

# **A GUIDE FOR SENIORS AND THEIR FAMILIES ON GOVERNMENT PROGRAMS AND SERVICES**

Are you getting the government services you're entitled to? If not, you should ask yourself the following questions:

- Where do you begin looking?
- Are you eligible?
- What are your options?
- When can you start?
- How do you apply?

**Prepared by the Social Action Department, July 2011**

This guide is intended for seniors who want to better understand the programs and services available to them. The information has been compiled from various sources by the Social Action Committee of the Cummings Jewish Centre for Seniors (CJCS). It is not complete, but we feel it does inform seniors about a wide range of programs and services provided by Government.

We hope it will serve our community well. Should you find errors or omissions or if you have suggestions as to what should be included, please contact Carole Klein at CJCS, 514-342-1234, local 7207, and we will both thank you and correct the information in this guide.

CJCS Social Action Committee  
July 2011

## **HEALTH**

For more information about the following programs contact the Quebec Health Insurance Board (RAMQ) at 514-864-3411, 1-800-561-9749, or Telephone line for the deaf (TTY) 418-682-3939. To be eligible, have a Quebec Medicare card on hand.

### **HEARING AIDS:**

This program is for people who wear a hearing aid or require other apparatus to assist their hearing.

The government covers:

- the purchase and replacement cost of a hearing aid (a device used to improve hearing) of one of the following types:
  - analogue (in-the-ear, behind-the-ear, body and eyeglass),
  - digitally controlled analogue (in-the-ear and behind-the-ear), or
  - digital (in-the-ear and behind-the-ear);
- the purchase and replacement cost of an assistive listening device (a device that compensates for a hearing impairment) such as a decoder, a teletypewriter, a telephone amplifier, an adapted alarm clock or a ring detector.

Note: if a hearing aid is accidentally damaged, replacement cost is NOT automatically covered.

The Régie covers the cost of replacing a hearing device in the following situations:

- the person's degree of hearing loss or physical condition has changed sufficiently to render the device ineffective.
- the person's ability to operate the controls has diminished to the point where it is impossible for the person to use the device.
- the device has worn out prematurely because of excess perspiration acidity, excess toxic vapors or excess dust pollution.
- the device is damaged accidentally.
- during the first six years of use.
  - the cost of a single repair exceeds 70% of the original purchase cost.
- after six years of use.
  - the sum of the repair costs incurred from the seventh year exceeds 60% of the original purchase cost after six years of use.
  - the device no longer operates in normal conditions.

**Important:** the cost of replacing a hearing device that has been lost, stolen, destroyed or used negligently must be paid by the user.

### **EYE EXAMINATIONS:**

If you are 65 and older, you are entitled to one free complete eye examination and one free extensive colour vision test each year by an optometrist.

### **VISUAL AIDS:**

If you are blind or have a visual impairment, you are allowed to borrow, free of charge, equipment to help you read, write, and move about in familiar surroundings.

## **TRANSPORT BY AMBULANCE FOR PEOPLE 65 YEARS OR OLDER:**

Dial 911

Ambulance transport directed towards the nearest healthy facility is free for all people 65 years old or older. The designated personnel who receive the individual upon his/her arrival at the hospital must certify that the person's condition demanded the aforementioned transport.

Exclusions: If the user lives at the following places, he/she must pay for emergency transport between two private residences,

- between a private residence and a private clinic or a doctor's office,
- from a residence to a self-financed "private centre d'accueil", and
- between two "private centres d'accueils "

Also excluded is the transportation between a public transport site (airport, terminus, bus station, rail station) to a health establishment following a person's return to Quebec if the user has suffered an incident or illness outside Quebec.

## **ANTI -FLU VACCINATIONS:**

Available through your local CSSS (formerly CLSC). Call Info-Santé at #811 for more details.

If you are 60 years or older, you are eligible for free flu vaccinations each year. The fee may also be waived if you are under 60 and need the shot due to special reasons.

## **ACCESS TO MEDICAL OR SOCIAL FILE:**

You are entitled to have a copy of your medical records/ files. You can receive them by asking your doctor.

