

# ***Information Please...***



***A Guide to  
programs and services  
for Yukon  
Seniors & Elders***

Compiled and distributed free of charge by the  
Yukon Council on Aging,  
4061B 4<sup>th</sup> Avenue  
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# TABLE OF CONTENTS

<b>PENSIONS .....</b>	<b>7</b>
<b>GRANTS AND FINANCES .....</b>	<b>16</b>
<b>YUKON HEALTH SERVICES .....</b>	<b>22</b>
<b>COMMUNITY HEALTH SERVICES.....</b>	<b>33</b>
<b>RECREATION.....</b>	<b>44</b>
<b>EDUCATION.....</b>	<b>49</b>
<b>SENIORS' ORGANIZATIONS AND SERVICES .....</b>	<b>55</b>
<b>EMERGENCY FOOD AND SHELTER .....</b>	<b>61</b>
<b>TRANSPORTATION .....</b>	<b>64</b>
<b>LEGAL SERVICES AND INFORMATION .....</b>	<b>70</b>
<b>HOUSING .....</b>	<b>79</b>
<b>TELEPHONE DIRECTORY OF SERVICES .....</b>	<b>86</b>

# INDEX

Adult Immunization Clinics.....	26
Adult Protection Act.....	76
Advanced Directive.....	76
Alanon-Family Groups .....	34
Alcoholics Anonymous (AA) .....	34
Alcohol and Drug Service .....	33
Alzheimer/Dementia Caregiver Support Group .....	34
Arthritis Society .....	35
Bingo .....	44
Blood Pressure Clinic .....	26
Bowling .....	46
Canada Games Centre .....	48
Canada Mortgage and Housing Corporation (CMHC) Home Adaptation for Seniors' Independence Program ....	84
Residential Rehabilitation Assistance Program .....	84
Canada Pension Plan (CPP) .....	7
CPP Disability Benefits .....	7
CPP Survivor & Death Benefits .....	8
CPP Retirement Pensions .....	7
Canadian Anti-Fraud Centre .....	74
Canadian Cancer Society .....	35
Canadian National Institute for the Blind .....	36
Canadian Red Cross Society .....	35
Cancer Care Navigator .....	36
Care and Consent Act .....	75
Chronic Conditions Support Program (CCSP) .....	37
City of Whitehorse Seniors Utility Charges Rebate .....	17
Closeleigh Manor .....	47
College .....	51
Community Health Services .....	33 – 43
Consumer Protection .....	77
Copper Ridge Place – Whitehorse .....	81
Crime Stoppers .....	74
CYFN- Home & Community Care Program .....	32
Diabetes Education Centre .....	37

Outpatient Nutrition Services .....41  
 Dietician .....41  
 Discounts .....57  
 Drivers’ Exams and Medical Reports .....66  
 Education.....49 - 55  
 Elderactive Recreation Association .....44  
 Emergency Food and Shelter .....61-63  
 Employment Insurance Benefits .....19  
 Enduring Power Of Attorney .....75  
 Extended Health Care Benefits .....24  
 Flu Clinics .....26  
 Foot Clinic .....26  
 Gateway Housing Society .....80  
 Golden Age Society .....45  
 GRAY (Grandparents’ Rights Association of the Yukon) ....58  
 Grants .....16 -19  
 Greenwood Activity Centre .....45  
 GST Tax Credit .....19  
 Guaranteed Income Supplement .....10  
 Handicap Parking Permit .....66  
 Handy bus .....64-66  
 Health Care Yukon .....22  
 Health Promotion Unit .....32  
 Hearing Services .....29  
 Heart and Stroke Foundation of BC and Yukon .....37  
 Home Adaptations for Seniors Independence Program .....84  
 Home Care -Yukon Government .....30  
     -Communities .....30  
 Homeowners Grant .....18  
 Home Repair Program .....83  
 Home Visiting .....25  
 Hospice Yukon Society .....38  
 House of Learning .....52  
 Housing .....79 - 85  
 Immunization Clinics .....26  
 Income Tax Program .....57  
 Kaushee’s Place .....62  
 Landlord and Tenant Act .....77

