and supports. Doorways is not an emergency service. In a medical emergency, call 911. In the case of a mental health or addictions crisis call 811 or proceed to the nearest emergency department.

To find Doorways in your area:

Call: 811 (a Healthline nurse will provide you with a contact number for your area)

Visit: [nl.bridgethegapp.ca/adult/service-directory/doorways-walk-in-clinic-counselling](http://nl.bridgethegapp.ca/adult/service-directory/doorways-walk-in-clinic-counselling)

## Smokers' Helpline

The Smokers' Helpline is a free, confidential service providing information, resources, support, and motivational counselling while you are working toward being smoke free.

Call: 1.800.363.5864

Visit: [www.smokershelp.net](http://www.smokershelp.net)

## **The Gambling Helpline 811**

The Gambling Help Line 811 is a free, confidential service available province-wide, 24/7. If you or a family member has a gambling concern, please call for information and support.

Call: 811

## **Lifewise Mental Health Peer Services**

Lifewise Mental Health Peer Services is a provincial community organization providing peer-led support programs for people who have, or are experiencing, mental health or addictions issues.

Provincial Lifewise Warmline is a provincial telephone line offering non-emergency, non-crisis support from 10:00 a.m. to midnight (NT), seven days a week for people who have, or are experiencing, mental health or addictions issues. The Warmline offers non-judgmental support and information from trained Lifewise staff who have firsthand experience with mental health or addictions issues.

Call: 1.855.753.2560 (English) or 1.833.753.5460 (French)

Visit: [www.lifewisenl.ca](http://www.lifewisenl.ca)

## **Provincial Mental Health Crisis Line**

This line provides a 24/7 telephone service for people in a mental health crisis. This service offers immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge.

Call: 811

## **Mobile Crisis Response**

Mobile crisis response teams are comprised of mental health and addictions clinicians and police officers who are trained to respond together to mental health and addictions-related calls for service. The purpose of these teams is to deliver crisis intervention services directly to people in the community, thereby helping divert individuals from emergency departments and the criminal justice system.

Call: 811

Visit: [www.bridgethegapp.ca](http://www.bridgethegapp.ca) (find regularly updated information on hours and locations)



## First Nations and Inuit Hope for Wellness Help Line

The Help Line is a 24/7 Help Line that provides immediate, culturally competent, telephone crisis intervention, counselling, and online chat support for all indigenous peoples across Canada.

Call: 1.855.242.3310

Visit: [www.hopeforwellness.ca](http://www.hopeforwellness.ca)

## Breaking Free

Breaking Free is an online self-help program, available 24/7, on any device for individuals over the age of 16. It is proven effective to help people reduce drinking or drug use, or quit completely. The program is confidential, with no wait time so people can immediately start working toward their personal goals.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## Other General Health Services

### Finding Primary Care

Individuals without a primary care provider are encouraged to register on Patient Connect NL.

Patient Connect NL is a provincial list of individuals who have identified as being without a primary care provider (family doctor or nurse practitioner) in Newfoundland and Labrador. The information provided on Patient Connect NL will be used to plan and improve access to primary health care, with the goal of connecting individuals to a Family Care Team or a primary care provider as soon as one becomes available in the area.

Please register on Patient Connect NL if you are without a primary care provider or will be without a provider in the next three months.

Call: 1.833.913.4679 Monday to Friday 8:00 a.m. to 8:00 p.m. Video Relay Services (VRS) calls are welcome.

Visit: [patientconnect.nlchi.nl.ca](http://patientconnect.nlchi.nl.ca)

Once registered with Patient Connect NL, within one month you will receive a letter of eligibility to access the Provincial Virtual Primary Care Program offered through Teladoc Health. Through this program, you and your family can virtually



access a physician or nurse practitioner either immediately or through a scheduled appointment from the comfort of your home. In cases where a patient requires further in-person assessment, the Teladoc provider will work with an NL Health Services virtual care navigator to assist.

Visit: [www.virtualcarenl.ca](http://www.virtualcarenl.ca)

Call: Teladoc Health at 1.877.419.2378 for assistance with registration for their service.

You will be required to provide your MCP number.

### **Immunization and Vaccinations**

Immunization is an important component of public health because it prevents many people from becoming sick with a communicable disease, reducing the risk to themselves and others. Newfoundland and Labrador enjoys a high uptake of immunization. This has been important for maintaining low rates of vaccine preventable diseases in the province. Getting vaccinated not only prevents you from getting sick but also reduces the risk to those with less protection, such as infants or people with chronic diseases.

For more information about vaccine eligibility or to obtain receive immunization records consult your community health nurse at your local public health office (refer to page 65) or go online.

Visit: [nlhealthservices.ca/find-health-care](http://nlhealthservices.ca/find-health-care)



## **Additional Online Supports**

### **CheckItOutNL**

CheckItOutNL is a free online mental health and substance use self-screening program for adults aged 18+. Users select a quick and anonymous screening tool, answer questions, receive immediate feedback, and explore local services and supports.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Mindwell**

MindWell is a free, mindfulness-based online program for individuals aged 13+ that is available in English and French. It provides tools to learn simple and effective ways to decrease stress, minimize burnout, improve focus, and perform and feel your best, such as live classes and quick daily learning session.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Therapy Assistance Online**

Therapy Assistance is an online self-help program for individuals 13+, which provides a mental health and substance use library available in French and English.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Well Central**

Well Central is a free, virtual Recovery College offering interactive courses that empower individuals to take control of their mental health and well-being.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Wellness Webinars**

Wellness Webinars is a webinar series providing quality information about various mental wellness and substance use topics.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs](http://www.nl.bridgethegapp.ca/adult/online-programs)

## **Power Over Pain Portal**

The Power Over Pain Portal is a set of curated tools and resources designed to improve access to chronic pain care for adults living with chronic pain, family members, caregivers, and health care providers. Individuals can start anywhere and explore what they think will be most helpful to them. It's private and confidential, free to use, and accessible 24/7.

Visit: [www.nl.bridgethegapp.ca/adult/online-programs/power-over-pain-portal](http://www.nl.bridgethegapp.ca/adult/online-programs/power-over-pain-portal)

## Financial Help

### Newfoundland and Labrador Income Supplement

This provincial benefit is paid quarterly with the federal GST/HST credit. The amount is based on the income from the year before. **A person must file a yearly tax return to receive this benefit.** See page iv for help with filing your taxes.

For more information, contact the Department of Finance.

Call: 709.729.3166

Visit: [www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement](http://www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement)

## Financial Help for Seniors

### Newfoundland and Labrador Seniors' Benefit

This is a provincial benefit for seniors who have a low income and is paid quarterly along with the federal GST/HST credit. The benefit is based on family net income from the previous year. To qualify, a person must be 64 years of age or older by December 31 of the taxation year. **No application is required, but seniors must file an income tax return.** See page iv for help with filing your taxes.

For more information, contact the Department of Finance.

Call: 709.729.3166

Visit: [www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement](http://www.gov.nl.ca/fin/tax-programs-incentives/personal/income-supplement)

### Aging Well at Home Grant

The Aging Well at Home Grant provides financial assistance to low-income adults 65 years of age and older, who live in their own home to help with the costs of household and health care services. Eligible households will receive \$400.

For eligibility requirements and to learn how to apply:

Call: 1.709.651.6273

Email: [aging.well@nlhealthservices.ca](mailto:aging.well@nlhealthservices.ca)

Visit: [www.easternhealth.ca/wp-content/uploads/2025/01/24395-Fillable-Form-Aging-Well-at-Home-Grant-Jan-17.pdf](http://www.easternhealth.ca/wp-content/uploads/2025/01/24395-Fillable-Form-Aging-Well-at-Home-Grant-Jan-17.pdf)

To learn more about the Seniors' Health and Well-Being Plan, visit [www.wellbeingnl.ca](http://www.wellbeingnl.ca).

## Caregiver Benefit

The Caregiver Benefit of \$400 per month is for eligible caregivers who provide significant unpaid assistance to lower income seniors with complex care needs as determined by a clinical assessment.