If your doctor refuses to give it to you, draft a written request for the said copies from the establishments in the health and social services network (i.e. hospitals, CSSS) to communicate the contents of these files to you. However, your doctor may legitimately refuse to give you the said files if he/she decides that its contents may damage your health. In these cases, the relevant establishment must indicate to you when you may be able to consult these files.

If you require help obtaining your file, contact the Access to Information Commission at 1-800-267-0441

## **MEDICATION INSURANCE:**

The public health care system covers a portion of all medication prescribed and purchased in Quebec if the medication is included on the list of medications approved by the RAMQ. If the drug prescribed by your doctor is not on the list, he can apply to RAMQ for it to be included, based on your particular situation. See your prescribing doctor.

If you are 65 yrs old or older: You are automatically registered in the public plan. If you have private group insurance, you may either belong to the public plan or choose to use the private plan. If you choose the private plan, you must cancel your inscription to the public plan by telephoning the RAMQ.

If you are less than 65 years old: If you are not covered by a private health insurance plan, you must become inscribed in the Quebec plan.

## **OSTOMY APPLIANCES:**

You are entitled to \$700, an amount intended to cover the majority of the cost of the ostomy appliances for each ostomy. The Régie will refund to you a portion of the said cost or the replacement of the necessary apparatus (such as collector bags, carrying cases, and adapters). Every year thereafter, on the anniversary date of the operation, you should receive an amount of \$700 for each ostomy, which should cover the cost of replacing the appliances.

## **APPLIANCES THAT HELP OVERCOME PHYSICAL DEFICIENCIES:**

This program is intended for people who are insured under the Québec Health Insurance Plan, have a physical deficiency, and meet the program's eligibility requirements. The Quebec Health Insurance Plan's program is for people who need an appliance in order to compensate for their physical deficiency. To see if you meet the program's eligibility requirement, speak to your doctor; eligibility and the level of compensation are based on your particular circumstances.

You are insured for:

- the purchase, adjustment, replacement, repair and, in certain cases, the adaptation of walking aids, standing aids, locomotive assists and posture assists (as well as their components, supplements and accessories).

- the purchase, adjustment, replacement and repair of orthotics and prosthetics. If you need an orthotic, prosthetic, or ambulation aid or a standing aid, you must:

- obtain a written medical prescription from an orthopedist, psychiatrist, neurologist, neurosurgeon, rheumatologist or geriatrician and in some cases, from a general practitioner. Under certain conditions, general surgeons may write prescriptions for lower-limb prosthetics, and plastic surgeons may prescribe upper-limb or lower-limb orthotics;

- go to one of the facilities or laboratories accredited by the Régie to obtain the insured device or service.

## **EYE PROSTHESIS:**

If you have a congenital malformation or as a result of an accident require an artificial eye, you are entitled, for each eye, to the purchase or replacement of the prosthesis once every five years, and an annual allowance for the maintenance and repair of the prosthesis.

## **MAMMARY PROSTHESIS:**

Women who have undergone total or radical mastectomies resulting from a trauma or illness can be reimbursed for a portion of the cost of an external mammary prosthesis, The reimbursement amount of \$200 per breast, plus, every two years thereafter, the same amount to cover the cost of replacement.

## **HOUSING**

### **ADAPTING THE HOME FOR PERSONS WITH HANDICAPS AND SENIORS:**

Contact: Société d'habitation du Québec. 514-873-8775 or 1-800-463-4315

This program helps persons with handicaps and/or seniors to pay for the necessary modifications to adapt their place of residence so they can enter and exit and have access in an autonomous manner to the rooms and essential commodities required for daily living.

All seniors aged 65 or over who have a low-income and who find it difficult to perform certain everyday activities in their homes are eligible for the program. Your total household income must not exceed the maximum income established for the program, which varies according to the number of people in your household and the municipality in which you live. Contact your city or regional county municipality, which will establish your eligibility using the maximum eligible income table.

To contact the City of Montreal, call 514-872-4630.

