

City of Edmonton

Services for Seniors



A Message from Age Friendly Edmonton



All Edmontonians will have parents, friends, neighbours, customers or colleagues who are seniors, and of course, most Edmontonians will themselves be seniors at some point in time.

Along with cities around the world, Edmonton is working to become age-friendly – an inclusive city where age is not a barrier to access services, programs, businesses or facilities. Creating an age-friendly city helps us all.

The Age Friendly Edmonton™ initiative was built on a common vision of Edmonton as a community that values, respects and actively supports the wellbeing of seniors. It is the result of extensive community consultation with seniors and their caregivers, along with key stakeholders, who all came together to achieve a vision for an inclusive, age-friendly Edmonton.

To learn more about Age Friendly Edmonton visit edmonton.ca/agefriendly

A Message from the City of Edmonton

The City of Edmonton is committed to making Edmonton an age-friendly, livable place where seniors are connected, respected and valued. City Council's formal commitment to seniors is demonstrated through the Edmonton Seniors Declaration, City Council's Seniors Initiative, Age Friendly Edmonton and Edmonton's recognition by the World Health Organization (WHO) as an official Global Network of Age Friendly Cities member.

The following guide outlines seniors programs and services which are offered or supported by the City of Edmonton. The City of Edmonton strives to involve and support Edmonton's seniors through recreation and social programs, transportation resources, support to seniors centres and organizations, and grant programs. To obtain copies of the guide or provide future recommendations, please email seniors@edmonton.ca or call **311**.

Contents

- 2 City of Edmonton Information
- 3 Discounts
- 4 Seniors Centres
- 6 City of Edmonton Recreation Facilities
- 15 Prescription to Get Active
- 16 The Edmonton Public Library
- 17 Help Around the House
- 18 Social Services
- 19 Hello How Are You?
- 22 Transit
- 25 Sidewalk and Pedestrian Access
- 26 Safety
- 27 Housing
- 30 Other Resources

City of Edmonton Information

311

This is the main telephone number to call, 24 hours a day, to ask questions and connect people with City of Edmonton programs, services and events. For seniors outside Edmonton, call **780-442-5311**.

Please note: 311 does not replace 911 for emergency.

edmonton.ca

Visit the City of Edmonton website to learn about services, events and resources in the community.

Visit edmonton.ca/seniors for highlights of programs and services specifically for seniors. Text can be resized by adjusting settings in your web browser.

Edmonton City Council

For information or to reach your City Councillor, visit or mail the General Office at:

2nd Floor, City Hall
1 Sir Winston Churchill Square
Edmonton, AB T5J 2R7

The office is open to the public from 8 am – 4:30 pm Monday through Friday.

Provide your address or ward number if you would like a response from your ward Councillor.

You can also phone the office at **780-496-8110** – or visit the following to connect with the Mayor or City Councillors edmonton.ca/mayor and edmonton.ca/council.

Access to Council and Committee Meetings

For information on what's happening at City Hall, to access Committee minutes and reports or to watch Council and Committee meetings live, go to:

edmonton.ca/meetings

Real Time Captioning Services for City of Edmonton Events

Real Time Captioning Services (CART) and American Sign Language (ASL Interpreting) can be requested for City of Edmonton public meetings, consultations, forums and events. Using CART, a transcript is generated and appears on a monitor for people to read as the event or meeting progresses. CART is effective for people who are

Deaf or hard of hearing, who may have certain types of learning disabilities and for individuals whose first language is not English. If you require this service for an event or meeting, requests can be made by calling **311**. Please note two weeks notice is required to book the service. Assistive listening devices are available at City Hall.

Discounts

Seniors' Discounts

Discounts for seniors, 65 years of age and older, are available at all City of Edmonton recreation centres, pools, arenas, golf courses and major attractions. It is a great, cost-effective way to spend time with family and friends. For more information call **311**.

Pet Licenses

Seniors (65+) and those on income support may qualify for a half-price license for one spayed or neutered pet per residence seniors may apply online at eservices.edmonton.ca. Certified Assistance (Guide) Dogs can be licensed free of charge. For more information call **311**

Leisure Access Program

Low income seniors from Edmonton can qualify for free use of City of Edmonton recreation facilities and attractions (swimming pools, fitness centres, Edmonton Valley Zoo, Fort Edmonton Park, etc.) and discounts on registered programs (day camps, art classes, swimming lessons, etc.) for one year.

Obtain an application form at edmonton.ca/lap or by calling **311**. Applications are also available at any City of Edmonton recreation facility, or by visiting
Citizen Services
2nd Floor, Edmonton Tower
10111 – 104 Avenue
Edmonton, AB T5J 0J4
on weekdays; 8:30 am to 4:30 pm.