To learn more about how to apply, discuss with your community support case manager or visit:

### Eastern Urban:

Visit: [easternhealth.ca/find-health-care/caregiver-benefit/](http://easternhealth.ca/find-health-care/caregiver-benefit/)  
Email: [hussey@nlhealthservices.ca](mailto:hussey@nlhealthservices.ca)  
Call: 709.752.4361

### Eastern Rural:

Visit: [easternhealth.ca/find-health-care/caregiver-benefit](http://easternhealth.ca/find-health-care/caregiver-benefit)  
Email: [clericalhoh@nlhealthservices.ca](mailto:clericalhoh@nlhealthservices.ca)  
Call: 709.229.1638

### Central Zone:

Visit: [centralhealth.nl.ca/aging-well-grant-and-caregiver-benefit](http://centralhealth.nl.ca/aging-well-grant-and-caregiver-benefit)  
Email: [intake@nlhealthservices.ca](mailto:intake@nlhealthservices.ca)  
Call: 709.651.6324

### Western Zone:

Visit: [westernhealth.nl.ca/caregiver-benefit/](http://westernhealth.nl.ca/caregiver-benefit/)  
Call: 709-634-5551

### Labrador-Grenfell Zone:

Visit: [lghealth.ca/your-health/programs-and-services/population-health/community-health/home-and-community-care](http://lghealth.ca/your-health/programs-and-services/population-health/community-health/home-and-community-care)  
Email: [pike@nlhealthservices.ca](mailto:pike@nlhealthservices.ca)  
Call: 709.931.2450 ext. 9317263

## Coastal Labrador Seniors' Food and Heating Supplement

This is a \$500 annual supplement for food and heating for seniors in coastal Labrador communities. Coastal Labrador residents aged 65 years and older should ensure they file their tax return as some information, such as age and address, will be used to send out the supplement. No application is required.

## Credit Counselling and Financial Management

Provided by Credit Counselling Services of Newfoundland and Labrador (CCSNL), get free financial counselling focused on your particular needs. The goal is to provide consumers with a sense of financial well-being through counselling and education.

Call: 709.753.5812

Toll free: 1.888.738.3328

Visit: [www.ccsnl.ca](http://www.ccsnl.ca)

## Federal Benefits and Support

### Canada Carbon Rebate (CCR)

The CCR is a tax-free amount to help eligible individuals and families offset the cost of the Federal pollution pricing. It consists of a basic amount and a supplement for residents of small and rural communities. To claim the rural supplement, you must tick the box on page 2 of your income tax and benefit return. Please note that this may change in future years.

### GST/HST Rebate

The GST/HST credit is a non-taxable amount paid four times a year to individuals and families with low and modest incomes to help offset the GST/HST that they pay. To receive the GST/HST credit, you must file a tax return, even if you have not received income in the year.

### Old Age Security (OAS)

The OAS 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. If you did not receive any letter about the OAS pension the month after you turned 64, you



may need to apply for the OAS pension.

If you have general questions about OAS or specific questions about your application contact Service Canada.

Call: 1.800.277.9914

### **Guaranteed Income Supplement (GIS)**

The GIS is a monthly payment you can get if you are 65 or older. It is based on income and is available to Old Age Security pensioners with low income. It is not taxable.

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

If you have general questions about GIS or specific questions about your application contact Service Canada.

Call: 1.800.277.9914

TTY: 1.800.255.4786

### **Canada Pension Plan (CPP)**

The CPP retirement pension is a monthly, taxable benefit that replaces part of your income when you retire. If you qualify, you'll receive the CPP retirement pension for the rest of your life.

To qualify for a CPP retirement pension, you must:

- Be at least 60 years old; and,
- Have made at least one valid contribution to the CPP.

Valid contributions can be either from work you did in Canada, or as the result of receiving credits from a former spouse or former common-law partner at the end of the relationship.

If you have general questions about CPP or specific questions about your application contact Service Canada.

Call: 1.800.277.9914

TTY: 1.800.255.4786

### **CPP Death Benefit**

This 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 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.

If you have general questions about CPP death benefit or specific questions about your application contact Service Canada.

Call: 1.800.277.9914

TTY: 1.800.255.4786

### **Canadian Dental Care Plan**

The CDCP is helping make the cost of dental care more affordable for eligible Canadian residents. The Canadian Dental Care Plan (CDCP) will help pay a portion of the cost for a wide range of oral health care services, including diagnostic and preventative services, basic services, major services, anesthesia or sedation services, and orthodontic services. To learn more about the services covered, visit [www.canada.ca/en/services/benefits/dental/dental-care-plan/coverage.html](http://www.canada.ca/en/services/benefits/dental/dental-care-plan/coverage.html).

Eligible individuals can apply online or by phone.

Call: 1.833.537.4342 (TTY: 1.833.677.6262)

Visit: [www.canada.ca/en/services/benefits/dental/dental-care-plan/apply.html](http://www.canada.ca/en/services/benefits/dental/dental-care-plan/apply.html)

### **Veterans' Benefits**

Have you served in the Canadian Armed Forces? If so, you may qualify for services to support your finances, education, mental health and more.

Call: 1.833.522.2122

TTY: 1.833.921.0071

Visit: [www.veterans.gc.ca/en/services](http://www.veterans.gc.ca/en/services)

### **Canada Revenue Agency (CRA)**

The CRA administers tax, benefits, and related programs, and ensures compliance on behalf of governments across Canada, thereby contributing to the ongoing economic and social well-being of Canadians.

Call: 1.800.959.8281

Visit: [www.canada.ca/en/revenue-agency](http://www.canada.ca/en/revenue-agency)

# Housing, Shelter, and Food Supports

## General Housing Supports

### Canada – Newfoundland and Labrador Housing Benefit

The Canada – Newfoundland and Labrador Housing Benefit provides a portable housing benefit to help improve housing affordability for those with low income. For those that qualify, monthly funding will be provided to assist with the cost of rent. There is no separate application for this program. Applicants apply for the Rental Housing Program. Assistance may be in the form of a Newfoundland and Labrador Housing Corporation rental unit or the Canada – Newfoundland and Labrador Housing Benefit.

For frequently asked questions about the benefit, visit [www.nlhc.nl.ca/wp-content/uploads/2024/10/CNLHB-QA-with-Conversion-Information.pdf](http://www.nlhc.nl.ca/wp-content/uploads/2024/10/CNLHB-QA-with-Conversion-Information.pdf) or contact a regional office (refer to Rental Housing Program section).

### Rental Housing Program

The Rental Housing Program helps people with low income who cannot obtain suitable and affordable rental housing on the private market. You may be able to access low-income rental housing if:

- Your total household income falls within certain income levels;
- Your present housing is adequate but, you pay more than 30 per cent of your total household income towards rent and heat; and,
- Your present housing is unsuitable and you pay less than 30 per cent of your total household income for rent; however, suitable housing in your area would cost 30 per cent or more of your total household income.

Visit: [www.nlhc.nl.ca/housing-programs/rental-housing-program](http://www.nlhc.nl.ca/housing-programs/rental-housing-program)

For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).



## Residential Tenancies Act

Government Modernization and Service Delivery mediates and adjudicates disputes between residential landlords and tenants. The Act allows for the delivery of consumer protection to tenants, while also ensuring the needs of landlords are taken into account.

It is important to know your rights as a landlord and as a tenant. You can review the Guide for Landlords and Tenants at [www.gov.nl.ca/dgsnl/landlord](http://www.gov.nl.ca/dgsnl/landlord).

Call: 709.729.2608

Toll free: 1.877.829.2608

Email: [landlordtenant@gov.nl.ca](mailto:landlordtenant@gov.nl.ca)

## Support for Home Owners

### Provincial Home Repair Program

This program provides funding to help homeowners with low income who require repairs to their homes. The repairs can include structural and related repairs, improvements in basic heating, electrical and plumbing services.

Visit: [www.nlhc.nl.ca/housing-programs/provincial-home-repair-program-phrp](http://www.nlhc.nl.ca/housing-programs/provincial-home-repair-program-phrp)

For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).

### Home Modification Program

The Home Modification Program is designed to provide funding to low- to-moderate income homeowners who require accessibility changes to their residences, to enable them to remain in their own homes. For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).

Visit: [www.nlhc.nl.ca/housing-programs/home-modification-program-hmp](http://www.nlhc.nl.ca/housing-programs/home-modification-program-hmp)

For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).