The exact amount of financial assistance depends on the cost of the materials and labor required to carry out the adaptations:

- If the work is done by a contractor who holds an appropriate license from the Régie du bâtiment du Québec, the grant may be up to \$3,500.
- If the work is performed by someone who does not have the appropriate license, only the cost of the materials or equipment will be considered, up to a maximum of \$1,750.
- In both cases, the grant will be paid after the work has been completed.

### **DWELLING ALLOWANCE:**

Contact: Société d'habitation du Québec. 514-873-8775 or 1-800-463-4315

To receive an allowance, you must have filed a Québec income tax return. Ask Revenue Quebec for a form entitled "Demande Allocation-Logement"

This program, which is available to home owners as well as renters, offers financial assistance to low income households that spend too large a portion of their budget on housing. This assistance is not taxable and takes into account the type of household, the number of persons who live there, the monthly rent and the total revenue of the household.

To be eligible you must be age 55 or older or a couple with one partner aged 55 or over.

You may receive an allowance of up to \$80 per month. The allowance is calculated on an annual basis, and is given each month by check or direct deposit. Payment of the allowance starts only in the month following receipt of your application form by Revenu Québec.

The government will be lowering the eligibility age for the shelter allowance program from 55 to 50 for persons living alone and couples without children. For couples without children to benefit from the program, at least one spouse must be of eligible age. The eligibility age will be lowered gradually over five years, one year at a time, as of October 1, 2011, at the time of the annual re-evaluation of the allowance. By October 2015, the eligibility age will be 50.

### **HELP TOWARDS HOUSEHOLD MAINTENANCE:**

Contact your local CSSS.

These programs allow a reduction in the costs for domestic help or to get reduced hourly tariffs from recognized social aid companies. Your CSSS social worker will provide you with help in securing services such as light housekeeping and cleaning from Government approved and subsidised agencies in your area. Charges are based on your individual circumstances.

### **HEMOCARE SERVICES TO KEEP YOU IN YOUR RESIDENCE:**

Contact your local CSSS.

Homecare services are provided in the home and assist people who have health problems, disabilities or who are convalescing from surgery or a hospital stay. Support is also provided to the family caregivers who offer continuous help to their family members. A disability may be the result of age, impairment, physical illness, recent surgery or even just a difficult situation. Examples include Alzheimer's disease, cardiovascular problems, mobility problems or diabetes. Homecare professionals assess your living situation at home and advise you on the appropriate resources. This assessment takes into account your capacities and resources.

Some of the services offered include medical services, nursing care, social services, nutrition services and fall prevention.

### **PLACEMENT IN A LONG TERM CARE FACILITY OR IN A NURSING HOME:**

Contact your local CSSS

In order to be admitted in a public long term care facility or nursing home a "Request for Admission" must be filled by the applicant, a relative or a friend. If you are residing in a hospital, the request can be made by a social worker who should then call your local CSSS.

There is a financial contribution for adults who are housed in Government long term care and intermediary facilities (supervised apartments, rooming houses, "maison d'accueil" and group residences). The rent is fixed by RAMQ and is dependant on income.

## TRANSPORTATION

**TRANSPORT ADAPTE / PARATRANSIT:** Contact STM at 514 280-8211

STM's Paratransit is a door to door transportation service for persons with disabilities operating on a reservations basis. To receive service, all our users must have been found [eligible](#) beforehand. Regular transportation involves repeated trips, on a weekly basis, at set times and locations, for a minimum of four weeks. You may request regular transportation for any day of the week. Occasional transportation can be requested for a single trip on a specific day. You may request occasional transportation for any day of the week. If you are eligible but have difficulty obtaining this service, contact an organization called RUTA who could mediate on your behalf: RUTA: 514 255-0765.

### **Who is eligible for Paratransit?**

Anyone who meets with the following two conditions:

1. Having a significant and chronic handicap that limits your ability to carry out normal activities;
2. Having such limitations with regards to mobility, that would warrant the use of Paratransit service.

Thus, eligibility is **not** determined solely by the type of disability, but rather by the functional limitations resulting from the disability. The most significant limitations that justify the use of Paratransit are the:

- inability to walk 400 meters on level ground.
- inability to climb up a 35-centimetre step with support, or the inability to climb down such a step without support.
- inability to carry out an entire commute with regular public transit.
- inability to perceive time or orient oneself in a given environment.
- inability to communicate verbally or through gestures, in association with another significant disability.

