



SECTION 6. Services and Resources

Reach out... help is available

SERVICES FOR SENIORS

Department of Healthy and Inclusive Communities offers a handbook called: *Seniors' Guide to Services and Programs*. You can view it or order the guide on-line at

www2.gnb.ca/content/gnb/en/departments/dhic/seniors/content/seniors_guide_toservicesandprograms.html.

You can also order a copy by emailing: seniors@gnb.ca

Some of the services you will find include:

- adult day centres
- attendant care
- meals on wheels
- nursing / special care homes
- homemaker / housekeeper services
- in-home services and supplies
- legal information or advice (some areas)
- extra-mural program
- counselling services
- support groups
- volunteer services
- advocacy groups
- transition houses and outreach offices

Department of Social Development offers support and services for seniors who are experiencing abuse and neglect.

To contact the **Adult Protection Program**, call the office nearest you toll-free:

Acadian Peninsula (Tracadie-Sheila)	1-866-441-4149
Chaleur (Bathurst)	1-866-441-4341
Edmundston	1-866-441-4249
Fredericton	1-866-444-8838
Miramichi	1-866-441-4246
Moncton	1-866-426-5191
Restigouche (Campbellton)	1-866-441-4245
Saint John	1-866-441-4340

Service New Brunswick (SNB)

You can get information about various provincial services by visiting www.snb.ca or calling toll-free at 1-888-762-8600.

HEALTH SERVICES

NB Department of Health

For information on a variety of health services including addiction services, mental health services and others, contact:

P.O. Box 5100 Fredericton, NB E3B 5G8

Telephone: (506) 453-2536

Fax: (506) 444-4697

www.gnb.ca/health

FINANCIAL SERVICES

Financial and Consumer Services Commission of New Brunswick (FCNB)

If you are an investor or consumer visit the FCNB website for a wealth of information including tips to help you protect yourself and make a complaint if you are the victim of unfair, improper or fraudulent practices.

Contact information:

85 Charlotte Street, Suite 300, Saint John, NB E2L 2J2

Fax: 506-658-3059

Email: info@fcnb

Visit their website at www.fcnb.ca or

Call 1-866 933-2222

In addition to the Financial and Consumer Services Commission, you may wish to report fraud or get information from:

PhoneBusters:

Toll Free: 1-888-495-8501

Fax: (705) 494-4755

Toll Free Fax: 1-888-654-9426

Email: info@phonebusters.com

The Competition Bureau

1-800-348-5358

www.cb-bc.gc.ca

Email: compbureau@cb-bc.gc.ca

INFORMATION ABOUT THE LAW

Public Legal Education and Information Service of New Brunswick (PLEIS-NB) provides general information about the law on a wide variety of topics of particular interest to seniors such as wills and estate planning, powers of attorney and health law. Also offer resources on the prevention of abuse and neglect of seniors. Can offer tips on finding a lawyer.

Contact:

P.O. Box 6000, Fredericton, NB E3B 5H1

Telephone: 506-453-5369

Email: pleisnb@web.ca

Toll-free family law line: 1-888-236-2444

www.legal-info-legale.nb.ca

or www.familylawnb.ca

FEDERAL GOVERNMENT RESOURCES

Information for Seniors – www.seniors.gc.ca

A website with information for seniors, including a section on Elder Abuse Awareness.

www.seniors.gc.ca/eng/sb/ie/index.shtml

Check out the booklet: *What every older Canadian should know about: Powers of Attorney (for financial and matters and property) and Joint Bank Accounts* www.seniors.gc.ca/eng/working/fptf/attorney.shtml

Service Canada for Seniors:

www.servicecanada.gc.ca/eng/audiences/seniors/index.shtml

Justice Canada: Elder Abuse is Wrong:

www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/eaw-mai/index.html

Justice Canada Policy Centre for Victims:

www.justice.gc.ca/eng/cj-jp/victims-victimes

NEWCOMERS TO CANADA

If you are a temporary resident in Canada (a visitor, worker or refugee claimant or the spouse of someone with temporary status) contact **Citizenship and Immigration Canada** at **1-888-242-2100/ 1-800-576-8502 TTY** to ask how your status in Canada may be affected by the status of your spouse or sponsor. You have the right to privacy when dealing with officials.

