

Newfoundland and Labrador

SENIORS
RESOURCE CENTRE

Making a Difference in the Lives of Seniors

Our Mission

To support, promote and enhance the well-being and independence of all older adults living in Newfoundland and Labrador.

Making a Difference in the Lives of Seniors

Our Mandate

In response to identified needs, the SRCNL

- Provide information and referral to support informed decision-making
- facilitate the development and implementation of programs
- work to influence policies affecting older adults

Rose's Story

Just two and a half years ago **78 year old Rose** became a **widow** and was left with **managing a rather large older home on her own**. Rose first called the SRCNL Information Line to get some information on social and recreational programs for seniors, as **she was feeling very much alone**, especially as she and her husband **never had children**. In the process of chatting with Rose, it was discovered that **her house was in need of major repairs**, in particular her roof was leaking badly. Rose was **quickly connected** to the Newfoundland and Labrador Housing's Provincial Home Repair Program (PHRP) which is designed to provide funding to:

- ✓ assist homeowners with low income who require repairs to their homes;
- ✓ bring dwellings up to minimum fire and life safety standards, with improvements in basic heating, electrical and plumbing services.
- ✓ Rose **filled in an application and was approved** for a grant to have a new roof installed. We also connected her with the local community centre in her community and seniors club that offers many interesting activities she can choose from.

Martin's Dilemma

Martin is 87 years old and living in St. John's. He called our Information line because he **needed help**. His **Guaranteed Income Supplement was cut off** because he did not file his income tax. CRA no longer sends out paper forms nor has their telefile available for seniors, like Martin, who rely on such methods to get their taxes done on time so they do not lose their benefits. Martin said that **CRA sent him a letter that he could not read because of a visual impairment** and therefore did not know what he had to do. **His income was reduced to a little over \$589 per month** (includes OAS and a small amount of CPP) and luckily his landlord accepted a small payment for his rent until he got things straightened out. We were able to:

- ✓ **Have a volunteer go to him** to read the letter.
- ✓ Make arrangements to have his **income tax completed and submitted**
- ✓ Speak to CRA, on his behalf (with permission) explaining the situation and to make sure **Martin's benefits would be reissued** within 10 business days as opposed to the standard 2 month waiting time given his dire circumstances.

- I need to know how to do a will.
Who should I call?
- How do I apply for the Home Heating Rebate?
- How do I get home support?
- I am coming home for a holiday and want to arrange have my mother move into a Personal Care Home.



Information & Referral Services

Connected via

- **Phone with a Toll Free Line**
- **Outreach across the province**
- **Email**
- **Website**
- **Drop-in**
 - **Have a question**
 - **Need a service**
 - **Don't know where to turn for help**



Seniors Guide to Services and Programs in Newfoundland and Labrador

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Top 5 Categories FY 2014-201

1. Financial	25%
2. Housing	19%
3. Home Support/CC	13%
4. SRCNL Programs	10%
5. Wellness	9%

Financial Category FY 2014-2015

1. Income Tax Preparation

**2. Equipment, including glasses,
hearing aids and dental**

3. OAS/GIS/ CPP

4. Food

Making a Difference in the Lives of Seniors

Housing Category

- Accessible housing
- Assisted living
- **Crisis/emergency Housing**
- General accommodation
- Home Heating Rebate
- Home Modification Program
- Home repair
- Homeshare
- Housing Lists
- Provincial Home Repair program
- Rental problems
- Residential Energy Efficiency Program (REEP)
- Seniors housing transition
- Subsidized housing

Worth Noting FY 2014-15

We received 75 inquires about elder abuse; particularly regarding finances and neglect

We have seen an increase in the number of individuals requesting information on Advance Health Care Directives , Wills and Powers of Attorney

We have received more inquires this year from older adults planning their housing transition