One must have an authorized professional (e.g., optometrist, psychologist, doctor) fill out and sign the appropriate "**Diagnosis**" sheet(s) in Part 2;

If the person applying for Paratransit service has more than one disability, the corresponding diagnosis sheet must be filled out for **each** impairment:

- Visual impairment
- Psychiatric disability
- Intellectual disability
- Motor or organic impairment



**DISABLED PARKING PERMIT:** Contact the Societe de l'assurance automobile Quebec, 514-873-7620

In Québec, a permit allows access to parking space reserved for disabled persons who have limited walking ability or cannot move independently without risk to their health or safety. The permit allows a disabled person, whether a vehicle driver or passenger, to use a handicapped parking space.

The following conditions must be met:

- Have a handicap that results in a loss of independence or jeopardizes the person's health and safety in the course of travel that does not require the use of a means of transportation;
- Choose a professional who can best describe your disability as it relates to covering distances. The following may fill out an assessment form: special education teacher, occupational therapist, nurse, physician, optometrist, physiotherapist, psychologist.
- Submit, where necessary, an assessment showing that a disability has lasted at least 6 months.

**APTITUDE TO DRIVE A VEHICLE:** Contact: Quebec Automobile Insurance Board, 514 873-7620

The driver of a non commercial vehicle must submit to a medical examination and to an eye exam when he reaches the age of 75 and 80 years of age and then every two years again.

The Quebec Automobile Insurance Board may also request a driver to undergo these tests under the following conditions:

- If he/she has reached the age of 70 years old.
- If his/her behaviour on the road or his state of health leads to believe that his ability to drive should be verified.
- If he/she has not had a medical exam or an eye exam for at least 10 years and the Q.A.I.B judges it necessary to have them.

## **LEGAL ISSUES, LOSS OF AUTONOMY, DEATH**

### **RENTED PREMISE AFTER A DEATH, SEPARATION OR A DIVORCE:**

Contact: Rental Board at 514-873-2245

When a renter or owner dies or when cohabitation ceases, the lease is not annulled. In fact depending on the situation, different rules apply: In such cases, a renter should contact a lawyer or the Rental Board.

### **CANCELLATION OF A LEASE:**

Contact: Rental Board at 514-873-2245

The civil code of Quebec allows a tenant to cancel his lease for the following reasons:

- he has been given a low rental premise,
- he can no longer occupy his premise due to a handicap,
- he is admitted permanently to a long term care facility or a nursing home, or
- the owner does not respect his obligations and there is serious prejudice.

Three months advance notice must be given to the landlord for a lease of 12 months or more, or one month's notice is required after the advice is sent if the lease is less for than 12 months.

### **COMPASSIONATE BENEFITS (EMPLOYMENT INSURANCE):**

Contact: Human Resources & Development Canada at 1-800-641-4049

The Government of Canada will pay you compassionate benefits to take care of one of your family members if you work and earn a paid salary. You can receive up to a maximum of six weeks of compassionate benefits if you must be absent from your work to provide palliative care to an immediate family member who is suffering from a serious illness that a doctor states may cause death within a 26 week period.

### **DEATH BENEFITS:**

Contact: Quebec Pension Plan at 514-873-2433

The death benefit is a lump-sum payment of \$2,500 paid to the person or charitable organization that paid the funeral expenses. The deceased must have contributed to the Québec Pension Plan for ten years.

The application must be filed with the Régie des Rentes du Québec with proof of funeral payment within 60 days following the death. Usually the funeral home will file this form for you.

After 60 days, if no application has been filed with proof of payment, the benefit can be paid to the deceased's heirs up to 5 years after the date of death. If there are no heirs, or if they have renounced the estate, it can be paid to, in the following order, the deceased's spouse, the deceased's descendants or the deceased's ancestors.