Seniors Centres

The City of Edmonton values the important role seniors centres provide in supporting the health and well-being of Edmonton's seniors. They are service and information hubs for seniors in the community, providing a range of programs and social services.

You can expect to find a variety of recreational and wellness programs such

as fitness, sports, visual and performing arts, games and hobbies, educational experiences opportunities related to aging, health and social opportunities to connect other seniors.

Many other seniors organizations and groups throughout the City of Edmonton provide services for seniors. For more information call **211**.

North

Seniors Centre	Address	Phone
Central Lions Seniors Association	11113 – 113 Street Central Lions Recreation Centre	780-496-7369
Edmonton Aboriginal Seniors Centre	10107 – 134 Avenue (Cottage E)	587-525-8969
Edmonton Seniors Centre	11111 Jasper Avenue (3Y, Main Floor, Edmonton General Hospital)	780-425-8625
Ital-Canadian Seniors Association	9111 – 110 Avenue	780-424-1255
Jewish Senior (Citizens) Centre	10052 – 117 Street	780-488-4241
North Edmonton Seniors Association	7524 – 139 Avenue Northgate Lions Recreation Centre	780-496-6969
North West Edmonton Seniors Centre	12963 – 120 Street	780-451-1925
Operation Friendship Seniors Society	9526 – 106 Avenue	780-429-2626
Sage Seniors Association	15 Sir Winston Churchill Square	780-423-5510
Westend Seniors Activity Centre	9629 – 176 Street	780-483-1209

South

Seniors Centre	Address	Phone
Mill Woods Seniors Association	2610 Hewes Way, 2nd Floor Mill Woods Seniors and Multicultural Centre	780-496-2997
Senior Citizens Opportunity Neighborhood Association (SCONA)	10440 – 84 Avenue	780-433-5377
South West Edmonton Seniors Association	Yellowbird Community Hall 10710 – 19 Ave	587-987-3200
South East Edmonton Seniors Association	9350 – 82 Street	780-468-1985
South West Seniors Outreach Society	10832 – 62 Avenue	780-435-9515
Strathcona Place Senior Centre	10831 University Avenue	780-433-5807

City of Edmonton Recreation Facilities

Seniors can take part in many of the programs and services offered at City of Edmonton recreation centres, arenas and pools.

Opportunities to be active include: aquafit, pickleball, walking programs, Zumba, yoga and much more. Several arenas offer free weekly public skate times just for seniors.

The following chart provides information on accessibility features at the City of Edmonton recreation centres and pools. For more information on a specific facility call **311**.

The City of Edmonton offers a wide variety of drop-in and registered programs for older adults.

For more information on programs and activities that best suits your needs – go to your nearest recreation centre or visit edmonton.ca/activities_parks_recreation/activities-recreation-programs.aspx

FACILITY ACCESSIBILITY GUIDE			NORTHEAST						NORTHWEST				SOUTHEAST				SOUTHWEST			
			A.C.T	CLAREVIEW	COMMONWEALTH	EASTGLEN	LONDONDERRY	NORTHGATE LIONS SENIORS RECREATION CENTRE	O'LEARY	CENTRAL LIONS SENIORS RECREATION CENTRE	GRAND TRUNK	JASPER PLACE	PETER HEMINGWAY	BONNIE DOON	HARDISTY	THE MEADOWS	MILL WOODS	CONFEDERATION	KINSMEN	TERWILLEGAR
BUILDING AND EXTERIOR	PARKING	ACCESSIBLE PARKING STALLS	20	8	6	2	4	12	2	19	4	0	4	4	5	23	4	4	6	22
		SAFE DROP-OFF AND PICK-UP	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
		CURB CUT	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	ENTRANCE	W/C RAMP TO DOOR	•		NA	•	NA	NA	•	NA	NA	•	NA	NA	•	•	•	•	•	•
		NO. STAIRS TO DOOR	0	0	0	6	0	0	0	0	0	•	0	0	0	0	0	0	18	0
		MOST ACCESSIBLE DOOR	Main	Main	Main	Main	Main	Main	Main	Main	Main	Main	Main	Main	Main	West	Main	Main	Main	Main