Law Line .....70

Lawyer Referral Service .....71

Learning Disabilities Association Of the Yukon .....53

Legal Aid .....72

Legal Services .....70 – 80

Libraries .....49-54

Line of Life Association .....38

Macaulay Lodge (Whitehorse) .....80

MacDonald Lodge (Dawson City) .....82

Many Rivers Counselling and Support Services .....39

Marsh Lake North of 60 .....59

Meals on Wheels .....81

Medicare Benefits .....19

Mental Health Services .....27

Nursing Homes .....82

Old Age Security Pensions .....9

Palliative Care .....30

Pensions .....7 -15

Pharmacare .....23

PhoneBusters (Candain Anti-Fraud Centre) .....74

Pioneer Utility Grant .....16

Private Pensions .....14

Public Guardian and Trustee (PGT) .....72

Public Health/ Health Centre Directory .....87

Public Legal Education (YPLEA) .....70

Recreation .....44 - 48

Recreation Programs – City of Whitehorse .....47

Recreation and Parks Association (RPAY) .....46

Red Cross .....35

Registered Retirement Savings Plan (RRSP) .....14

Respite – Dawson .....82

Respite - Whitehorse .....81

Road Scholar (formerly Elderhostel) .....51

Routes to Learning .....51

Royal Canadian Mounted Police .....73

Royal Canadian Naval Benevolent Fund .....20

Second Opinion Society .....39

Senior Discounts .....57

Seniors Bowling .....	46
Seniors Home & Yard Maintenance Program .....	56
Senior Information Centre .....	55
Seniors' Organizations and Services .....	56 – 63
Signpost Seniors' Society .....	58
Signpost Seniors' Support Services .....	59
Social Assistance Program .....	21
Social Worker for Seniors/ Elders .....	28
Speech and Hearing Services .....	29
Spouse and Widowed Spouse's Allowance.....	12
Soup Kitchens:	
Salvation Army Soup Kitchen .....	61
Weekend Soup Kitchen .....	61
Superannuation .....	15
Supplements:	
Guaranteed Income Supplement .....	11
Yukon Senior's Income Supplement .....	12
Survivor and Death Benefits (CPP) .....	9
Swimming .....	48
Tagish Community Hall .....	59
Talking Books .....	49
Tax Deductions .....	12
Telephone Directory of Services .....	86 - 88
Transportation .....	64 - 69
Handybus .....	64
Veteran Affairs .....	13
Disability Pension .....	13
War Veterans Allowance .....	14
Veterans Independence Program .....	13
Victim Assistant Volunteer Unit (RCMP) .....	73
Victoria Faulkner's Women's Centre .....	40
Vital Statistics .....	25
Whitehorse Food Bank .....	61
Whitehorse Gen. Hospital Outpatient Nutrition Services ....	41
Whitehorse Health Centre .....	25
Whitehorse Housing Authority .....	79
Whitehorse Transit Handy Bus .....	64
Widowed Spouse's Allowance .....	11

Women’s Auxiliary to Whitehorse General Hospital .....41

Women’s Directorate – YTG .....42

Yukon Archives .....49

Yukon Archives (Friends of the Yukon Archives) .....50

Yukon Anti-Poverty Coalition .....42

Yukon College .....51

Yukon Continuing Care .....80-83

Yukon Council on Aging .....55

Yukon Council on Disabilities .....54

Yukon Government Health Services .....22 - 32

Yukon Health Care Insurance Plan .....22

Yukon Home Care Program .....30

Yukon Housing .....79

Yukon Housing Corporation Home Repair Program. ....83

Yukon First Nations Offices .....87

Yukon Learn .....53

Yukon Legal Services .....70- 78

Yukon Lung Association .....43

Yukon Medicare Benefits .....22

Yukon Public Legal Education Association (YPLEA) .....70

Yukon Seniors’ Income Supplement .....12

Yukon Retired Teachers’ Alumni .....60



# PENSIONS

## **Canada Pension Plan (CPP)**

The Canada Pension Plan (CPP) was established in 1966 by the Federal Government and provides retirement pension and other benefits for those people who have contributed to the plan through paid employment in Canada. Payment to the plan is compulsory. To receive any benefit under CPP an application must be made.

### **CPP Retirement Pension**

The CPP Retirement pension is a monthly payment to people who have contributed to the Canada Pension Plan. The amount of your CPP benefit is determined by the contributions you made during the time you were employed. CPP benefits normally are payable the month after your 65<sup>th</sup> birthday however you may choose to begin as early as age 60 if you have substantially or completely stopped working (contact Service Canada for details). The amount of the benefit payable will be reduced by .5% per month (6% per year) if you take it before age 65 and increased by .57% per month if you choose to claim your pension after age 65.

From 2011 to 2013, the Government of Canada will gradually increase this percentage from 0.5% per month (6%) to 0.7% per month (8.4% per year). Contact Service Canada for details.

### **CPP Disability Benefit**

The Canada Pension Plan Disability benefit is available to people whose disability prevents them from working on a regular basis. To receive a CPP Disability pension you must apply, be under the age 65, made enough contributions to the plan (at least in the last 6 years or paid into the CPP for at least 25 years and made valid

contribution to the Plan in three of the last six years) and must be disabled as defined under CPP legislation. A person is considered disabled under CPP if she or he has a physical or mental disability which is both severe and prolonged. “Severe” means the medical condition prevents the person from regularly pursuing any substantially gainful occupation. “Prolonged” means that the disability will prevent the individual from going back to work in the next 12 months, or is likely to result in death.