## Secondary Basement Suite Incentive Program

This program provides funding for homeowners who reside in their homes and want to create a self-contained basement suite.

Visit: [www.nlhc.nl.ca/housing-programs/secondary-basement-suite-incentive-program](http://www.nlhc.nl.ca/housing-programs/secondary-basement-suite-incentive-program)

For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).

## Home Energy Savings Program (HESP)

This program is designed to help homeowners with low income in making energy efficient retrofits to their homes. The program provides a non-repayable grant. The program helps clients with retrofits that will make their homes more affordable and reduce greenhouse gas emissions that contribute to climate change.

Visit: [www.nlhc.nl.ca/housing-programs/home-energy-savings-program-hesp](http://www.nlhc.nl.ca/housing-programs/home-energy-savings-program-hesp)

For more information, contact a Newfoundland and Labrador Housing Corporation regional office (refer to page 71).

## Home Heating Supplement Program

The Home Heating Supplement is available to residents of the province whose adjusted family income is \$150,000 or less and have directly incurred costs for the purchase of furnace or stove oil to heat their principal residence in Newfoundland and Labrador.

Call: 709.729.4645

Toll-free: 1.844.729.4645

Email: [oilsupplement@gov.nl.ca](mailto:oilsupplement@gov.nl.ca)

Visit: [www.gov.nl.ca/fin/home-heating-supplement-program](http://www.gov.nl.ca/fin/home-heating-supplement-program)



## Oil to Electric Incentive Program

The Oil to Electric Incentive Program provides qualified homeowners with an incentive up to \$22,000 to help transition their homes from oil-heated (or in some cases propane-heated) to electricity-based heat sources. Incentives can cover up

to 100 per cent of the cost of switching from oil to electricity. The incentive is determined by the technology or technologies being installed, income, and the number of people living in the household.

Additionally, heat pumps must be on the Natural Resources Canada eligible equipment list, homeowners must demonstrate a minimum usage of 500L of home heating oil (or 1000L of propane) in a consecutive 12-month period (within 24 months of application date), and consumers in off-grid communities are not eligible.

Maximum incentives for income qualified homeowners:

- Central heat pump - \$22,000
- Multi-split heat pump/multiple mini-split heat pumps - \$18,000
- Electric furnace or boiler - \$10,000

Maximum incentives for non-income qualified homeowners:

- Central heat pump - \$9,000
- Multi-split heat pump/multiple mini-split heat pumps - \$6,500
- Electric furnace or boiler - \$5,000

Income qualification thresholds, additional criteria, and application details can be found at [www.takechargenl.ca/oiltoelectric](http://www.takechargenl.ca/oiltoelectric).

Call: 1.888.737.1296 (NL Hydro) / 1.800.663.2802 (Newfoundland Power)

Email: [oiltoelectric@takechargenl.ca](mailto:oiltoelectric@takechargenl.ca)

### **Energy Savers Kit**

This is a program initiated by takeCHARGE NL, a partnership between NL Hydro and Newfoundland Power, offering a free box of goods designed to help reduce home electricity costs, to households that are eligible. Visit the website to check your eligibility.

Call: 1.888.371.6551

Email: [energysaverskit@takechargenl.ca](mailto:energysaverskit@takechargenl.ca)

Visit: [www.takechargenl.ca/energysaverskit](http://www.takechargenl.ca/energysaverskit)

# Emergency Housing

## Transition Houses

Transition houses provide accommodation and assistance to women and children who are experiencing, or are at risk of, violence. They provide protection and services to help women and children recover from violence and take steps to rebuild self-esteem and regain an independent life. Services include:

- Help navigating the legal system and working with police;
- Help accessing health, social, financial, and other services;
- Counselling;
- Education and job readiness;
- Children's programming; and,
- Advocacy and community education.

There are currently 12 transition houses in the province. For more information or support, contact a transition house near you (refer to page 69).

Visit: [www.thanl.org](http://www.thanl.org)

## Housing Supports for Victims of Violence

### Emergency Support for Victims of Violence

Emergency support is available to any individual who identifies as a victim of violence, **not** just a person in receipt of Income Support.

Emergency Supports for Victims of Violence include:

- Transportation to a safe place regardless of distance. Financial assessments are not required. Transportation may include from the victim's home to a shelter/transition house, or transportation to a safe location other than a shelter (i.e., with friends/family, at a hotel/motel);
- Accommodations may be provided by NLHC; and,
- Personal allowance for the time you reside at a shelter (this is based on your financial circumstance and is delivered by NL Health Services).

A person or family in need of these services should contact the nearest shelter. Financial assessments are not required. For emergencies, please contact 911.

Individuals who are in receipt of Income Support may qualify for a Startup Allowance to assist with costs associated with moving to a new accommodation. These funds are based on the number of persons in a family, and whether they reside on the island or Labrador portion of the province.

Call: 1.888.709.7090

For more information, contact your regional FAMA Income Support office. Information is listed on page 67.

### **Gender-Based Violence Canada Newfoundland Labrador Housing Benefit**

The Canada Newfoundland Labrador Housing Benefit for Survivors of Gender-Based Violence provides a portable housing benefit to assist survivors fleeing violence, including women, children and 2SLGBTQQIA+ people, find a safe and affordable place to call home in the private rental market. This recognizes that individuals exiting violence may be experiencing financial abuse or face barriers to accessing other types of benefits because of complex family situations. There is no separate application for this program. Applicants apply for the Rental Housing Program and assistance may be in the form of an NLHC rental unit or the Canada – NL Housing Benefit Program.

For more information or learn how to apply, refer to the Rental Housing Program on page 42.

### **NLHC Housing Support**

Priority is given to people living in abusive situations who are seeking safe and affordable housing. For more information, contact your regional NLHC office during regular business hours. Information is listed on page 71.

More information for victims of violence seeking justice and legal help can be found under Victims Services on page 58.

# Taking Care of Yourself and Others

## Selfcare and Healthy Living

### Physical Activity for Older Adults

Older adults can maintain and enhance their well-being and independence through a lifestyle that embraces physical activity. Taking part in regular physical activity is key to improving wellness for older adults. It is one of the core ways to help improve and maintain independence and overall health and well-being.

To help older adults sit less and move more, the Government of Newfoundland and Labrador has teamed up with ParticipACTION and Recreation Newfoundland and Labrador, to develop a Physical Activity Toolkit for Older Adults.

To download the guide, visit [www.gov.nl.ca/tcar/files/Older-Adult-Physical-Activity-Toolkit.pdf](http://www.gov.nl.ca/tcar/files/Older-Adult-Physical-Activity-Toolkit.pdf).

For more information, visit [www.gov.nl.ca/tcar/physical-activity-overview](http://www.gov.nl.ca/tcar/physical-activity-overview).

### Healthy Eating for Healthy Aging

Eating well provides you with energy and nutrients you need to stay healthy and independent. For information on healthy eating or ideas to help you eat well, including nutritious recipes, visit: [www.gov.nl.ca/healthyeating/aging](http://www.gov.nl.ca/healthyeating/aging).

You can use Canada's Food Guide to help you make the most nutritious food and drink choices you can. The guide recommends:

- Eating a variety of foods each day by making half of your plate vegetables and fruits (fresh, frozen, or canned are all great options), and the other half protein foods and whole grains;
- Making water your drink of choice; and,
- Limiting highly processed foods that are high in sodium (salt), sugar, and saturated fats.

To learn more about Canada's Food Guide, visit [food-guide.canada.ca](http://food-guide.canada.ca).

## Nutrition for Older Adults

Adults may also face challenges in eating well as they age or have specific nutrition needs.

If you have any specific questions about food or nutrition, you can call **811** to speak to a registered dietitian. Dial-a-Dietitian is a free service on the 811 HealthLine connecting you directly to a local dietitian who can provide confidential and trusted nutrition advice.

If you need support to access food, visit the following resources and services:

- Affordable Healthy Eating ([www.gov.nl.ca/healthyeating/affordable](http://www.gov.nl.ca/healthyeating/affordable)) A resource with tips and tools to help you save money at the grocery store.
- 211 ([nl.211.ca](http://nl.211.ca)) – For information on local food programs in your community.
- Community Food Action Space ([www.nlfoodaction.ca](http://www.nlfoodaction.ca)) – Their local programs map shows community gardens, food banks, community freezers, farmers' markets, and free/ low cost meals across the province.