FACILITY ACCESSIBILITY GUIDE			NORTHEAST						NORTHWEST				SOUTHEAST				SOUTHWEST			
			A.C.T	CLAREVIEW	COMMONWEALTH	EASTGLEN	LONDONDERRY	NORTHGATE LIONS SENIORS RECREATION CENTRE	O'LEARY	CENTRAL LIONS SENIORS RECREATION CENTRE	GRAND TRUNK	JASPER PLACE	PETER HEMINGWAY	BONNIE DOON	HARDISTY	THE MEADOWS	MILL WOODS	CONFEDERATION	KINSMEN	TERWILLEGAR
BUILDING AND EXTERIOR	FACILITY INTERIOR	W/C ACCESSIBLE WASHROOMS	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
		UNISEX WASHROOMS	•	•	•	•	•			•	•		•	•	•	•	•		•	
		ACCESS PHONE	•	•	•	•	•	•	•	•	•		•	•	•	•	•	•	•	
		STAIRS, RAMPS, ELEVATORS	NA	NA	3	12S	E	E	NA	R	NA	15S	NA	NA	NA	2E 1R	E	E	E	3
		LOWERED SERVICE COUNTER	•	•	•			•		•			•			•		•		•
		ACCESSIBLE CHANGEROOMS	•	•	•	•	•		•	•	•		•	•	•	•	•	•	•	•
		ACCESSIBLE SPECTATOR VIEWING	•		•	•	•		•		•	•	•		•	•	•	•	•	•
AQUATIC FACILITIES	CHANGEROOMS	CO-ED/FAMILY CHANGEROOMS	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	•	
		ACCESSIBLE WASHROOM STALLS	•	•	•	•	•			•	•	•	•	•	•	•	•	•	•	
		SHOWER BENCH	•		•	•	•			•		•	•	•	•	•	•	•	•	
		MECHANICAL TRANSFER LIFT	•		•										•			•	•	
		EXTRAS (CURTAINS, HEAT LAMPS)	H/C		**	C					C	C	C	C	C	H/C	H			

FACILITY ACCESSIBILITY GUIDE			NORTHEAST						NORTHWEST				SOUTHEAST				SOUTHWEST			
			A.C.T	CLAREVIEW	COMMONWEALTH	EASTGLEN	LONDONDERRY	NORTHGATE LIONS SENIORS RECREATION CENTRE	O'LEARY	CENTRAL LIONS SENIORS RECREATION CENTRE	GRAND TRUNK	JASPER PLACE	PETER HEMINGWAY	BONNIE DOON	HARDISTY	THE MEADOWS	MILL WOODS	CONFEDERATION	KINSMEN	TERWILLEGAR
AQUATIC FACILITIES	POOL ACCESS	RAILINGS	•	•	•		•			•			•		•				•	
		RAMP INTO POOL	•		•		•						NA		•	•				•
		POOL LIFT	•	•	NA				•			•	•	•	•		•	•		•
	POOL DECK	PORTABLE STAIRS		•	NA	•		•		•	•	•	•	•	•		•	•		•
		MAIN POOL TEMPERATURE (°C)	32.5	29.5	28.0	29.5	29.5	29.8		29.8	29.5	27.5	29.5	29.5	29.0	29.0	29.5	27.0		29.0
		SALT/CHLORINE GAS	C	S	S	S	C	C		C	C	C	C	C	S	C	S	C		S
		HOT TUB (40 °C)	•	•	•	•	•	•		•		•	•	•	•	•	•			
		COMMODE OR W/C FOR WATER	•	•	•		•	•		•			•	•	•	•				•
		GURNEY FOR WATER	•												•					
	AMENITIES	ACCESS TO STEAM ROOM	NA	•	•	•	•	•		•	•	•	•	•	•		•	NA		•
		ACCESS TO SAUNA	NA	NA	NA	NA	•	NA		NA		•	•	•		•	NA	•		
		LIFT ACCESS TO HOT TUB	•	•	NA								•		NA			NA		•
		ACCESS TO FITNESS CENTRE	NA	•	•	NA	•	•		•	•		NA	•	•	•	NA	•		•

Attractions

City Arts Centre	10943 – 84 Avenue	Accessible parking, power door at entranceway, accessible washrooms, elevator to connect floors.
Fort Edmonton Park	7000 – 143 Street	Accessible parking, designated DATS drop-off zone, accessible entranceway, accessible lift on train. Access to washrooms at Columbia House, Gyro Park, Masonic Hall, Reed's Tea Room, Bill's Confectionery, A.G.T (during certain times) and Freight Shed (family). Some buildings and the Fort have limited accessibility. Most ground level buildings have ramps. Accessible wagon with wheelchair access is available in the summer. Wheelchairs are available on a first come, first serve basis at no additional cost.
John Janzen Nature Centre	7000 – 143 Street	Accessible parking, lift to access classrooms and other facilities, and an accessible washroom located near the front entrance. There are accessible nature exhibits and the interactive Tegler Discovery Zone is wheelchair accessible.
John Walter Museum	9180 Walterdale Hill	Visitor orientation building entranceway is accessible with accessible washrooms in that facility. The other three historic buildings have ramps to access main levels but ramps may be difficult for some to access.

Muttart Conservatory 9626 – 96A Street Accessible parking, power doors at entranceway and into pavilions, accessible washrooms. Ramps to pavilions but are steep – some assistance may be required. One pyramid has several steps and is only partially accessible. There is a ramp to access the greenhouse and accessible surfacing.