### **RIGHTS OF GRANDPARENTS : Contact - [Ministère de la Justice](#): (514) 864-2111**

A grandparent's right to visit with grandchildren and take them on outings is recognized by law. Parents cannot interfere in the personal relationship between their children and the children's grandparents, unless they have serious grounds for doing so. If parents and grandparents cannot reach an agreement on these access rights, the court will decide on the terms. In all cases, the judge will give greater weight to the interests of the children and will consult them, if necessary.

## **SENIOR ABUSE:**

Contact: Info-abuse line for seniors 514- 489-ABUS (2287) or 1-888-489-ABUS (2287) or your local CSSS.

The “Info-Abus” phone line is a confidential bilingual telephone service which listens to problems, gives information and provides references to seniors who are victims of psychological, financial or physical abuse.

## **WILL:**

A Will is a written document in which a person (the Testator) indicates

- 1) The specific people who you wish to leave all your property to after your death, as well as the conditions of distributing your estate
- 2) The liquidator or executor of the estate. If you do not designate an executor, the duties fall to the heirs.

Preparing a will is not compulsory but it is advisable

The Civil Code recognizes 3 types of wills:

- 1) Holographic – entirely signed and handwritten by you.
- 2) English form- prepared before witnesses- usually by a lawyer.
- 3) Notarial form-made before a notary in the presence of a witness or, in certain cases, two witnesses, for example when the testator is blind.

## **LIVING WILL**

A living will is a document prepared by a competent person naming another person to look after him/her and his/her property should he/she become unable or incompetent to do so himself. It is prepared in either of two ways: a) notarial or b) made before witnesses, one of who signs an affidavit that the person is sane when making the living will and the witness has no interest in it. It can only be granted effect by the court, if the person becomes incapable, but it must be supported by a doctor’s letter confirming the incapacity as well as by a socio-economic letter of a social worker.

## **POWER OF ATTORNEY**

Power of attorney is a written document by which a person names another to look after his/her affairs. A special power of attorney deals with a particular purpose, or may be general dealing with all of the person’s affairs. (i.e., the mandatee)

## **GUARDIANSHIP**

A senior who is competent need not have any protective regime. If incompetent, a curator may be named a tutorship.

A judicial advisor is given to a prodigal who will have to consent to any expense or contract by a senior who is prodigal and will assist him. If a party thinks someone is incapable, he/she may petition the Court to order a mental examination based on possible cause.

## **INCOME SECURITY**

### **OLD AGE SECURITY PROGRAM:**

Contact: 1-800-277-9914 for English or 1 800 277-9915 for French

The Old Age Security program offers three types of benefits:

#### Old Age Security Pension (OAS):

If you are 65 or older and have lived in Canada for more than ten years, you are entitled to the Federal Old Age Security Pension. You should apply at least six months before you turn 65. If you qualify but now live in another country you may still be eligible.

#### Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement provides additional money on top of the OAS pension to low-income seniors living in Canada. Eligibility depends on whether your income and that of your spouse or common-law partner exceeds a specific amount.

#### Allowance and Allowance for the Survivor

If you are between 60 and 64 and your spouse or common-law partner is an OAS pensioner who is eligible for the GIS, you may qualify for the Allowance, which is a monthly benefit that helps bridge the income gap until you turn 65.

#### Limits

The Allowance and Allowance for the Survivor stops being paid when the recipient has an income above \$29, 904. The GIS stops being paid when the recipient has an income above \$38, 784. Pensioners with an individual net income above \$67,668 must repay part of their OAS pension. The repayment amount is normally deducted from the monthly payments. The full OAS pension is eliminated when a pensioner has a net income of \$110,038

### **Old Age Security Benefit Payment Rates July-Sept 2011**

Type of Benefit	Recipient	Average Monthly Benefit	Maximum Monthly Benefit
Old Age Security Pension	All recipients	\$495.68	\$533.70
Guaranteed Income Supplement	Single person	\$458.58	\$723.65
	Spouse of pensioner	\$288.36	\$479.84
	Spouse of non-pensioner	\$426.54	\$723.65
	Spouse of Allowance recipient	\$375.90	\$479.84
Allowance	All recipients	\$391.72	\$1013.54
Allowance for the survivor	All recipients	\$588.18	\$1134.70

## **SURVIVING SPOUSE'S PENSION:**

Contact: QPP at 514-873-2433

This pension ensures a basic income to the survivor if a deceased spouse had contributed to the Quebec Pension Plan for a sufficient number of years (between 3 and 10 years). The surviving spouse's pension will be paid as of the month after your spouse's death. Retroactive payment of a surviving spouse's pension is limited to 12 months. You can receive the Old Age Security pension while receiving the surviving spouse's pension.