## Emergency Food

To find food banks and emergency food services operating in your area contact 211 NL.

Call: 211

Visit: [nl.211.ca](http://nl.211.ca)

## Mental Health, Addictions, and Substance Use

Mental health promotion and addictions prevention involves actions to create living conditions and environments that support positive mental health and allow people to adopt and maintain healthy lifestyles. Mental health is more than the absence of mental illness. A person can have a mental illness but still experience mental well-being. On the other hand, a person can be free of a diagnosed mental illness, but still experience mental distress.

Positive mental health is achieved when individuals realize their abilities, can cope with the normal stresses of life, can work productively, and contribute to their communities. Health promotion staff in your NL Health Services regional are pleased to provide educational activities, presentations, displays and consultations for individuals, groups, schools, workplaces, communities, etc. They offer a wide range of topics about mental well-being, illness, and addiction.



To learn more, contact NL Health Services (see page 65) or refer to page 32 for other tools, services, and supports.

## Reporting Elder Abuse

If you are being abused or neglected, it is important to notify the police. Also, if you suspect someone else is being abused or neglected, it is your legal obligation to report it. Failure to do so is an offence and can lead to a fine of up to \$10,000 and/or one year imprisonment.

If you or someone you know is being abused or neglected, contact your local police or call the toll-free number below. You can report confidentially.

Call: 1.855.376.4957

## The Journey Project

The Journey Project is an organization that supports individuals who have experienced any form of sexual violence and/or intimate partner violence to navigate their experience with any legal system. It was founded by The Public Legal Information Association of Newfoundland & Labrador (PLIAN) and End Sexual Violence – Newfoundland & Labrador (ESVNL) in 2017, and now exists to strengthen justice supports for survivors of sexual violence and/or intimate partner violence in Newfoundland and Labrador.

The Journey Project has a dedicated team of Legal Support Navigators who offer legal information and system navigation to survivors of sexual violence and/or intimate partner violence. This might look like going with a survivor to court, the hospital, or the police station. It might also include offering community connections and referrals to resources, organizations, or professionals that offer support around the unique aspects of your experience.

Call:	709.722.2805
Toll-free:	1.833.722.2805; Video Relay Service calls are welcome
Email:	<a href="mailto:support@journeyprojectnl.com">support@journeyprojectnl.com</a>
Visit:	<a href="http://www.journeyproject.ca">www.journeyproject.ca</a>
Facebook:	<a href="https://www.facebook.com/TheJourneyProjectNL">www.facebook.com/TheJourneyProjectNL</a>
Instagram:	@journeyprojectnl
X:	@Journey_NL



## Respite Services

Sometimes, for a variety of reasons, a caregiver requires a break from their caregiving role for a short period of time. Respite care allows a loved one to be placed as a short-stay in personal care homes and long-term care homes. See page 29.

## Vital Statistics

Vital Statistics registers and certifies all births, deaths, and marriages in the province. It also registers adoptions and legal name changes and certifies clergy and civil authorities for marriage ceremonies.

Call: 709.729.3308

Visit: [www.gov.nl.ca/dgsnl/birth](http://www.gov.nl.ca/dgsnl/birth)

## Advance Care Planning

### Planning Essentials

Advance Care Planning is a process of both reflection and communication; a time to reflect on your values and wishes about what matters most to you in your life and what that means for your health and personal care.

It involves:

- Thinking about what is important to you.
- Getting the information you need to make informed choices about health care treatments and interventions;
- Choosing a decision maker(s) that you trust.
- Discussing your wishes and preferences with your decision maker(s), loved ones and health care team.
- Talking to your doctor or health care team about different treatments and what you can expect from those treatments; and,
- Recording your preferences and decision maker(s) - the person(s) who will speak for you when you cannot speak for yourself. You can record your preferences and decision maker(s) in an Advance Health Care Directive (AHCD). To learn more, visit: [www.gov.nl.ca/cssd/files/seniors-pdf-ahcd-booklet.pdf](http://www.gov.nl.ca/cssd/files/seniors-pdf-ahcd-booklet.pdf).

Advance care planning is part of advance life planning. Life planning also involves financial planning, such as appointing an Enduring Power of Attorney, and legal planning, such as preparing a will.

To learn more, about Enduring Power of Attorney, visit [www.publiclegalinfo.com/legal-info/wills-and-estates/enduring-powers-of-attorney](http://www.publiclegalinfo.com/legal-info/wills-and-estates/enduring-powers-of-attorney) or Preparing a Will, visit [www.publiclegalinfo.com/legal-info/wills-and-estates/wills](http://www.publiclegalinfo.com/legal-info/wills-and-estates/wills).



## Legal Aid NL

Legal services are available for residents of Newfoundland and Labrador who meet financial and case eligibility criteria, and for non-residents charged with a criminal offence or who qualify under the legal aid plan of the province or territory in which they reside.

Services include:

- Representation in criminal, family, and civil cases;
- Representation in appeals before the Courts;
- Representation before administrative tribunals in areas such as: Immigration and refugee claims, Canada Pension, employment insurance, and social assistance; and,
- Representation in specialized courts including Mental Health Court, Family Violence Intervention Court, and Drug Treatment Court.

For all residents of Newfoundland and Labrador, and visitors to the province, the following services are provided:

- Duty Counsel to accused persons appearing in the provincial and youth courts across the province, and Family Division -Trial Division-Supreme Court in St. John's; and,
- Brydges Duty Counsel, a 24/7 telephone service to people arrested or detained by a peace officer.

Call: 1.800.563.9911 (24/7)

Email: [nlac@legalaid.nl.ca](mailto:nlac@legalaid.nl.ca)

Visit: [www.legalaid.nl.ca](http://www.legalaid.nl.ca)

Local telephone numbers for Legal Aid NL can be found on page 52.

## **Family Justice Services**

Family Justice Services offers services to help families in resolving their own separation and divorce issues regarding custody, access and/or child support outside of court. Family Justice Services focuses on the needs of children and provides a range of free services including mediation/counselling, as well as parent information sessions that focus on family law matters and parenting after separation.

Family Justice Services does not provide legal advice or services for property division, spousal support, or child protection.

To learn more, contact an office near you (see page 75).

Visit: [www.court.nl.ca/supreme/family-division/family-justice-services](http://www.court.nl.ca/supreme/family-division/family-justice-services)

## **End of Life and Palliative Care**

Palliative care is an approach to care that focuses on quality of life and supports for people living with life-limiting illnesses, their caregivers and those closest to them. A palliative approach to care can help the person live as fully as possible at any stage of their journey with a life-limiting illness. Palliative care addresses pain and other symptoms, helps the person understand their illness and make decisions regarding their health care, provide grief and bereavement support.

Whereas palliative care is available at all stages of a person's life limiting illness, end of life care is a form of a palliative care that is provided when the person is close to the end of their life.

Palliative and end of life care can be provided in many settings such as a person's home (including personal care homes), outpatient clinics, hospitals, hospice, palliative care units and in long-term care homes.

To learn more about the End of Life and Palliative Care services in your area contact NL Health Services (refer to page 65) or contact a Palliative Care Nurse Navigator (refer to page 7).

# Medical Assistance in Dying (MAiD)

Following a Supreme Court of Canada ruling, medical assistance dying became legal in Canada on June 6, 2016 and is governed under federal law.

Medical assistance in dying is the administering by a doctor or nurse practitioner of a substance to a patient, at their request, that causes their death; or the prescribing or provision by a doctor or nurse practitioner of a substance to a patient, at their request, so that they may self-administer the substance and in doing so cause their own death.

A patient may receive medical assistance in dying only if they meet all the following criteria:

- Possess a provincial health card;
- Be at least 18 years of age;
- Be capable of making decisions with respect to their health;
- Have a grievous and irremediable medical condition;
- Have made a voluntary request for medical assistance in dying that, in particular, was not made as a result of external pressure; and,
- Give informed consent to receive medical assistance in dying after having been informed of the means that are available to relieve their suffering, including palliative care.

How does a person get the medical assistance in dying process started?

- Step 1: A person should talk with their doctor or nurse practitioner about any concerns or questions.
- Step 2: A formal request must be made for medical assistance in dying. If a person wants to be formally assessed for assisted dying, they need to provide a request in writing, signed by an independent witness.