Edmonton Valley Zoo 13315 Buena Vista Road Accessible parking close to entranceway. The entranceway includes an accessible ticketing gate and washrooms and power doors to access the café, Zoo-tique and EdVenture Lodge. There are also accessible washrooms in the Saito Centre and administration building with power door access in both buildings. The carousel ride is accessible and has a ramp. There are family washrooms by the carousel as well. Accessible viewing area of Lucy the Elephant in the Saito Centre and an accessible picnic site close to camels. Power scooters for rent. The Wander interpretive pathway also features a paved path.

Call **311** for further accessibility information or assistance. To obtain a Community Facilities and Parks Accessibility Guide, call **311** or download it at edmonton.ca/activities_parks_recreation/documents/CommunityFacilitiesAccessibilityGuide.pdf.

If you have accessibility feedback or improvement suggestions, call **780-496-4917**.

Golf Courses

Riverside Golf Course	8630 Rowland Road	Accessible parking, limited access to course greens by wheelchairs and no accessible washrooms. Access is available to main floor of clubhouse.
Rundle Park Golf Course	2902 – 118 Avenue	Accessible parking. Access to main floor of clubhouse, new unisex family washroom and power doors.
Victoria Golf Course and Driving Range	12130 River Road	Accessible parking and entranceway with power door access to clubhouse. Unisex washroom on main floor in clubhouse. Access is available to main floor of clubhouse with stairs to upper floor. The driving range has accessible parking, entranceway, washrooms and two accessible tees.

Prescription to Get Active

edmonton.ca/activities_parks_recreation/prescription-to-get-active.aspx

About the program

The City of Edmonton is pleased to be a participant in the Primary Care Networks' Prescription to Get Active Program. This program is a unique venture in which the Edmonton and area Primary Care Networks have partnered with local municipal recreation facilities to help encourage those who are inactive to incorporate more physical activity into their lives.

Local family physicians and their health care teams can write a 'prescription' for patients who would benefit from increased physical activity. With each 'Prescription to Get Active', the City of Edmonton will provide three complimentary 'All Facility' passes to City of Edmonton Recreation and Leisure Centres.

Eligibility

The goal of the program is to target individuals that can benefit from exercise without specific supervision or medical restrictions. This includes children, youth, adults and seniors. Please consult with your family physician to ensure if this program may be right for you.

Benefits

Physical Activity is linked to overall mental and physical well-being. Just minutes of activity a week for adults and children alike can reduce the possibility of developing health concerns.

For more information:

prescriptiontogetactive.com

The Edmonton Public Library

The Edmonton Public Library (EPL) always strives to improve customer service and respond to community and customer needs. We are inclusive and will assist you with materials you borrow.

Available Materials

Large-Print Books: Includes hardcover and lightweight soft cover books available at all 20 library locations.

Daisy Books: Digital talking books (located at the Lois Hole Library branch), used exclusively on a DAISY reader, are designed to allow you to move around the text efficiently and flexibly, i.e. able to bookmark where you stop, etc.

Audiobooks on CD: A large collection of fiction and non-fiction audiobooks on CD are available for all reading levels.

Descriptive Videos and DVDs: Movies that describe the visual elements for people with visual impairments.

Digital Content: This online goldmine includes streaming music and 100 databases including 1,700 newspapers from 92 countries with same day coverage and every issue of National Geographic magazine from 1888 to 1994. Visit epl.ca/digitalcontent.

EPL has a large collection of music CDs, DVDs, video games and eBooks available. All items can be placed on hold for EPL card holders and delivered to the EPL branch of your choice for pick up. DAISY materials must be placed on hold via library staff rather than using our website. Please call your local library branch for assistance.

Services

Adaptive Technologies: The Edmonton Public Library has two computer workstations jointly called the LEAP Station (Library Equal Access Program). These bring together many helpful aids in one place to make our collection and materials more accessible.

- Motorized, adjustable furniture
- Alternate keyboards and mice
- Screen magnification
- Optical Character Recognition (OCR)
- scanner – SARA reader
- Word prediction software
- JAWS, Read & Write Gold software

To find out more about the LEAP Station, please call the Enterprise Square (downtown) Branch at **780-496-7000**.

Residential Service: Available to people living in their own homes and residents of extended-care facilities and seniors' lodges.

Help Around the House

Assisted Waste Collection Service

The City of Edmonton's Waste Services offers an Assisted Waste Collection Service for customers with restricted mobility who have difficulty getting their waste and recycling to the curb or lane.

Collectors pick up garbage and recycling from outside the front or back door of the home. There is no additional charge for this service. For more information or to apply go to edmonton.ca/assistedwaste, call **780-496-5698** or email wasteman@edmonton.ca

Seniors Home Supports Programs

The Edmonton Seniors Home Supports Program provides seniors with referrals to screened businesses and community groups which offer snow removal, yard work, housekeeping or minor home repair services. For more information call **211**.