### **CPP Survivor Benefits**

There are three types of CPP Survivor benefits. The death benefit is a one time payment to, or on behalf of, the estate of a deceased CPP contributor. The survivor’s pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor. The children’s benefit is a monthly benefit for dependent children of a deceased contributor. For any of the CPP Survivor benefits to be payable, an application must be made and the deceased contributor must meet the specified contributor requirements.

***For further information and applications regarding Canada Pension Plan Benefits, please visit a Service Canada Centre in your area or contact Service Canada by phone at:***

English: 1-800-277-9914

French: 1-800-277-9915

TTY: 1-800-255-4786

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

***If you move, you should notify Service Canada immediately of your new address, even if your payments are being deposited to your bank account. This will***

*allow Service Canada to send you important information like your tax slip (T-4).*

*You can notify Service Canada's voice messaging service of your change of address 24 hours a day, 7 days a week by calling, free of charge, service at 1-800-277-9914. Persons with hearing/speech impairments using TDD/TYY devices may call 1-800-255-4786.*

*You can also use the My Service Canada Account online service to view and update your Old Age Security (OAS) and Canada Pension Plan (CPP) address, telephone number and payment destination.*

## **Old Age Security (OAS)**

The **Old Age Security** pension is a federally-funded basic monthly pension paid to persons who have reached the age of 65, are a Canadian citizen *or* a legal resident of Canada *and* meet the residence requirements. Unlike the Canada Pension Plan (CPP), one does not contribute financially to the pension. You could receive a full or partial pension depending on how long you have lived in Canada. You must apply for the pension, it is not paid automatically. Applications for the OAS pension should be submitted 6 months before you reach the age of 65 but cannot be submitted more than one year ahead of the eligible date.

*For applications and further information on what documents you should submit with your application, please visit a Service Canada Centre in your area or contact Service Canada by phone at:*

English: 1-800-277-9914

French: 1-800-277-9915

TTY: 1-800-255-4786

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

*\*\*The Old Age Security Act also provides the following income tested benefits to eligible persons with little or no income.\*\**

## **Guaranteed Income Supplement (GIS)**

The Guaranteed Income Supplement (GIS) provides additional money on top of the Old Age Security pension, to seniors who have a low income. To be eligible for the GIS, you must live in Canada, be receiving the OAS Pension and have low income. To receive GIS, you must apply using the application form or by indicating on the Old Age Security Application that you want to apply for the Supplement. You will then be sent an application form. If you qualify for the GIS, the amount you receive will be based on your annual income, or the combined income of you and your spouse or common-law partner. Since your annual income can change from year to year, you must update your income information each year. In many cases, it is not necessary for you to provide a new application as income will be obtained when you file your income tax for that year. The Supplement is not considered taxable income. If you have not filed your income tax by April 30 *or* if more information is needed to renew your benefit you will be sent a renewal form in the mail. If you **do** get a renewal form in the mail, please fill it out and send it back as soon as possible. Each July you will get a letter that confirms whether you will continue getting the Supplement and what your new monthly payments, for the next 12 months will be.

## **Allowance and Allowance for the Survivor**

The Allowance is a monthly payment paid to spouses or common-law partners (same sex or opposite sex) of people receiving Old Age Security and the Guaranteed Income Supplement. The Allowance for the Survivor may be paid to low income widows and widowers. To be eligible for the Allowance or the Allowance for the Survivor, you must be between the ages of 60 to 64 and meet residence and legal residence requirements (have lived in Canada for at least 10 years after turning 18). If you qualify to receive the Allowance, the amount you receive will be based on the combined income of you and your spouse/common-law partner for the previous calendar year. If you are a survivor, it will be based on your income for the previous calendar year. You need to apply for the Allowance or Allowance for the Survivor. Since your annual income can change from year to year, you must update your income information each year. In many cases, it is not necessary for you to provide a new application as income information will be obtained when you file your income tax each year. The Allowance and the Allowance for the Survivor are not considered taxable income. If you have not filed your income tax by April 30 *or* if more information is needed to renew your benefit you will be sent a renewal form in the mail. If you **do** get a renewal form in the mail, please fill it out and send it back as soon as possible. Each July you will get a letter that confirms whether you will continue getting the Allowance or the Allowance for the Survivor and what your new monthly payments, for the next 12 months will be.

***For applications and further information for the Guaranteed Income Supplement and the Allowance and Allowance for the Survivor***

***benefits, please contact a Service Canada Centre in your area or contact Service Canada by phone at:***

English: 1-800-277-9914

French: 1-800-277-9915

TTY: 1-800-255-4786

Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Yukon Senior's Income Supplement**

This is a benefit paid to senior citizens of the Yukon by the Yukon Territorial Government. To be eligible you must be receiving one of the following federal pensions: GIS, Allowance or Allowance for the Survivor. This pension, which is up to a maximum of \$200.00 per month, will be paid automatically if you meet the above requirements. There is no application for this benefit. Benefits are based on your Income Tax Return. Once in receipt of YSIS, a yearly income must be completed or benefits suspended.