Where our Community Peer Support Volunteers are located

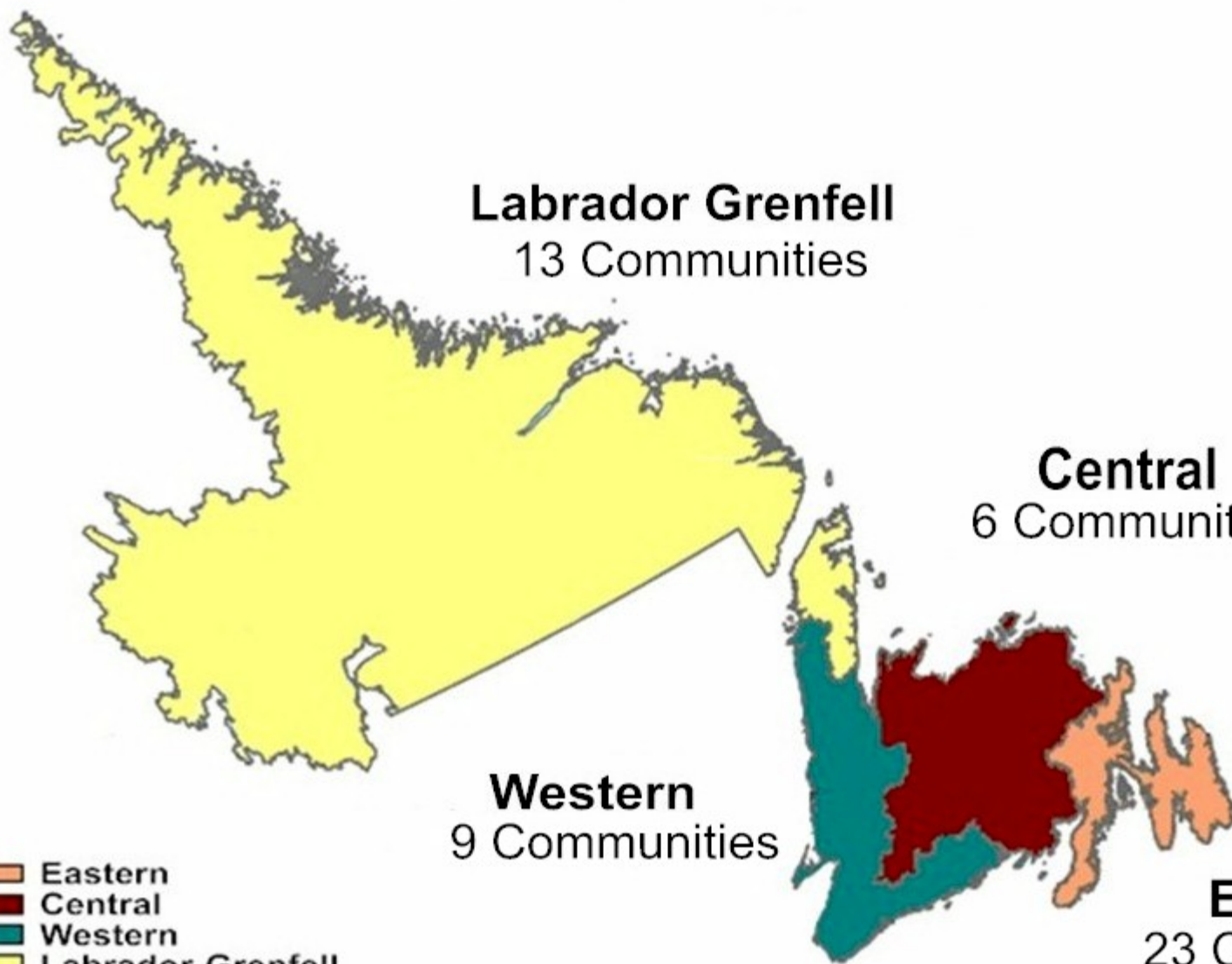
Labrador Grenfell
13 Communities

Central
6 Communities

Western
9 Communities

Eastern
23 Communities

- Eastern
- Central
- Western
- Labrador-Grenfell



Connections in Communities

→ **178** Community Peer Support
Volunteers, est. **14,596** hours

→ **51** Communities

→ **7326** reported connections on
50 topics

50,000
potential connections

Connecting with Peers

- **Friendly visiting**
- **Transportation provision**
- **Seniors social/recreational programs**
- **Workshops/Presentations, e.g. chronic pain management, bereavement, container gardening**
- **Translating documents from English to Inuktitut**
- **Help to fill out forms**

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