211 Seniors Information Phone Line

211 Edmonton is a program of the Canadian Mental Health Association (Edmonton Region) that provides a direct link between essential citizen services and the people who need them.

It is a single access point to health, human services and community resources. For information on driving assistance programs, meal delivery services and outreach call **211**.

Social Services

Counselling and Referrals

The City provides counselling and support groups that can help you deal with:

- Relationships
- Family/Parenting challenges
- Abuse or violence in the family

City of Edmonton staff can also point you in the right direction to find:

- Financial resources
- Housing options
- Recreation opportunities
- Community Resources

To speak to privately with a professional social worker, **780-496-4777**.

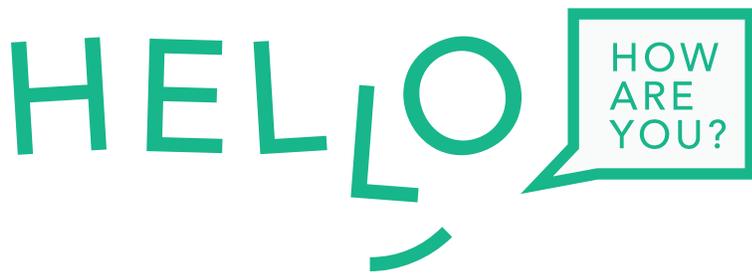
Stop Elder Abuse

It's a tragic fact that elder abuse happens to many people, no matter their educational or financial circumstances. If you think a situation requires immediate intervention from Edmonton Police Service call their complaint line at **780-423-4567**. If someone is in imminent danger, call **911**. If you need advice on a situation of suspected elder abuse call the Senior Protection Partnership at **780-477-2929**. You can also access the 24-hour Seniors Abuse Helpline. Call **780-454-8888** for information, support and referral.

Relationships with Your Adult Children Group

- Free registered group for 60+
- A safe and supportive environment to share concerns
- Information on community resources available

Call **780-496-4777** for information and to register.



About the Campaign

"Hello, How Are You?" is a campaign that encompasses two council initiatives, the Council Initiative on Urban Isolation & Mental Health and the Council Initiative on Seniors. "Hello, How Are You?" encourages Edmontonians to get connected to their communities to help prevent social isolation.

Social Isolation in Edmonton

- In a 2017 poll¹, 18% of Edmontonians said they feel socially isolated from their community.
 - 13% feel lonely even when with other people.
 - 15% of Edmontonians said that most of the time they feel that they are not close to anyone.
- In a 2016 survey, 24% of seniors reported indicators of loneliness – this percentage increases for those over 80 years of age.

Social Isolation: An objective measure of the quantity and quality of contact with others through social networks.

Loneliness: A subjective feeling of being alone, disconnected, or alienated from people, places and things.

Certain groups are at greater risk for social isolation from the community. Some risk factors include:

- Living alone
- Being 80 or older
- Having compromised health status
- Having limited contact with family
- Lacking access to transportation
- Living with low income

1 Edmonton Community Foundation. (2017). Survey of Edmontonians 2017. Conducted by Leger – the Research Intelligence Group.

If you or someone you know would like to access short-term counselling:

- Visit one of nine locations for free drop-in single session counselling (dropinyeg.ca/780-424-6103)
- The City of Edmonton's Individual and Family Wellbeing team provides free short term counselling and information on community supports (780-496-4777)

If you need immediate help, please call:

- 24 Hour Distress Line at 780-482-HELP (4357)
- 911 for emergencies

Stay Connected

See what new projects we have on the go, visit edmonton.ca/hello.

Impacts of Isolation and Loneliness

- People with strong relationships are not only happier, but are healthier and live longer.
- Isolation can have a negative impact on mental health and a growing body of evidence shows that lacking social ties is as great a risk factor for premature death as smoking, obesity and high blood pressure.
- Although short term feelings of loneliness can act as a motivator for seeking out social support, chronic loneliness has a negative impact on mental and physical health.

- The absence of a supportive social network is linked to a 60% increase in the risk of dementia and cognitive decline; while socially-integrated lifestyles protect against dementia.

I Need Help

For those feeling alone: Don't be afraid to acknowledge that you are isolated or feel alone. There are many others out there who are going through the same thing. Try reaching out.

Here are some suggestions on where you can go to connect up with others:

- Call the seniors information phone line by dialing **211**.
- Visit your local drop-in senior centre. A list of the 13 senior centres can be found on edmonton.ca or through **211**.
- Connect with others through a faith-based organization, or through local events offered by your community league or homeowners' association.
- Volunteer at a local senior centre, faith-based organization or charity.
- Volunteer with **Capital City Clean Up**, they engage all ages to clean up our neighbourhoods.
- Check out local programming at the public library.
- Start a hobby group.
- Check out **Connecting Edmonton Seniors** for resources and information.