The amount of a surviving spouse's pension may vary according to the following factors:

- the contributions that the deceased made to the Plan,
- the surviving spouse's age,
- if the surviving spouse supports dependent children of the deceased person,
- if the surviving spouse is disabled, and
- if the surviving spouse is already receiving a retirement or a disability pension.

These figures are valid until Dec 31, 2011

<b>Age</b>	<b>Situation</b>	<b>Maximum amount of the surviving spouse's pension</b>
under 45	without any dependent children	\$470.98
under 45	with one or more dependent children	\$762.35
under 45	disabled, with or without dependent children	\$793.34
between 45 and 64		\$793.34
65 or over	you do not receive a retirement pension	\$576.00

## **QUEBEC PENSION PLAN (QPP):**

Contact: 1 800 463-5185, TTY 1 800 603-3540 or go to [www.rrq.gouv.qc.ca/en](http://www.rrq.gouv.qc.ca/en).

People who work in Quebec contribute to the Quebec Pension Plan. If you have contributed to the Plan, you are entitled to a retirement pension.

You can apply as early as age 60. If you take your pension before the age of 65, your benefits will be reduced. If you apply between the ages of 65 and 70, your benefits will be increased.

You must apply for these benefits. You should apply at least six months before you want to receive them. Retroactivity on your claim is limited to 12 months.

## **Maximum amounts for pensions as of 2011**

Retirement pension	
- age 65	\$960.00
- age 60 (70%)	\$672.00
- age 70 (130%)	\$1248.00

### **TAX CREDITS FOR HOME-SUPPORT SERVICES FOR SENIORS:**

Contact: Revenue Quebec at 514 864-6299 or 1 800 267-6299

You may be entitled to a refundable tax credit for expenses related to certain home-support services, such as light housekeeping and minor repairs to your dwelling, if you are 70 years old or older and are resident in Québec as of December 31 of the year in which you receive the eligible services.

The tax credit is equal to 30% of eligible expenses (maximum \$15,600 per year). For dependent seniors, the expense limit is \$21,600 per year. The maximum annual tax credit is \$4,680 for a senior and \$6,480 for a dependent senior.

If you began receiving a service before turning 70, only the portion of that expense that was provided on or after your 70<sup>th</sup> birthday is eligible for the tax credit.

### **TAX CREDIT FOR NATURAL HELPERS:**

Contact: Revenue Quebec at 514 864-6299 or 1 800 267-6299

You are eligible for a reimbursable tax credit as high as \$1,000 for each admissible person that is housed by you in Canada in a lodging which you or your spouse own, are tenants or sub-lessors if the person being housed meets one of the following conditions:

- must be born before January 1 1937 and have lived with the person for a period of at least 365 consecutive days and where 183 days are in the year in question,
- must have a serious and prolonged mental or physical deficiency and have lived for a period of at least 365 consecutive days where at least 183 day belongs to the fiscal year in question.

### **IMPROVED ACCESS TO THE TAX CREDIT FOR CAREGIVERS FROM REVENUE QUEBEC**

As of the 2011 taxation year, the refundable tax credit for caregivers will have three components. The first will apply to informal caregivers who house, in the strict sense of the term, an eligible relative; the second, to informal caregivers who cohabit with an eligible relative unable to live alone; and the third, to certain informal caregivers caring for an elderly spouse.

### **INTRODUCTION OF A TAX CREDIT FOR EXPERIENCED WORKERS FROM REVENUE QUEBEC**

A tax credit for experienced workers age 65 and over will be introduced as of the 2012 taxation year. This tax credit is designed to eliminate the some of the income tax that such workers would have had to pay on a portion of their work income in excess of \$5,000.