For more information, contact your Regional MAiD Office (see page 72) or visit:

- Government of Canada information on Medical Assistance in Dying ([www.canada.ca/en/health-canada/services/medical-assistance-dying](http://www.canada.ca/en/health-canada/services/medical-assistance-dying)); or,
- Federal Bill C-7: Medical Assistance in Dying ([www.parl.ca/DocumentViewer/en/43-2/bill/C-7/royal-assent](http://www.parl.ca/DocumentViewer/en/43-2/bill/C-7/royal-assent)).

## Other Tips, Services and Resources

### My GovNL

Through MyGovNL you can complete various requests, changes, and renewals to your government registrations and records. These include online self-service options for:

- Drivers - renew your licence, change your address, get your driving record, take your learner's permit test, and pay for your road test;
- Vehicles - renew your vehicle registration, notify Motor Registration when you no longer own a vehicle, and request a reprint of your vehicle registration;
- MCP - renew your MCP card, renew your child's MCP card, and change your address;
- Organ and tissue donation - register to become an organ/tissue donor;
- Forestry - purchase a domestic wood cutting permit and manage your existing domestic wood cutting permit;
- MyHealthNL Personal Health Record- View laboratory results and medical imaging records, view a list of medications received from your pharmacy, use the Health Library to learn about medical conditions and test results, and access mental wellness resources; and,
- Early Learning Gateway - search for a list of regulated child care services and add your child(ren) to a waitlist(s) for regulated childcare services.

Visit: [www.my.gov.nl.ca](http://www.my.gov.nl.ca)

If you need help finding or navigating the service, email [digitalgovernment@gov.nl.ca](mailto:digitalgovernment@gov.nl.ca).

### Protecting Yourself and Others

#### Office of the Seniors' Advocate

The Office of the Seniors' Advocate provides systemic advocacy services for seniors 65 years of age and over, and people under 65 years that receive a senior

service including programs, services or systems of support related to health care, personal care, housing, transportation, or finances that are used by or associated with seniors. The Office of the Seniors' Advocate will listen to seniors, their family members, and community organizations, to identify systemic issues and issues impacting a large number of seniors. The Office of the Seniors' Advocate will research and analyze these systemic issues and make recommendations to government, government agencies, service providers and community organizations to improve legislation, policies, programs, and services that impact seniors.

The Office educates the public on matters of importance to seniors and supports community organizations in their challenges to meet the varied needs of seniors.

Call: 709.729.6603

Toll free: 1.833.729.6603

Email: [seniorsadvocate@seniorsadvocatenl.ca](mailto:seniorsadvocate@seniorsadvocatenl.ca)

Visit: [www.seniorsadvocatenl.ca](http://www.seniorsadvocatenl.ca)

### **The Office of the Citizens' Representative**

The Office of the Citizens' Representative receives complaints from people who feel they have been treated unfairly in their contact with provincial government offices and agencies. The office also receives complaints about how government policies, procedures and actions affect a large number of people. The office works to find solutions and can make recommendations to provincial government departments and agencies to ensure fair treatment for people accessing programs and services.

Call: 709.729.7647

Toll free: 1.800.559.0079

Email: [citrep@gov.nl.ca](mailto:citrep@gov.nl.ca)

Visit: [www.citizensrep.nl.ca](http://www.citizensrep.nl.ca)

Facebook: [www.facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528](https://www.facebook.com/Office-of-the-Citizens-Representative-Newfoundland-and-Labrador-171628062894528)

### **Office of the Public Trustee**

The Public Trustee is the person appointed by the Provincial Government under the Public Trustee Act to protect the financial assets and well-being of clients of the Office of the Public Trustee.

Generally, clients of the Office of the Public Trustee are determined either by orders of the Court on application of a family member, or by legislation. Clients can include:

- The estate of a deceased person;
- Persons with intellectual disabilities;
- Children under the age of 19 (the age of majority in Newfoundland and Labrador);
- Missing persons;
- Prisoners; and,
- A charitable trust.

The function of the Public Trustee can vary widely depending on the type of client. In the case of the estate of a deceased person, the Public Trustee will secure and gather all of the property and assets of the deceased person, determine what debts are owed to and by the estate, and, if there are funds available in the estate, pay all debts and distribute the balance of the estate to the persons entitled as determined by the Will or by legislation.

Call: 709.729.0850

Email: [general@publictrusteenl.ca](mailto:general@publictrusteenl.ca)

### **Public Legal Information Association of Newfoundland & Labrador**

The Public Legal Information Association of Newfoundland and Labrador (PLIAN) is the province's only non-profit organization exclusively dedicated to public legal education and information. Since 1984, PLIAN has educated and informed Newfoundlanders and Labradorians about the law, with the intent of increasing access to justice. The organization provides a number of services to the public, including operating a Lawyer Referral Service and Legal Information Line, developing plain language legal materials, delivering legal information presentations, facilitating free legal clinics, and operating several projects focusing on specific populations and areas of the law.

Call: 1.888.660.7788

Email: [info@publiclegalinfo.com](mailto:info@publiclegalinfo.com)

Visit: [www.publiclegalinfo.com](http://www.publiclegalinfo.com)

## Adult Protection Act

The **Adult Protection Act** protects adults who are at risk of abuse and neglect, and who do not understand or appreciate that risk. Everyone has a legal duty to report suspected cases of abuse and neglect. An adult in need of protective intervention lacks capacity in respect to specific areas of risk and:

- Is incapable of caring for himself/herself or refuses, delays, or is unable to make provision for adequate care and attention for himself/herself; or,
- Is abused or neglected.

This Act applies to all adults in Newfoundland and Labrador who meet the above criteria.

If you suspect somebody is being abused or neglected, a report can be made by contacting your local police or by calling the toll-free number.

Toll free: 1.855.376.4957

## Human Rights Commission

The Human Rights Commission is responsible for promoting and protecting human rights in the province. **The Human Rights Act, 2010** protects people from discrimination and harassment. People have the right not to be discriminated against or harassed based upon race, colour, nationality, ethnic origin, social origin, religious creed, religion, age, disability, disfigurement, sex, sexual orientation, gender identity, gender expression, marital status, family status, source of income and political opinion. To learn more, contact the Human Rights Commission.

Call: 709.729.2709

Toll free: 1.800.563.5808

Email: [humanrights@gov.nl.ca](mailto:humanrights@gov.nl.ca)

Visit: [www.thinkhumanrights.ca](http://www.thinkhumanrights.ca)

X: @nlhumanrights

Instagram: @nlhumanrights

## Victim Services

Services are available for adult victims of crime, especially victims of violent crimes, regardless of whether a charge is laid. Services are free of charge and can include information, support, court preparation, referrals to community services, and supportive counselling. Victim Services also supports child victims



and witnesses who are required to testify in a criminal matter. For child victims/ witnesses to access services, caregiver consent is required. Victim Services also supports caregivers if requested. There are 11 offices province-wide.

Call: 709.729.7970 (collect calls accepted)

Email: [victimservices@gov.nl.ca](mailto:victimservices@gov.nl.ca)

Visit: [www.gov.nl.ca/victimservices](http://www.gov.nl.ca/victimservices)

More information to help victims of violence can be found on page 46.

## **Emergency Protection Orders and Peace Bonds**

An Emergency Protection Order (EPO) is a short-term court order (maximum of 90 days) with one or more provisions for the immediate protection of a victim of family violence. To make an EPO application, contact your RNC detachment or RCMP detachment listed below (on page 60) or the nearest Provincial Court.

To learn more, visit [www.court.nl.ca/provincial/courts/emergency-protection-orders/what-is-an-emergency-protection-order](http://www.court.nl.ca/provincial/courts/emergency-protection-orders/what-is-an-emergency-protection-order).

Additionally, a Peace Bond is another preventative measure for individuals who believe, subjectively, that another person will injure them or another member of their family, or cause damage to their property. To learn more, visit a Provincial Court nearest to you or visit [www.court.nl.ca/provincial/going-to-court/peace-bonds](http://www.court.nl.ca/provincial/going-to-court/peace-bonds).