***For further information please contact..667-5137***  
Or toll free:1-800-661-0408 extension 5137

## **Tax Deductions**

Tax Deductions from your Canada Pension Plan and Old Age Security benefits are optional. If you wish to have a tax deduction from your Canada Pension Plan (CPP) or Old Age Security (OAS) benefit or change the amount of an existing voluntary tax withhold, please visit a Service Canada Centre in your area or contact Service Canada by phone at:

English: 1-800-277-9914

French: 1-800-277-9915  
TTY: 1-800-255-4786  
Website: [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Veterans Affairs Canada**

Benefits are available to Canadian war veterans, ex service personnel, merchant mariners and their dependants. Benefits include: War Veterans Allowance, War Disability Pensions, certain hospital and medical expenses, assistance with the cost of eyeglasses and dental care, prosthetic and surgical or medical supplies, counseling services, and assistance that helps qualified veterans remain in their homes and communities for as long as possible. For further information, see Veterans Independence Program below. Funeral and burial grants to eligible ex-service personnel are available through the “last Post Fund”

## **Veterans Independence Program**

This program of Veterans Affairs Canada provides personal care and home help such as housekeeping or grounds-keeping (limited to grass cutting and snow shoveling) to veterans who qualify due to health, age or war service disability or who are in receipt of War Veterans Allowance. Requests for assistance with care if you are in a continuing care centre, may be considered.

## **Disability Pensions**

Disability Pensions are available to Canadian ex-service personnel and are awarded for illness, injury or death attributable to military service. The disability pension is tax-free and is paid regardless of other income. Additional pension is payable for dependent children and spouses.

## **War Veterans Allowance**

The War Veterans Allowance is payable to military veterans or civilians who served in a theatre of war. The allowance is paid to veterans or their surviving dependants who are on a restricted income. Age and residency in Canada are prerequisites for applying for this Allowance. The rate of Allowance is higher for married veterans or those with dependent children

*For further information about any Veterans Affairs Canada programs and services, please contact:*

English: 1-866-522-2122      French: 1-866-522-2022

Website: [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

## **Registered Retirement Savings Plan (RRSP)**

Many seniors have paid into an RRSP while working. You may continue to accumulate your savings in an RRSP until you are 71 years of age. You have to close your RRSP by the end of year in which you turn 71. At which time you have to convert your RRSP to a Retirement Income Fund (RIF). There are numerous options when it comes to withdrawing your RRSP. These options include, Life Annuities, Fixed Term Annuities or Registered Retirement Income Funds. The institution that holds your RRSP can provide detailed explanations of these options.

## **Private Pensions**

Private pensions available from your employer should have a number of options. They also may have several conditions placed on the amount and method of payment.

Your employer will be able to provide you with detailed explanations of your pension plan so that you and your family are well taken care of after retirement

## **Superannuation**

Superannuation is a pension plan administered in accordance with Federal Legislation. Person who are contributors under the different sections of this legislation are those in the RCMP, Military Service, Federal and Territorial employees and those who are employees of designated Crown Corporations. Should you have any questions or concerns regarding entitlement or benefits please contact your local Personnel Office, or the Superannuation Branch. Please ensure that you have your Superannuation Number at hand when you call.

### ***For further information, please contact:***

Yukon Employees phone:

667-5853 A- K or 667-6039 L - Z

Federal Employees and Superannuation Recipients  
Phone:

English:..... 1-800-561-7930

French:..... 1-800-561-7935

#### ***Mail:***

Public Works and Government Services Canada

Public Service Pension Centre-Mail Facility

150 Dion Blvd. P.O. Box 8000

Matane, Quebec

G4W 4T6

web:[www.pensionetavantages-pensionandbenefits.gc.ca](http://www.pensionetavantages-pensionandbenefits.gc.ca)



# GRANTS & FINANCES

## **Pioneer Utility Grant**

The Pioneer Utility Grant was introduced in 1978 to help Yukon Seniors with their heating costs. These costs include wood heat, propane, oil or any form of fuel used by a senior to heat his or her home.

The Pioneer Utility Grant is paid once a year between October and January. The maximum amount available in 2010 was \$946.00.

You may be eligible for a Pioneer Utility Grant if you are:

- 65 years of age or over on Dec 31 of the year of the grant;

**AND**

- Have (or your spouse living with you has) owned or rented the principal residence for the year of the grant

**AND**

- Have resided in your principal residence for a period of not less than 183 days, 90 if which were during the months of October, November, December, January, February or March. Your home may be rented or owned by yourself.