Call to Action!

We can strengthen our communities by getting closer, it can be as simple as saying “Hello, How Are You?”

For those who are connected — Are you a “super connector”? — someone who has an extensive social network with opportunities to try new things and meet new people? If this sounds like you, we need your help to help identify someone who may be isolated, reach out, and bring them into your super connected world.

This could be as simple as:

- Knocking on doors in your neighbourhood and use the **Abundant Community Engagement** tools to create a “neighbourliness” culture.
- Volunteering at your:
 - local faith-based organization
 - local seniors centre
 - extended care/assisting living
- Volunteering with **Capital City Clean Up**, they engage all ages to clean up our neighbourhoods.
- Starting a hobby group.
- Engaging in conversation with a senior at your local bus stop, buddy bench, coffee shop or neighbourhood.

- Shovelling the walkway of the senior’s home in your area.
 - There is a Home Supports network that connects seniors with volunteers to shovel, outdoor spring clean up or light repairs around the house. Call **211** to connect with a “network” in your area.

Conversation Starters

- **Provide a compliment** — “I like your shoes, where did you get them?”
- **Talk about the weather** — “It is going to be warm out there today!”
- **Ask for a recommendation** — “What is your favorite coffee shop around here?”
- **Ask about future plans** — “Do you have any plans for the summer?”
- **Bring up a shared experience** — “What did you think of the presentation yesterday?”

If you or someone you know is looking for more information, call:

- **211** for information on community and social services
- **311** for City of Edmonton information and services

Transit

Senior Fares

Seniors aged 65+ years pay discounted rates on ETS tickets, monthly and annual passes. DATS now accepts all ETS transit fare types. Regular and low income annual seniors transit passes are available at the Edmonton Service Centre on the 2nd Floor of the Edmonton Tower located at 10111-104 Avenue. First-time applicants for the annual senior pass program and those receiving the Guaranteed Income Supplement must apply in person with documentation. Monthly seniors passes and tickets are sold at many grocery and convenience stores in the city. (**NOTE:** Persons under 65 years of age who are living on low income may qualify for the Ride Transit low income transit pass program. However, participants must apply to access this program.) For details on transit fares and fare programs, call **311** or check the ETS website at takeETS.com.

DATS (Disabled Adult Transit Service)

DATS is a shared-ride, door-to-door public transit service for registered passengers. Eligible passengers must be 16 years of age or older with physical or cognitive disabilities who are unable to take conventional public transit for all or some trips.

DATS users must pre-book trips in advance of travel. DATS takes reservation bookings from three days in advance of travel up until noon of the day before travel. Subscription bookings are available for trips required on a regular basis. For more information, to register, or for any other inquiry about DATS, call **780-496-4567**, email dats@edmonton.ca or visit takeets.com/dats.

Accessible Buses, Transit Centres and LRT Stations

Edmonton Transit's fleet is fully accessible to persons using mobility aids including walkers, scooters and wheelchairs, and can be accessed by people of all abilities. Priority seating is located at the front of every bus. Full-sized and articulated ("bendy") buses have a kneeling feature to lower the front entrance to curb level, as well as a ramp. Community buses have ramps and are permanently lowered. Both the ramp and kneeling features are available for use by all customers upon request.

Community Bus Routes

Edmonton Transit provides community bus routes that travel in residential areas and locations popular with seniors including senior's activity and recreation centres, some residential complexes, retail areas, medical/professional sites and transit centres. These routes use smaller-sized accessible buses and are generally in operation on weekends or during weekday midday hours. For more information call **311**.

Mobility Choices Customer Training

ETS provides a free, customized travel training program for seniors, persons with disabilities and agencies or organizations that work with or represent these groups. Call the Travel Training line at **780-496-3000** or email ETScustomertraining@edmonton.ca for more information or to discuss your training needs.

Bus Hailer Kits for Persons with Reduced Vision or Memory Challenges.

This kit tells the Operator what route number the customer wants and can also be used to signal the bus operator. These free kits are available from Edmonton Transit at **780-496-3000** or from the CNIB at **780-488-4871**.

Customer Communication Cards

These cards are designed for customers who have difficulty verbally expressing their transit trip needs because of a cognitive, sensory or physical disability. Cards are free and available by calling **780-496-3000**.

Mobility Cards

The Mobility Card is a reflective card with an “R” on one side and a “K” on the other. These are used by customers at bus stops to signal drivers of oncoming buses that they need the ramp (R) or kneeling (K) feature to assist in boarding the buses. Cards are free and available by calling **780-496-3000**.