## **Consumer Protection**

The Consumer Affairs Division of Government Modernization and Service Delivery helps ensure fair and equitable business practices, informs consumers and business operators of their rights and responsibilities, and offers mechanisms for dispute resolution.

It also provides consumer affairs awareness and education services, including tips for seniors, telemarketing fraud and mail scam advice, and is also available to help consumers make informed decisions.

Call: 709.729.2600

Toll free: 1.877.968.2600

Email: [consumeraffairsaccount@gov.nl.ca](mailto:consumeraffairsaccount@gov.nl.ca)

Visit: [www.gov.nl.ca/dgsnl/online-services](http://www.gov.nl.ca/dgsnl/online-services)

## Fraud Prevention

Fraud is the number one crime against older Canadians. Though people of all ages can be victims of fraud, older people get targeted more than others. Some of the reasons are that they are often home during the day to answer the door or phone, they can be more trusting, and they may not have family or friends close by to ask for a second opinion.

Scams and fraud - Government of Canada

Learn the signs so you can protect yourself from scammers.

Visit: [www.canada.ca/en/revenue-agency/campaigns/fraud-scams.html](http://www.canada.ca/en/revenue-agency/campaigns/fraud-scams.html)

Fraud Prevention Toolkit For Older Adults

The Canadian Bankers Association (CBA) has created a toolkit to help older adults identify scams and take proactive steps to protect their personal information and finances from fraud.

Visit: [www.cba.ca/article/fraud-prevention-toolkit-older-adults](http://www.cba.ca/article/fraud-prevention-toolkit-older-adults)

## Police Services

A broad range of policing services are offered to foster and maintain peaceful and safe communities.

Royal Newfoundland Constabulary (RNC):

For regional office contact information, refer to page 75.

Visit: [www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca)

RNC Public Complaints Commission

This commission investigates complaints against members of the Royal Newfoundland Constabulary. A complaint must be registered within six months of the alleged incident. Complaint forms are available on the website.

Call: 709.834.6171

Email: [RNCcomplaintscommission@gov.nl.ca](mailto:RNCcomplaintscommission@gov.nl.ca)

Visit: [www.Rncpcc.ca](http://www.Rncpcc.ca)

Royal Canadian Mounted Police (RCMP)

Emergency only: 911

Call (general inquiries): 1.800.709.7267

Visit: [www.rcmp-grc.gc.ca/detach/en/find/NL](http://www.rcmp-grc.gc.ca/detach/en/find/NL)

### Intimate Partner Violence Unit (IPVU)

The Intimate Partner Violence Unit is a team of the Royal Newfoundland Constabulary (RNC) dedicated to ensuring assistance and support to victims of intimate partner violence. This team provides training and assistance to front line officers to assure continued support to those victims. This RNC unit is located in three areas: St. John's, Corner Brook and Labrador City.

St. John's, Corner Brook and Labrador City

Call: 709.729.8093 (please note that this line is not monitored 24/7)

Email: [ipv@rnc.gov.nl.ca](mailto:ipv@rnc.gov.nl.ca)

For all other areas of the province

Call: 709.772.5400 (or contact your local RCMP detachment).

For emergency situations please call 911.

### **Child Protection Services – Reporting Child and Youth Abuse and Neglect**

Children (under 16) and youth (ages 16 and 17) have the right to be protected and to be safe from maltreatment due to the action or lack of action by their parents or guardians. Maltreatment includes physical abuse, sexual abuse, emotional abuse, and or neglect.

- Physical abuse is any non-accidental physical force or action that harms a child;
- Sexual abuse is the inappropriate exposure of a child to sexual contact, activity, or behaviour;
- Emotional abuse is any behaviour or action that causes mental or emotional harm to a child; and,
- Neglect is the lack of action by a parent in providing adequate care and attention to the child/youth's needs, resulting in harm, or substantial risk of harm to the child/youth.

If you believe a child or youth is in need of protective intervention due to abuse or neglect, you are required, by law, to report it.

Call: 1.833.552.2368 (or contact your local police).

For more information on reporting child and youth abuse and neglect, please visit:

[www.gov.nl.ca/cssd/childprotection/report](http://www.gov.nl.ca/cssd/childprotection/report).

## More Help and Resources

### Disability Policy Office

The Government of Newfoundland and Labrador is committed to identifying, preventing, and removing barriers to accessibility and inclusion for persons with disabilities. The Disability Policy Office works with all government departments and agencies to assist in the development of policies and programs that include people with disabilities and that are barrier free.

Barriers can be physical, an attitude, a technology, an architectural barrier, a communication barrier and/or an act, policy or regulation that prevents a person from fully participating in society. There are many barriers that can get in the way when people with disabilities try to access a service, program, or opportunity. The Disability Policy Office works with community organizations, businesses, and other government groups to identify, prevent, and remove barriers.

Call: 709.729.6279; Video Relay Service calls are welcome

Toll Free: 1.888.729.6279

Email: [disabilitypolicy@gov.nl.ca](mailto:disabilitypolicy@gov.nl.ca)

Visit: [www.gov.nl.ca/cssd/disabilities](http://www.gov.nl.ca/cssd/disabilities)

### Charities and Non-profit Organizations Supporting Individuals with Disabilities

There are several national organizations that offer support for individuals with disabilities, many of which have provincial offices. Some include:

- CNIB ([www.cnib.ca](http://www.cnib.ca))
- Canadian Council on Rehabilitation and Work ([www.ccrw.org](http://www.ccrw.org))
- Canadian Mental Health Association ([www.cmha.ca](http://www.cmha.ca))
- Canadian Epilepsy Alliance ([www.canadianepilepsyalliance.org](http://www.canadianepilepsyalliance.org))
- Cerebral Palsy Canada Network ([www.cpcanadanetwork.com](http://www.cpcanadanetwork.com))
- Easter Seals Canada ([www.easterseals.ca](http://www.easterseals.ca))
- People First Canada ([www.peoplefirstofcanada.ca](http://www.peoplefirstofcanada.ca))
- Vision Loss Rehabilitation Canada ([www.visionlossrehab.ca](http://www.visionlossrehab.ca))

### 2SLGBTQIA+ Support

2SLGBTQIA+ older adults face unique challenges as they age and often experience

barriers to access across health care, long-term care, retirement, homecare, and social service environments.

Quadrangle is a non-profit organization that can offer support to help navigate these challenges. The organization aims to create a centre that provides a shared community resource space that is flexible in how it can be used by community members and organizations – a shared space for building belonging across differences, sharing resources, and honouring strengths and experiences.

Current programming offered across age brackets, include:

- Visibility Program;
- Educational Resources;
- Octagon Library;
- Gender Affirming Gear;
- Trans Navigation; and,
- Chosen Family Dinners.

Call: 709.769.2355

Email: [info@thequadnl.com](mailto:info@thequadnl.com)

Visit: [www.thequadnl.com](http://www.thequadnl.com)

### **Office of French Services**

The Office of French Services (OFS) offers linguistic support and community liaison services to the Francophone population of Newfoundland and Labrador.

Francophones requiring information on or assistance with government programs and services may contact OFS's bilingual staff, who will then contact other government departments, where necessary.

Call: 1.800.775.6170

Email: [frenchservices@gov.nl.ca](mailto:frenchservices@gov.nl.ca)

Visit: [www.gov.nl.ca/dgsnl/frenchservices](http://www.gov.nl.ca/dgsnl/frenchservices)

### **Government Service Centres**

There are several Government Service Centres conveniently located throughout the province, each providing a single point of entry for a range of services to the public and the business community. Services provided include motor registration, vital statistics, land development services, licences, permits, inspections, well

water testing and approvals regarding private septic systems, and electrical installations.

For more information visit:

[www.gov.nl.ca/dgsnl/departement/branches/divisions/gsc](http://www.gov.nl.ca/dgsnl/departement/branches/divisions/gsc).

To learn more, contact a Government Service Centre near you (refer to page 65).