**OR**

- Are the surviving spouse of an individual who would have qualified for the grant and are 55 years of age or older on December 31 of the year of the grant.

**Principal residence means the normal place of residence in the Yukon, of an applicant.**

To be eligible your rent and fuel costs cannot be subsidized in any way. Only one Pioneer Utility Grant is paid per year to a household. Applications may be made between October 1<sup>st</sup> and January 31<sup>st</sup> each year.

***For further information and applications please contact:***

Seniors Information Centre.....668-3383  
4061B 4<sup>th</sup> Ave.  
Whitehorse, Yukon or  
Social Services,  
3168 3<sup>rd</sup> Ave. Whitehorse.....667-5137  
Toll free..... 1-800-661-0408 ext 5137

Applications are also available at the Information Desk of the Yukon Government Administration Building on Second Ave.

***If you live outside Whitehorse, see appendix for your local Social Services Office.***

## **City of Whitehorse Seniors Utility Charges Rebate**

The City of Whitehorse offers a rebate on fees paid for water, sewer and garbage collection. You are eligible for the City Utility Grant if:

- You are 65 years of age or older.
- Or**
- You are 60 years of age or older and the surviving spouse of a person who was eligible for the rebate prior to his or her death.
- And**
- You pay City of Whitehorse utilities

The amount of benefit is a maximum of \$500. Utilities must be paid in full to be eligible for the grant. Proof of age is required for first time applicants. Applications must be made directly to the City of Whitehorse on or after October 15 of each year but no later than December 31<sup>st</sup> in the year for which the grant is requested.

## **Homeowners Grant**

The Homeowners Grant is a grant for Yukon residents who own and occupy their own home.

If you, or the co-owner are 65 years of age or older, the grant amount is equivalent to 75% of the general taxes to a maximum of \$500 per household.

If you or the co-owner are under 65 years of age, the grant amount is equivalent to 50% of the general taxes to a maximum of \$450 per household.

In order to qualify for the Home Owner's Grant you must:

- Own and occupy your residence since January 1<sup>st</sup>, or 184 days of the current property tax year (Jan 1<sup>st</sup> to Dec 31<sup>st</sup>).
- Have your property taxes paid in full.

There are a number of ways to receive the grant and are as follows:

- If you pay your own taxes, the grant may be credited at the time the taxes are paid.
- If a mortgage company pays your taxes, the grant may be credited at the time the taxes are paid. This application must be submitted by June 10<sup>th</sup> of the current year.
- If you or your mortgage company pay the taxes and you wish to receive your Home Owner's Grant cheque, you are required to submit your application requesting the cheque be forwarded to you.

Applications are accepted from the time of the current year tax payment until Feb 15 of the following year.

***For further information and application forms, please contact:***

Property Assessment & Taxation.....667-5118  
Government of the Yukon  
P.O. Box 2703, Whitehorse, Yukon Y1A 2C6  
Toll Free:.....1-800-661-0408, Ext. 5118

## **Employment Insurance Benefits**

Contact Service Canada by visiting the following links:  
<http://www.servicecanada.gc.ca/eng/common/contactus/ei.shtml>.

**Employment Insurance** can be found at:

<http://www.servicecanada.gc.ca/eng/sc/ei/index.shtml>  
<http://www.servicecanada.gc.ca/eng/home.shtml>

## **Goods and Services Tax Credit**

The Goods and Services Tax (GST) Credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the GST that they pay.

To receive the GST credit quarterly payments, people must file their income tax and benefit return and complete the goods and services tax/harmonized sales tax (GST/HST) credit application on the first page of the return.

General information regarding the GST/HST credit can be obtained through the CRA's Automated Tax information Phone Service (T.I.P.S.) at

Toll Free: 1 800 267-6999 or 1 800 959-1953  
Website: [www.cra.gc.ca/tips](http://www.cra.gc.ca/tips)

# **The Royal Canadian Naval Benevolent Fund**

The RCN Benevolent Fund is not a government agency. It was established in 1942 with money contributed from wartime Canteens and Naval Messes. Eligible for assistance from the RCNBF are serving members of the Canadian Forces who entered the RCN prior to February 1, 1968; former members of the RCN with a minimum of one year's service; some members of the Naval Reserve and former members of WRCNS.

The definition of 'dependent for the purposes of assistance from the Fund include wives, widows and children up to 16 years old who are, or were actually dependent upon the earnings of the applicant. Applications for assistance are considered as special circumstances, emergency or distress, real need resulting from illness accident or other unforeseen misfortune. There can be assistance for educational needs now expanded to include grandchildren of naval veterans, and travel assistance (when caused by serious illness of death). The RCNBF receives the majority of its applications from former members and dependants on fixed incomes, where real need is demonstrated. The ratio of elderly people in Canada has increased over the years, placing greater demands on the Fund for home repairs, household appliances, medical assistance and family emergencies. All enquiries are confidential.