Evening ‘Stop Request’ Program

Stop Request allows riders to exit their bus at a safe location along the regular route, other than a bus stop, after 6:00 pm on all routes except express routes. Simply let the driver know where you would like to disembark and the driver will find the closest location where it is safe to pull over. For more information call **311**.

Seniors on the Go

This summer program operates from June to August to provide seniors’ residential complexes, activity centres and seniors’ groups with an educational and interactive program to familiarize them with public transit options and services, with a trip on a charter bus or using in-service LRT to a local destination. For more information call **311**.

Sidewalk and Pedestrian Access

Pedestrian Accessibility Improvements

The City of Edmonton coordinates ongoing accessibility improvements to sidewalks, bus shelters and crosswalks. As neighborhoods are revitalized, accessibility improvements are included at that time. Improvements can also be requested outside of larger revitalization projects. To make a request for upgrades to sidewalks, curb ramps or controlled crossings, call **311**.

Cycling

To support cycling, many designated bike lanes have been established in the city. Bike racks are available at many public parking lots, along rights-of-way throughout the city, along major commercial corridors and near businesses and institutions. Bike maps are available for free at libraries and bicycle stores or online at edmonton.ca/cycling

Snow Removal

For snow removal at bus stops and crossing points call **311**.

Walk Edmonton

This initiative provides resources to encourage walking in Edmonton communities. The Communities on Foot Map Series has walking maps of many Edmonton neighborhoods with suggested walking routes. The maps are available at your local library or online at edmonton.ca/walkmap. Walking guides and tours, walking clubs, pedestrian safety and more can be found at edmonton.ca/walkable. For more information call **311**.

Safety

In the event of an emergency, call 911.

Fire Safety Presentations

Fire Rescue prevention officers are available to speak to seniors' groups about fire safety. Call **780-496-3628** or email fireprevention@edmonton.ca to talk to the public education section about a presentation for seniors.

Personal Emergency Preparedness

Disasters can strike without warning. For a major emergency like a blackout or severe storm, make sure you have at least a three day supply of provisions. Visit our website at edmonton.ca/oep for more information.

Fraud Protection for Seniors

As the number of seniors in Edmonton increases sadly the incidences of fraud aimed at seniors also increases. If you are a victim of fraud or suspect fraudulent activity, contact the Edmonton Police Service at **780-423-4567**.

Housing

Housing for Seniors

The online Alberta Seniors Housing Directory lists virtually every independent and supportive living seniors residence across Alberta. Visit to housingdirectory.ascha.com

Sage's Housing Information Services provides information, referrals and support for seniors seeking subsidized or non-subsidized housing. Contact **780-423-5510 extension 323** or **587-773-1764** to leave a voicemail, and one of our social workers will return your call within 2 business days or visit mysage.ca/help/housing

Seniors Property Tax Deferral Program

This program allows eligible senior homeowners to defer all or part of their property taxes through a low-interest home equity loan with the Alberta government. The Alberta government will pay a qualifying senior's residential property taxes directly to the municipality on the senior's behalf. The senior then repays the loan, with interest, when the senior sells the home, or sooner if the senior chooses.

To be eligible for the Seniors Property Tax Deferral, homeowners must be 65 years or older, be an Alberta resident, and have minimum 25 per cent equity in their home. Only residential properties in Alberta are eligible and the home must be the senior's primary residence – where he or she lives most of the time. For full eligibility details, visit seniors-housing.alberta.ca/seniors/property-tax-deferral.html Seniors can also request an application by calling the Alberta Supports Contact Centre at **1-877-644-9992 (780-644-9992** in Edmonton).

The Landlord and Tenant Advisory Board

The Landlord and Tenant Advisory Board (LTAB) provides advice and information to residential tenants and landlords to address tenancy issues and ensure that both tenants and landlords are aware of their rights and obligations pursuant to the Residential Tenancies Act and the Mobile Homes Sites Tenancies Act.

Tenancy Forms are available for sale including tenancy application, tenancy agreement, inspection report and notices. LTAB services include preventative measures such as:

- Customized public education workshops for tenants, landlords, property managers and outreach workers
- Landlord course and publications to address any issues that may arise between landlords and tenants
- Mediation Services are available to assist in resolving tenancy disputes/ issues

In a joint initiative, Edmonton Police Service Crime Prevention Unit and the Landlord and Tenant Advisory Board present the **Edmonton Crime Free Multi-Housing Program**.

The Landlord and Tenant Advisory Board is located at:
6606 127 Avenue, Edmonton AB T5C 1R9
Telephone: **780-496-5959**
Email: ltab@edmonton.ca
www.edmonton.ca/ltab

Hours:
Monday to Thursday
8:30 am to 4:30 pm

Friday
8:30 am to 3:00 pm

Secondary Suites Grant Funding Program:

The City of Edmonton Secondary Suites Grant Funding Program is designed to provide funding to assist property owners in constructing a new or upgrading an existing secondary suite or garden suite.

