

# SeniorsNL

RESOURCES • INFORMATION • CONNECTION

FORMERLY SENIORS RESOURCE CENTRE OF NEWFOUNDLAND & LABRADOR

## An Overview



## **Our Vision**

Older adults are respected, valued and have the opportunity to be engaged in all aspects of society.

## **Our Values**

Respect, Choice, Collaboration and Growth and Development.

## **Our Mission**

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

## **Our Mandate**

To provide information and referral to support informed decision-making|

To facilitate the development and implementation of programs.

To work to influence policies affecting older adults.

# What We Do

We connect people to resources and information.

We do this through our  
Information and Referral Services  
and outreach through our:

Community Peer Support Volunteers  
NL Network for the Prevention of Elder Abuse

**We are a Not-for-Profit Organization since  
1989. Incorporated and a registered Charity  
since 1991.**

*We are the only  
community seniors' organization  
in this province doing what we do*

[Click here to access our latest Annual Report](#)



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## Carol's Crisis

**Carol was 60 years old** when she called our Information Line. She was receiving less than \$900 a month on CPP Disability Benefits. Carol did not always have enough money to buy food at the end of the month and to take care of other basic needs. The only accommodation she could afford on this amount was a room in a boarding house that was filled with young tenants who partied all the time, and she did not feel safe. After **25 calls** and **referrals to 12 different agencies**, we were able to support Carol to:

- **Find subsidized housing and move into her own apartment;**
- Get her **income tax completed through the Community Volunteer Income Tax Program** (as she could not afford to go to a commercial tax preparation service) so she could receive her GST credits;
- Connect with **Advanced Education Skills and Labour** to get a rental and dietary supplement amount;
- Get **food** from food banks and **furniture** from the Home Again Furniture Bank;
- Sign up for the **Go Bus** (accessible transit) to get around town;
- Receive help for other health-related and daily living needs.

# Information and Referral Services

We are Listeners and Connectors for seniors and those who support them to make informed decisions.

## Who do we serve?

- Seniors
- Family member(some are caregivers)
- Friends
- Service Providers

## How do they connect with us?

- phone
- email
- community presentations/seniors information road shows
- website
- in-person

## What kind information do they need?

- Daily living resources enabling a senior to stay in his/her own home; home delivered meals, home support, home modifications (accessibility), informal family caregiver support

- Housing: specifically an affordable or subsidized (and safe) place to live
- Financial needs: medical, food, government subsidies, help with utilities
- Elder abuse: to report or get help. The top form of elder abuse has been financial.
- Legal: looking for a lawyer or for information on wills, power of attorney (and enduring), and advanced healthcare directives. Many seniors do not have these important documents.
- Health-Related: services for hearing tests, information on Alzheimer's and other diseases and conditions, at-home blood collection, occupational therapy, and mental health and addictions services.

***“Thank you for being so patient and for just listening. Most people try to rush you off the phone.”***

## Martin's Dilemma

**Martin is 87 years old** and called our Information line because he **needed help**. His **Guaranteed Income Supplement was cut off** because he did not file his income tax. 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** (included 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 to him
- 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.



## **How our services differ from a 211 or a 411 service.**

- We have 9 volunteers, who are seniors, answering inquiries; trained to provide an easy and non-judgmental approach to increase comfort and help define needs and refer to the most appropriate places to have the needs met.
- We follow up, sometimes more than once, to ensure the information was received and needs were met.
- We have 148 senior volunteers in 56 communities; trained to support their peers, promote our Services and distribute information and resources.
- We go to where seniors live. Outreach to rural and remote communities is done via our seniors information road shows in partnership with our community partners.
- We help navigate systems that can be complicated, hard to understand and intimidating.
- We face elder abuse head on with our NL Network for the Prevention of Elder Abuse (NLNPEA); Expanding seniors'

knowledge and skills towards better health and an increased ability to prevent and/or respond to abuse (legal documents, available resources, who to call for help and information).

***By the Numbers  
for the 2016-17 FY***

- *22,276 people reached*
- *18,828 pieces of information distributed*
- *55 public opportunities*
- *410 NLNPEA members (60 are organizations, government agencies, businesses)*



**“Our Charlottetown World Elder Abuse Awareness event went over well. We partnered with the... youth here and... the Family Ties Resource Centre. We had a really good turn-out... We served a meal and had a few activities and a presentation on the many forms of abuse and what to do if you or someone you know is a victim. We had some local youth get involved by helping serve the meal, eat with the seniors, and also they provided the entertainment, which the seniors really enjoyed. It was so beautiful to see the joy in the room as seniors and youth interacted. We had approximately 40 participants, which is nearly every senior in town, and we had one senior from our [neighbouring] community of Pinsent's Arm attend as well.”**

***Community Peer Support Volunteer, Ardena***

## **Newfoundland and Labrador Network for the Prevention of Elder Abuse**

**Information is power.** It can also be the key to staying independent and helping seniors to protect themselves and others from elder abuse. That's why providing information on resources and services is one of the key activities of the NL Network for the Prevention of Elder Abuse.

We created the **NL Network for the Prevention of Elder Abuse** in response to a growing concern that action was needed to address and prevent elder abuse. The Network's mission is to provide information and support to individuals and organizations who are members of the Network working to prevent and/or respond to elder abuse. Over 400 individuals are members.

It is estimated that between 4 and 10 percent of Canadian seniors experience some kind of abuse. If we apply that percentage to NL's senior population, that means there may be over **9300 seniors in Newfoundland and Labrador who are experiencing abuse.**

# SeniorsNL

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