If you have temporary status in Canada or are without legal status, you should contact a lawyer who specializes in immigration matters or go to an immigrant-serving organization for advice and information about your choices.

Multicultural Council of New Brunswick

Telephone: 506-453-1091

Email: nbmc@nb-mc.ca

nb-mc.ca/index.php/english

ABORIGINAL SERVICES

The following organizations offer information on family violence to assist older Aboriginal Canadians. For information on resources and federal government programs and services see the Aboriginal Canada Portal.

- ◆ **The Healing Journey: Family violence prevention in Aboriginal Communities**
www.thehealingjourney.ca
- ◆ **Gignoo Transition House**
www.gignoohouse.ca/
- ◆ **National Aboriginal Circle Against Family Violence**
www.nacafv.ca

CRISIS LINES

These New Brunswick crisis lines may be able to help with crisis or emergency intervention and refer you to the appropriate services. These lines may be open beyond regular business hours.

- ◆ **Chimo Helpline 1-800-667-5005**, or
- ◆ **Fredericton Sexual Assault Crisis Centre**
24 hour crisis line: 506-454-0437

SERVICES FOR WOMEN EXPERIENCING FAMILY VIOLENCE

Transition Houses

Can provide temporary shelter, information and referrals for women who experience spousal or family violence.

Accueil Sainte-Famille (Campbellton)	395-1500
Crossroads for Women (Moncton)	853-0811
Escale Madavic (Edmundston)	739-6265
Fundy Region Transition House (St. Stephen)	466-4485
Gignoo Transition House (provincial)	458-1224; 1-800-565-6878
Hestia House (Saint John)	634-7570 (hot line); 634-7571 (office)
Maison Notre-Dame (Tracadie-Sheila)	753-4703
Miramichi Emergency Centre for Women	622-8865 (crisis); 622-8861 (office)
Passage House (Bathurst)	546-9540
Sanctuary House (Woodstock)	325-9452; 1-866-377-3577 (toll-free)
Serenity House – (Kent County)	743-1530
Sussex Vale Transition House	432-6999 (hot line); 433-1649 (office)
Women in Transition House (Fredericton)	459-2300

Family Violence Outreach Offices

Any victim of family violence can call to get support and referrals.

Restigouche County	790-1178
Woodstock	328-9680
Kent County	743-5449
Kennebecasis Valley	847-6277
Moncton	855-7222
Edmundston	263-0888
Sussex	433-2349
	After-hours: 432-6999
Shédiac	533-9100
Saint John	632-5616/648-2580
Acadian Peninsula	395-6233
Chaleur Region	545-8952
Miramichi	778-6496
Fredericton/Greater Area	458-9774
Charlotte County	469-5544

VICTIM SERVICES

Victim Services, Department of Public Safety can tell you about programs and services for victims of crime and refer you to counselling. See the booklet “*Services for Victims of Crime*”. For more information look in the provincial Blue Pages of your phone book under Victim Assistance Services or visit:

www2.gnb.ca/content/gnb/en/departments/public_safety/safety_protection/content/victim_services.html

RCMP and **Municipal Police Forces** may also offer services and support for victims of crime.

SENIORS' ORGANIZATIONS IN NEW BRUNSWICK

New Brunswick Senior Citizens' Federation

Devoted to the advancement of issues related to the wellbeing of all seniors aged 50 years and over in New Brunswick.

For more information call:

Toll Free: 1-800-453-4333

Moncton Area: (506) 857-8242

Fax: (506) 857-0315 or

Email: horizons@nbnet.nb.ca

Web: nbscf.ca

Go Ahead Seniors

Provides educational sessions for the 50 Plus population in New Brunswick so that seniors are empowered to take actions that will lead to a better quality of life.

For more information,

Telephone: 1-800-530-4844 (toll free) or
(506) 860-6548

Fax (506) 860-6551

Email: halvsa2@nb.aibn.com

www.ainesnbseniors.com

This list is not exhaustive. Check for other senior organizations that may represent your particular interests, such as associations for retired teachers, retired union employees, retired social workers, and so on.



Public Legal Education and Information
Service of New Brunswick
P.O. Box 6000, Fredericton
New Brunswick Canada E3B 5H1

Telephone: (506) 453-5369

Fax. (506) 462-5193

E-mail: pleisnb@web.ca

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