## **Health-based Charities and Non-profit Organizations**

There are national organizations that offer support for seniors, many of which have provincial offices. Some include:

- Arthritis Society Canada ([www.arthritis.ca](http://www.arthritis.ca))
- Diabetes Canada ([www.diabetes.ca](http://www.diabetes.ca))
- Heart and Stroke Foundation of Canada ([www.heartandstroke.ca](http://www.heartandstroke.ca))
- Canadian Lung Association ([www.lung.ca](http://www.lung.ca))
- Parkinson Canada ([www.parkinson.ca](http://www.parkinson.ca))
- Canadian Cancer Society ([www.cancer.ca](http://www.cancer.ca))
- Prostate Cancer Foundation Canada ([www.prostatecanada.ca](http://www.prostatecanada.ca))
- Osteoporosis Canada ([www.osteoporosis.ca](http://www.osteoporosis.ca))
- Ostomy Canada Society ([www.ostomycanada.ca](http://www.ostomycanada.ca))

## Regional Office Contact Information

### Government Service Centres

Bay Roberts	709.786.5013 / 709.786.5015
Clarenville	709.466.4060
Corner Brook	709.637.2204
Gander	709.256.1420
Grand Falls-Windsor	709.292.4206 / 709.292.4259
Happy Valley-Goose Bay	709.896.5428
Labrador City	709.944.5282
Lewisporte	709.535.0262
Marystown	709.279.0837
Mount Pearl	709.729.3699
St. Anthony	709.454.8833
Stephenville	709.643.8650
Springdale	709.673.4218

### NL Health Services Regional Zones

Phone numbers accurate as of February 2025. NL Health Services is the provincial health authority, transitioning from five former organizations, formerly known as Regional Health Authorities. For corporate information, news, and updated contact information, please visit [www.nlhealthservices.ca](http://www.nlhealthservices.ca).

Eastern Health Client Relations  
Phone: 709.777.6500 (toll free 1.877.444.1399)  
[client.relations@easternhealth.ca](mailto:client.relations@easternhealth.ca)

Central Health Regional Client Navigator  
Toll Free: 1.844.651.6214  
[clientnavigation@centralhealth.nl.ca](mailto:clientnavigation@centralhealth.nl.ca)

Western Health Client Relations  
Phone: 1.833.784.6802  
[clientrelations@westernhealth.nl.ca](mailto:clientrelations@westernhealth.nl.ca)

Labrador-Grenfell Health Client Relations  
Phone: 1.833.505.1178  
[client.relations@lghealth.ca](mailto:client.relations@lghealth.ca)

## Indigenous Patient Navigators

Eastern Zone	709.777.2199
IPN:	Ashley Dicker
Email:	<a href="mailto:ashley.dicker@easternhealth.ca">ashley.dicker@easternhealth.ca</a>

Eastern Zone	709.777.2199
IPN:	Solomon Semigak
Email:	<a href="mailto:solomon.semigak@easternhealth.ca">solomon.semigak@easternhealth.ca</a>

Eastern Zone	709.777.2199
IPN:	Mary Angela Rich
Email:	<a href="mailto:mary.rich@easternhealth.ca">mary.rich@easternhealth.ca</a>

Western Zone	709.640.9007 or 1.833.640.9007 (toll free)
IPN:	Melissa Muise
Email:	<a href="mailto:melissaannmuise@westernhealth.nl.ca">melissaannmuise@westernhealth.nl.ca</a>

Labrador-Grenfell Zone	709-897-3103
IPN:	Simon Peter Gregoire
Email:	<a href="mailto:simon.gregoire@lghealth.ca">simon.gregoire@lghealth.ca</a>

To learn more, visit [www.firstlightnl.ca/program/indigenous-patient-navigators](http://www.firstlightnl.ca/program/indigenous-patient-navigators) or [www.westernhealth.nl.ca/indigenoushealth](http://www.westernhealth.nl.ca/indigenoushealth).

## Families and Affordability

To access Income Support services:  
Call: 709.729.7888  
Toll free: 1.877.729.7888



For general inquiries:

Email: [incomesupport@gov.nl.ca](mailto:incomesupport@gov.nl.ca)

Visit: [www.gov.nl.ca/cssd](http://www.gov.nl.ca/cssd)

## Regional Child Care Service Offices

Metro	709.729.4331
Central East (West of Clarenville)	709.292.6283
Central East (Clarenville and East)	709.945.6557
Western	709.637.2763
Labrador	709.637.2763

Early Learning and Child Care Directory:

Visit: [www.childcare.gov.nl.ca](http://www.childcare.gov.nl.ca)

## Regional Status of Women Councils

### Avalon East Region

St. John's Status of Women

Council and Women's Centre

Email: [reception@sjwomenscentre.ca](mailto:reception@sjwomenscentre.ca)

### Central Region

Status of Women Central

Email: [coordinator.sowc@bellaliant.com](mailto:coordinator.sowc@bellaliant.com)

### Gander / New-Wes-Valley Region

Gander Status of Women Council

Email: [women.gander@nf.aibn.com](mailto:women.gander@nf.aibn.com)

### Labrador Region

Labrador West Status of

Women Council

Email: [statusofwomen@crrstv.net](mailto:statusofwomen@crrstv.net)

Mokami Status of Women Council

Email: [coordinator@mokamiwomen.ca](mailto:coordinator@mokamiwomen.ca)

NorPen Status of Women Council

Email: [executivedirector.npswc@gmail.com](mailto:executivedirector.npswc@gmail.com)

### **Southwestern Region**

Bay St. George Status of  
Women Council

Email: [709.643.4444  
admin@bsgwomenscentre.ca](mailto:admin@bsgwomenscentre.ca)

Gateway Status of Women Council

Email: [709.695.7505  
gswc@nf.aibn.com](mailto:gswc@nf.aibn.com)

### **Western Region**

Corner Brook Status of  
Women Council

Email: [709.639.8522  
cbwomenscentre@gmail.com](mailto:cbwomenscentre@gmail.com)

## **Indigenous Women's Organizations**

AnanauKatiget Tumingit Regional

Women's Association Inc

Email: [709.497.8100  
executivedirector@labradorinuitwomen.com](mailto:executivedirector@labradorinuitwomen.com)

Assembly of First Nations

Women's Council

Email: [613.241.6789  
afncommunications@afn.ca](mailto:afncommunications@afn.ca)

Empowering Indigenous Women  
for Stronger Communities

Email: [empoweringindigenouswomen@gmail.com](mailto:empoweringindigenouswomen@gmail.com)

National Family and Survivors Circle

First Nations and Inuit Hope

for Wellness Help Line

[1.855.242.3310](tel:18552423310)

National Inquiry into MMIWG S

upport Line (toll-free)

Email: [1.844.413.6649  
info@familysurvivorscircle.ca](mailto:info@familysurvivorscircle.ca)

Newfoundland Aboriginal

Women's Network

Email: [709.643.4563  
nawn@nf.aibn.com](mailto:nawn@nf.aibn.com)

Newfoundland Native  
Women's Association  
Email:

709.632.3700  
[info@nnwa.ca](mailto:info@nnwa.ca)

Pauktuutit Inuit Women  
of Canada (toll-free)  
Email:

1.800.667.0749  
[info@pauktuutit.ca](mailto:info@pauktuutit.ca)

## Transition Houses

Gander and area  
Cara Transition House  
Crisis Line  
Toll Free Crisis Line  
Visit:

709.256.7707  
1.877.800.2272  
[www.carahouse.com](http://www.carahouse.com)

Corner Brook and area  
Willow House  
Crisis Line  
Toll Free Crisis Line  
Visit:

709.634.4198  
1.866.634.4198  
[www.transitionhouse.ca](http://www.transitionhouse.ca)

Marystown and area  
Grace Sparkes House  
Crisis Line  
Toll Free Crisis Line  
Visit:

709.279.3562  
1.877.774.4957  
[www.gracesparkeshouse.com](http://www.gracesparkeshouse.com)

St. John's and area  
Iris Kirby House  
Crisis Line  
Toll Free Crisis Line  
Visit:

709.753.1492  
1.877.753.1492  
[www.iriskirbyhouse.ca](http://www.iriskirbyhouse.ca)

Carbonear and CBN area  
O'Shaughnessy House  
Crisis Line  
Toll Free Crisis Line

709.596.8709  
1.888.596.8709

## Labrador City-Wabush

### Hope Haven

Crisis Line	709.944.2200
Toll Free Crisis Line	1.888.332.0000
Visit:	<a href="http://www.hopehaven.ca">www.hopehaven.ca</a>