The City offers grant funding, which can cover up to half the cost of upgrading an existing secondary suite or developing a new suite to a maximum of \$20,000. In exchange for the grant funding, homeowners must enter into an agreement to rent the suite out at a below market rate for five years.

Applicants to the Secondary Suites Grant Funding Program must:

- Show commitment to the purpose of the Program by demonstrating the ability to oversee construction and manage the suite over the 5 year term of the operating agreement with the City
- Rent the secondary suite or garden suite to an eligible tenant earning within the Maximum Income Threshold by household size in the City of Edmonton

- Be the owner-occupier of the primary residence
- Have secured the property, as evidenced by holding title or having a valid offer to purchase, before applying for program funds
- Provide confirmation of project financing
- Provide receipts indicating that project costs beyond the grant funding amount have been paid prior to accessing grant funding
- Abide by the requirements for a landlord under the Residential Tenancies Act

Any work carried out prior to receipt of written confirmation of funding approval is not eligible for program funding.

An applicant who is in property tax arrears is not eligible for program funding.

For more information about the secondary suites grant funding program:

Telephone: **780-442-6284**

Email: secondariesuites@edmonton.ca

Other Resources

Inclusive Recreation for People with Disabilities

A brochure that lists leisure opportunities and contacts throughout Edmonton and area suitable for individuals with disabilities. Some programs are designed for people with disabilities, however many programs are open to everyone. This brochure is available at edmonton.ca/accessibility or can be requested by email at recreationdisabilities@edmonton.ca. For more information call **311**.

Community Facilities and Parks Accessibility Guide

This Guide is produced to inform Edmontonian's and visitors about accessibility features in City of Edmonton community facilities and parks. This Guide can be accessed at edmonton.ca/accessibility or can be requested by email at recreationdisabilities@edmonton.ca. For more information call **311**.

Priceless Fun

Your guide to free and low cost recreation opportunities in Edmonton. The guide is available online at: edmonton.ca/activities_parks_recreation/program-guides.aspx. For more information call **311**.

Specialized Equipment

Adapted Specialized Equipment such as a TrailRider, Hand Cycle and Sit Ski can be borrowed from the City of Edmonton. For more information Contact the City by email at recreationdisabilities@edmonton.ca or call **311**.

Salute to Excellence Recognition Program

The Salute to Excellence program upholds the City's tradition of identifying and providing recognition to the citizens of Edmonton whom, through their participation in Edmonton's arts and culture, sports or community service activities have made significant contributions to the quality of life in the City of Edmonton. If you know of a senior who should be nominated, further information can be found at edmonton.ca/salute

For more information on recreation and community opportunities offered by the City, visit edmonton.ca/activities_parks_recreation/program-guides.aspx



Recreation and Wellness Directory for Older Adults

This comprehensive guide lists arts, fitness, technology, health and recreational activities for adults 55+ and includes more than 1000 courses, clubs, programs and events in the Edmonton area. For more information contact the Edmonton Seniors Coordinating Council at **780-423-5635** or visit seniorscouncil.net/programs to search the online directory.

Directory of Seniors Services

Sage produces an annual Directory of Senior's Services that is available from their website or at the location downtown. Please contact **780-423-5510** or visit mysage.ca

EDMONTON SENIORS Declaration

Edmonton's commitment to seniors rests on four ideals:

Individuals are respected regardless of age.

All generations have much to teach and learn from each other.

People of all ages are safe in their homes and neighbourhoods.

Safety has physical, environmental, financial and health aspects.

The city's transportation systems, urban design and physical infrastructure

allow all people to participate in full lives. No one is barred by mobility or resources from involvement in city life.

Older people have ready access to programs, employment, activities and services that help them stay engaged, respected and appreciated.

City Council declares that it will work towards making Edmonton age-friendly as part of our vision for an integrated, sustainable, liveable city. To do so, we will use the best knowledge available from international, national and local research. We will ensure our decision-making and policies embrace this perspective. We will encourage other organizations, individuals, businesses and institutions to adopt this declaration. And we will work with other orders of government to increase commitment and co-ordination on seniors' issues.

Age is a gift to the city. We will value all the individuals who bring it to us.



Declared by Edmonton City Council on June 3, 2010.





Helping seniors make the best connection



Information and referrals to community and government supports. Press 2 for the Seniors Information Phone Line.



Information on City of Edmonton programs and services



Directory assistance



Alberta road conditions



Health Link to speak with a registered nurse



Emergency services: police, fire & ambulance

**CONNECTING
EDMONTON
SENIORS**



EDMONTON
SENIORS
COORDINATING
COUNCIL