***For further information and application forms please contact:***

Dave Smith..... (867) 456-4792  
301-100 Lambert St.  
Whitehorse, Yukon  
Y1A 1Z2

## **Social Assistance Program**

Health and Social Services is a Territorial Government Department that offers financial assistance to residents who are in need. Assistance may be granted either on an on-going basis or to help overcome an emergency situation. You may apply for the following forms of assistance:

- Assistance with medically-related expenses which are not covered under the Extended Health Care Benefits program for seniors, Yukon Pharmacare, or the Chronic Disease List.
- Assistance with special needs. Consideration may be given on an individual basis for assistance with unexpected expenses which the senior citizen cannot afford to pay.
- As a funder of last resort, eligibility is determined by income and financial resources of the applicant.

### ***For further information, please contact:***

Social Assistance, Whitehorse..... 667-5674

Or drop in to make an appointment at:

3168-3<sup>rd</sup> Ave. Whitehorse



# **YUKON HEALTH SERVICES**

## **Yukon Health Care Insurance Plan**

To receive coverage under the Yukon Health Care Insurance Plan (YHCIP) you must be registered with the plan. You are not required to pay monthly premiums to receive coverage.

If you have just moved to the Yukon from another province or territory and are planning to settle here, you should register with the Yukon Health Care Insurance Plan as soon as you arrive. Once you have registered, you will be able to enjoy the same health care benefits as any Yukon senior after a 3 month waiting period that qualifies you as a Yukon resident.

The health plan of the province or territory you have just left should cover your hospital and physician expenses for up to three months. After three months you should qualify under the plan of your new home province or territory. You should always register with the health care plan of your new home province or territory as soon as you arrive.

## **Chronic Disease and Disability Benefits**

This program provides benefits to Yukon residents who have either a chronic disease or a serious functional disability. You must meet the chronic disease program requirements for eligibility.

If your illness or disability is covered under the program, some of the following items may be supplied at no charge to you;

- Prescription drugs – for the total cost of lowest priced generic of all prescription drugs listed in the Yukon Formulary;

- Medical equipment such as wheelchairs and commodes;
- Medical surgical supplies such as syringes and hand inhalers; and
- Prostheses such as artificial limbs and body braces.

Chronic disease and disabilities covered under this program are listed in the regulations and include illnesses such as arthritis, diabetes, heart disease, lung disease and cancer. Your family doctor will be able to advise you about coverage for your chronic health condition. This plan covers those residents (below age 65) who do not qualify for seniors programs. Please see the Chronic Disease Program pamphlet for more information.

## **Pharmacare and Extended Care Benefits**

You are eligible to apply for Yukon Pharmacare and Extended Benefits if you are a Yukon resident aged 65 or older or if you are 60 years of age or older and married to a living Yukon resident who is 65 year of age or older. There are no premium payments. Eligible senior citizens in the Yukon must register with Health Services in Whitehorse. A Yukon Pharmacare card will be issued about three weeks after registration

Pharmacare is a drug benefit plan which pays for the total cost of the lowest priced generic prescription drugs listed in the Yukon Formulary. Prescription drugs include all those which legally require a prescription from a doctor or a dentist. Certain non-prescription drugs and products are included in the plan. However, Yukon Pharmacare does not cover the cost of products which can normally be obtained without a prescription. These include multivitamins, laxatives, cough and cold medicines etc. Please see the Seniors Health Benefits pamphlet for more information.

Coverage under the Extended Care Health Care Benefits Plan means that there will be financial assistance (within the limits of the plan) for services and aids like the following:

- Eye exam and eye glasses;
- Hearing Aids;
- Most dental work;
- Aids such as manual walkers, wheelchairs, etc.;
- Medical-surgical supplies and equipment.

Your doctor, dentist, optometrist or public health nurse will be able to advise you on benefits and will submit the necessary applications to the program. The balances for dental and optical benefits will only be given to the Pharmacare client and not to the vendors. Please contact the Pharmacare office for this information prior to appointments.

**Temporary Absence** for those registered on the Yukon Health Care Insurance Plan- If you will be away from Yukon for more than 3 months, you are required to fill out a Temporary Absence form to ensure your coverage remains in good standing while you are away.

***For further information and registration regarding the Yukon Health Care Insurance Plan, Temporary Absence forms, Chronic Disease Program or Pharmacare, and Extended Health Care Benefits, programs please contact:***

Health Services, Whitehorse.....667-5403  
Financial Plaza, 4<sup>th</sup> Floor,  
204 Lambert Street, Whitehorse  
P.O. Box 2703 (H-2) Whitehorse, Yukon Y1A 2C6

***If you live outside of Whitehorse please contact***

Health Services.....1-800-661-0408 Local 5403

## **Vital Statistics**

Vital Statistics will provide you with the following certificates:

- Birth
- Death
- Marriage
- Change of Name

Certificates are \$10.00. Vital Statistics office is located in the same office as Health Care Benefits.