## Happy Valley-Goose Bay

### Libra House

Crisis Line	709.896.3014 (voice/tdd)
Toll Free Crisis Line	1.866.896.3014
Visit:	<a href="http://www.librahouse.ca">www.librahouse.ca</a>

## Nain

### Transition House

Crisis Line	709.922.1229
Toll Free Crisis Line	1.866.922.1230

## Rigolet

### Kirkina House

Crisis line	709.947.3333
Business line	709.947.3334

## Hopedale

### Selma Onalik Safe House

Crisis Line	709.933.3420
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## Sheshatshiu

### Nukum Munik Shelter

Crisis Line	709.497.8869
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## Natuashish Safe House

Crisis Line	709.478.2390
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## Newfoundland and Labrador Housing Corporation (NLHC) Offices

Avalon Regional Office	709.724.3197
Avalon Maintenance	709.724.3400
Corner Brook	709.639.5201

Gander	709.256.1300
Happy Valley-Goose Bay	709.896.1920
Labrador City	709.944.7474
Grand Fall-Windsor	709.292.1000
Marystown	709.279.5375
Stephenville	709.643.6826
Visit: <a href="http://www.nlhc.nl.ca">www.nlhc.nl.ca</a>	

## Legal Aid Commission

Provincial Head Office	709.753.7860
St. John's	
General	709.753.7863
Toll Free (24/7)	1.800.563.9911
Mental Health Office	709.726.8966
Carbonear	
General	709.596.7835 or 786.6003
Toll free	1.844.596.7835
Clareville	
General	709.466.7138
Toll free	1.844.260.7138
Marystown	
General	709.279.3068
Toll free	1.844.340.3068
Gander	709.256.3991
Grand Falls-Windsor	709.489.9081
Corner Brook	
Family and Child Legal Aid	709.634.4391
General	709.639.9226
Toll free	1.844.639.9226

Stephenville	
General	709.643.5263
Toll free	1.844.304.5263
Happy Valley-Goose Bay	
General	709.896.5323, 709.896.5051, or 709.896.5690
Family and Child Legal Aid	1.833.896.5323 or 709.896.5323
Labrador West / Wabush	709.282.3425 / 709.282.3426

## Medical Assistance in Dying (MAiD) Regional Offices

Eastern Zone	709.777.2250
Toll-Free	1.833.777.2250
Email:	<a href="mailto:maid@easternhealth.ca">maid@easternhealth.ca</a>
Central Zone	709.235.1412
Email:	<a href="mailto:maid@centralhealth.nl.ca">maid@centralhealth.nl.ca</a>
Western Zone	709.637.5000
Email:	<a href="mailto:maid@westernhealth.nl.ca">maid@westernhealth.nl.ca</a>
Labrador-Grenfell Zone	709.897.2350
Email:	<a href="mailto:maid@lghealth.ca">maid@lghealth.ca</a>

## Forest Management District Offices

Bay d'Espoir District Office	709.882.2200
Forest Management District 7	
Email:	<a href="mailto:BaydEspoirForestry@gov.nl.ca">BaydEspoirForestry@gov.nl.ca</a>
Bishop's Falls District Office	709.258.5334
Forest Management District 10 and 11	
Email:	<a href="mailto:BishopsFallsForestry@gov.nl.ca">BishopsFallsForestry@gov.nl.ca</a>

Cartwright District Office Forest Management District 20 Email:	709.938.7362 <a href="mailto:CartwrightForestry@gov.nl.ca">CartwrightForestry@gov.nl.ca</a>
Clarenville District Office Forest Management District 2 and 3 Email:	709.466.7439 <a href="mailto:ClarenvilleForestry@gov.nl.ca">ClarenvilleForestry@gov.nl.ca</a>
Gambo District Office Forest Management District 4 and 5 Email:	709.674.4625 <a href="mailto:GamboForestry@gov.nl.ca">GamboForestry@gov.nl.ca</a>
Gander Regional Office Email:	709.896.3405 <a href="mailto:GamboForestry@gov.nl.ca">GamboForestry@gov.nl.ca</a>
Goose Bay Regional Office Email:	709.674.4625 <a href="mailto:GooseBayForestry@gov.nl.ca">GooseBayForestry@gov.nl.ca</a>
Lewisporte District Office Forest Management District 6 and 8 Email:	709.535.2706 <a href="mailto:LewisporteForestry@gov.nl.ca">LewisporteForestry@gov.nl.ca</a>
Massey Drive District Office Forest Management District 15 Email:	709.637.2370 <a href="mailto:MasseyDriveForestry@gov.nl.ca">MasseyDriveForestry@gov.nl.ca</a>
North West River District Office Forest Management District 19 and 23 Email:	709.497.8479 <a href="mailto:NorthWestRiverForestry@gov.nl.ca">NorthWestRiverForestry@gov.nl.ca</a>
Paddy's Pond District Office Forest Management District 1 Email:	709.729.4180 <a href="mailto:PaddysPondForestry@gov.nl.ca">PaddysPondForestry@gov.nl.ca</a>
Pasadena District Office Forest Management District 16 Email:	709.686.2071 <a href="mailto:PasadenaForestry@gov.nl.ca">PasadenaForestry@gov.nl.ca</a>
Port Saunders District Office Forest Management District 17 Email:	709.861.3502 <a href="mailto:PortSaundersForestry@gov.nl.ca">PortSaundersForestry@gov.nl.ca</a>

Roddickton District Office Forest Management District 18 Email:	709.457.2300  <a href="mailto:RoddicktonForestry@gov.nl.ca">RoddicktonForestry@gov.nl.ca</a>
Springdale District Office Forest Management District 9 and 12 Email:	709.673.3821  <a href="mailto:SpringdaleForestry@gov.nl.ca">SpringdaleForestry@gov.nl.ca</a>
St. George's District Office Forest Management District 13 and 14 Email:	709.646.3720  <a href="mailto:StGeorgesForestry@gov.nl.ca">StGeorgesForestry@gov.nl.ca</a>
Wabush District Office Forest Management District 22 Email:	709.282.6881  <a href="mailto:WabushForestry@gov.nl.ca">WabushForestry@gov.nl.ca</a>

## JIG Employment Centres

Carbonear Office	709.945.3224
Mount Pearl Office	709.729.0107
Dunville Office	709.227.1330
St. John's Office – Duckworth Street	709.729.7505
St. John's Office – Aberdeen Avenue	709.729.7512
Marystown Office	709.279.5534
Clarenville Office	709.466.0275
Gander Office	709.256.1232
Grand Falls-Windsor Office	709.292.4331
Lewisporte Office	709.535.3212
Springdale Office	709.673.2615
St. Alban's Office	709.538.3648
Stephenville Office	709.643.7954
Channel-Port aux Basques Office	709.695.6273
Corner Brook Office	709.637.2601
Port Saunders Office	709.861.3237
St. Anthony Office	709.454.3651



Happy Valley-Goose Bay Office	709.896.8846
Wabush Office	709.282.5313

## Arts and Culture Centres

St. John's	709.729.3900
Gander	709.256.1081
Grand Falls-Windsor	709.292.4518
Corner Brook	709.637.2580
Stephenville	709.643.4553
Labrador West	709.944.7132

## Family Justice Services

Avalon Region St. John's	709.729.1183
Central Region Clarenville	709.466.4050
Marystown	709.279.0227
Gander	709.256.1205
Grand Falls-Windsor	709.292.1194
Western Region Corner Brook	709.634.4174
Stephenville	709.643.8396
Labrador Region Labrador City	709.944.3209
Happy Valley-Goose Bay	709.896.7941

## Royal Newfoundland Constabulary (RNC)

Emergency only (Province-Wide)	911
Non-Emergency/General Inquiries	
Northeast Avalon	709.729.8000
Corner Brook	709.637.4100
Labrador City	709.944.7602
Churchill Falls	709.925.3524
TTY	1.800.363.4334
Visit:	<a href="http://www.rnc.gov.nl.ca">www.rnc.gov.nl.ca</a>

## Royal Canadian Mounted Police (RCMP)

Emergency only (Province Wide)	911
General Inquiries	1.800.709.7267
Visit:	<a href="http://www.rcmp-grc.gc.ca/detach/en/find/NL">www.rcmp-grc.gc.ca/detach/en/find/NL</a>