**SERVICES PROVIDED BY SOCIAL SERVICES DEPARTMENT**  
**CUMMINGS JEWISH CENTRE FOR SENIORS**

The CJCS Social Services Department continually identifies and responds to the changing needs of our senior population. The goals of the Social Services Department are to enable seniors who experience some loss of autonomy, in order to assist them in remaining in their own home as long as possible and to enhance their quality of life . Our numerous services include Intake, Referral and Case Management, Homecare, Transportation Services, Specialized Group Services, Meals on Wheels, Services for Holocaust Survivors and Mental Health Services. We work collaboratively with other agencies, such as the local CSSS's, rehabilitation centres and hospitals, so as not to duplicate services but rather to extend and/or complement them.

### **INTAKE, REFERRAL AND CASE MANAGEMENT**

At [seniorsadvocacy.volunteer@cummingscentre.org](mailto:seniorsadvocacy.volunteer@cummingscentre.org), seniors themselves, family members or professional workers from other organizations can contact one of our professionally trained Intake staff, available Monday through Friday during work hours, by phone or in their offices, located on the 2<sup>nd</sup> floor of CJCS. They evaluate the needs of each client, while addressing the multitude of concerns of caregivers. They are also available to do home visits and will meet with the client and their family members in the senior's home. The Intake Worker's role is to identify any risk factors, evaluate the senior's needs and develop an individualized service plan, specific to the needs of each senior. They then provide on-going case management when necessary, working with other involved professionals, such as CSSS case managers. These consultation, assessment and case management services are provided at no cost. The service plan, based on the Intake Worker's evaluation and recommendations, can include services offered by CJCS Social Services and/or those available in the community. Intake Workers are well informed of the numerous available community resources and will advocate on seniors' behalf, in order to access any government services the seniors are entitled to.

### **HOMECARE SERVICES**

CJCS Social Services has many of its own services, available for a fee. These include Homecare Services, provided on an hourly basis with a two hour minimum, by a team of professionally trained Homecare Workers, who are part of the CJCS staff. They speak a variety of languages and provide assistance with activities of daily living (showering, dressing, shopping, laundry, meal preparation etc.) on an on-going basis. The goals are to maintain the senior at home, to reduce risks and maximize their quality of life. (Homecare Service is not available evenings or weekends nor does it provide cleaning help).

### **TRANSPORTATION SERVICES**

A team of drivers, who also are part of the CJCS staff, drive and accompany seniors who cannot go on their own, to medical and other appointments. They also bring members to and from the Centre for social and recreational activities.

### **MEALS ON WHEELS**

A Kosher Meals on Wheels Service provides seniors with either hot meals or frozen meals. Volunteers deliver these meals directly to the senior's home, on a weekly basis.

### **DAY SERVICES**

There are specialized groups offered by CJCS Services. "Tikvah Group" is a day program for socially isolated seniors. Day services have several structured programs for seniors with

Dementia or early Alzheimer's. These groups are facilitated by a social worker and an animator. A meal or snack is provided and transportation can be arranged in some cases.

### **MENTAL HEALTH SERVICE**

CJCS Social Services Department offers a Community Mental Health Program, for Jewish seniors with a diagnosed mental illness. Social workers are assigned to assist these seniors in promoting their autonomy, integrating them into our Centre's activities and providing respite for their families.

### **HOLOCAUST SURVIVOR SERVICES**

Services for Holocaust Survivors and their families include an Information Line, a Survivor Assistance Office, a weekly Drop-In Centre facilitated by social workers, as well as Emergency Funds for eligible Survivors. The Survivor Assistance Office deals primarily with issues of compensation, translation and filling out forms. The Information Line is supported by volunteers, who are Survivors themselves. There is also a Hungarian-speaking staff person who assesses Hungarian Survivors' eligibility for emergency funding for a variety of needs.

**IF YOU HAVE ANY QUESTIONS REGARDING SERVICES PROVIDED BY CJCS  
SOCIAL SERVICES OR NEED TO CONTACT AN INTAKE WORKER, PLEASE CALL  
RECEPTION AT (514) 342-1234**