### ***For further information, please contact:***

Deputy

Registrar.....667-5207

Financial Plaza, 4<sup>th</sup> Floor, 204

Lambert Street, Whitehorse

P.O. Box 2703 (H-2)

Whitehorse, Yukon Y1A 2C6

Toll free: 1-800-661-0408, Ext. 5207

email: vital.statistics@gov.yk.ca

Mailing:

Vital Statistics

Box 2703 (H-2)

Whitehorse, Yukon Y1A 2C6

## **Whitehorse Health Centre**

### **Community Health**

Community Health Centres in the Yukon act as referral agencies that provide information, counseling and teaching about health issues in the community. Public Health deals with preventative health measures and offers the following free services:

### **Home Visiting**

Home visiting is available to seniors and is carried out according to the individual's needs. Assessments of these

needs and referrals to other agencies and professionals are conducted.

### **Adult Immunization Clinics**

The Whitehorse Health Centre is open daily from 8:00 - 8:30 am. and 3:00 to 4:00 pm. for clients needing boosters. Appointments can also be made for international travel consults. Travel immunizations should be made 6-8 weeks in advance of departure date.

### **Special Flu Clinics**

These clinics are located at the Whitehorse Health Centre in the fall. Dates will be announced well in advance. They are on a drop in basis.

### **Foot Clinic**

**Golden Age Society** – 4061A Avenue – the first Tuesday of each month from 8:30 – 11:00 am. Please bring a foot basin and towel with you. The Foot Clinic is sponsored and operated by the Ladies Auxiliary of the Yukon Order of Pioneers in partnership with the Whitehorse Health Clinic. The Foot Clinic is not held July and August each year.

### **Blood Pressure Clinics**

**Closeleigh Manor** - 100 Lambert Street, the 2<sup>nd</sup> Tuesday of each month, 10:00 am to noon

**Riverdale Manor** – 20 Duke Street, the 4<sup>th</sup> Thursday of each month, 10:00 am to noon

**Greenwood Place** – 3090 – 3<sup>rd</sup> Avenue, the 3<sup>rd</sup> Tuesday of each month, 10:00 am to noon

**Alexander Residence** – 207 Alexander Street, the 4<sup>th</sup> Tuesday of each month 10:30 to noon

### ***For further information, please contact:***

Community Health..... 667-8864  
Whitehorse Health Centre

Location: 9010 Quartz Road  
Whitehorse, Yukon  
Y1A 2Z5

## **Kwanlin Dun Health Services**

Offers:

- Community Outreach
- Counseling Services
- Alcohol and Drug Addictions Services
- Holistic Wellness Programs Family and Children's Support
- Public Health
- Health Promotion and Prevention Services

### ***For further information contact:***

First Nation Health Centre.....668-7289

Office Hours: Monday to Friday, from 8:30 – 4:30

Location: 35 McIntyre Drive  
Whitehorse, Yukon  
Y1A 5A5

## **Mental Health Services**

Mental Health Services

#4 Hospital Road 2<sup>nd</sup> Floor      Phone: 867-667-8346  
Whitehorse, Yukon              Fax : 867-667-8372  
Y1A 2C6

Mental Health Services

853-3<sup>rd</sup> Avenue                      Phone: 867-993-7897  
P.O. Box 99                          Fax : 867-993-2335  
Dawson City, Yukon  
Y0B 1G0

Mental Health Services

Box 2123

Haines Junction, Yukon

Y0B 1L0

Phone: 867-634-7504

Fax: 867-634-7503

Mental Health Services provides consultation, referral and referral services, in addition to assessment and treatment services to individuals with a diagnosable mental health problem across the lifespan. They also provide consultation and information to individuals concerned about a family member's mental health. The rural offices focus on servicing individuals with a serious, persistent mental illness. In Faro, Ross River and Old Crow, Mental Health Services provides a full range of counseling and mental health services.

## **Seniors' Services/Adult Protection Unit Social Worker for Seniors'**

Seniors may obtain information, counseling and referral through the Seniors' Services office in Whitehorse at #101-204 Black St.. The social worker is familiar with many of the issues faced by seniors today and can provide support to seniors and their families. The social worker is available to visit you at home or in the community and will treat any information you may wish to share confidentially.

In 2005, social workers were granted special authority to help support and protect seniors who may be subject to physical, emotional or financial abuse or neglect and are unable to seek help on their own. The senior is always presumed to be capable unless demonstrated otherwise. The social workers can tailor their approach and work with the adult and their support people so that it takes into account the adult's culture and beliefs. Most of this work

is done out of the office in a place the adult chooses. In very serious cases the social workers can apply to the court to obtain a court order to keep the older person safe. If you know of a senior who may be at risk of abuse, or self neglect, please do not hesitate to contact the office. Your identity is protected by the legislation and information you provide is kept confidential.

Consultation, workshops and education for groups on aging issues or adult protection is also available through this office.

***For further information, or to book an appointment, please contact:***

Seniors' Social Worker, Whitehorse.....456-3946

***If you live outside of Whitehorse; see the appendix for your Regional Services Office.***

## **Hearing Services**

Hearing Services offers assistance to every Yukoner, you do not need a doctor's referral. A variety of tests are performed to determine what would be suitable for you; consulting on selection of hearing aids if needed, listening devices for TV/Phone and help you and your family to cope with hearing loss.

**Hearing Aid Repair:** Drop in Clinic, Mon. to Fri. 1:00 – 1:45 pm.

***For further information, please contact:***

Audiologist..... 667-5913

Fax..... 667-5922

#204- 4114 4<sup>th</sup> Ave.

Whitehorse, Yukon Y1A 4N7

If you live out of Whitehorse please contact:

Toll Free:.....1-800-661-0408 Ext. 5913

## **Yukon Home Care Program**

The Yukon Home Care Program assists people to maintain their independence while living at home. The Home Care Team is made up of social workers, nurses, home support workers, physiotherapists and occupational therapists. Services are based on assessed needs and are free of charge. Available services include:

- Assistance with bathing and dressing, light housework and meal preparation;
- Home adaptations to increase safety and accessibility;
- Chronic disease management support and health promotion and prevention support
- Assistance with wound care or other medical treatments;
- Prescription exercise programs, braces and mobility equipment;
- Counseling, advocacy and assisting with referrals to appropriate community programs and support;
- Respite care for caregivers;
- Palliative care

*For further information please contact the Whitehorse Home Care Office at 667-5774. Home Care offices are in all Yukon communities. Please contact the Whitehorse Office for the number in your community.*

## **Palliative Care Program**

Palliative care is an approach to care offered to a person affected by a life-threatening illness. Its goal is much more than comfort in dying; palliative care is about living, through detailed attention to control of pain and other symptoms, supporting emotional, spiritual and cultural needs and maximizing functional status. Palliative care is not a physical location but a philosophy of care at the end-of-life.

The Yukon Palliative Care Program supports and enhances the ability of a patient's primary care team to continue to care for them at the end-of-life. This includes specialized medical and psychosocial support for individuals and their families throughout the Yukon who have been diagnosed with a life-limiting illness. The Palliative Care Program is based on the belief that quality and compassionate end-of-life care can be provided in a variety of settings; not only in the hospital, but also in the home or other usual residence (such as Copper Ridge Place, Macaulay Lodge and MacDonald Lodge). Services include:

- Clinical consults;
- Symptom and pain management;
- Discharge planning and case management;
- Public and professional education;
- Training and support to community caregivers;
- Bereavement support in the communities

Palliative Care Team members include a Program Manager, Registered Nurse, Social Worker, Education and Community Liaison Coordinator and Palliative Care Physician.

***For further information please contact***

Palliative Care Program.....456-6807  
Toll Free.....1-800-661-0408 ext. 6807  
109 Copper Road  
Whitehorse, Yukon  
Y1A 2Z7



## **Health Promotion Unit (HPU)**

The HPU offers programming and information in the areas of smoking cessation, nutrition/healthy eating, and sexual health.

Getting support can double your chances of becoming smoke-free! For personalized counseling to quit smoking call the Smokers' Helpline 1-877-513-5333 [www.smokershelpline.ca](http://www.smokershelpline.ca). For in-person coaching to quit smoking including free nicotine replacement therapy ("the patch") sign-up for the *Quitpath* program 867-667-8393 [www.quitpath.ca](http://www.quitpath.ca)

### ***For further information contact:***

Health Promotion Unit  
Health and Social Services, Yukon Government  
305 Jarvis St. 2<sup>nd</sup> Floor  
Whitehorse, Yukon, Y1A 2H3  
(ph) 867-456-6576  
(fax) 867-456-6502

## **Council of Yukon First Nations (CYFN) Home and Community Care Program**

The Yukon Territorial Government offers Home Care in Whitehorse, Watson Lake, Dawson and Haines Junction. The Home and Community Care Program, administered through First Nations enhance this delivery in Yukon First Nation Communities; they provide a variety of services depending on funding. This may include meals on wheels, personal care, home support and respite care.

### ***For further information contact:***

Home and Community Care Manager..... 393-6872  
Director, CYFN Health Programs.....393-9230  
**Or** The Health and Social Services Director  
representative in your community

# COMMUNITY HEALTH SERVICES

## **Alcohol and Drug Services**

Alcohol and Drug Services (AD) offers a range of quality services to support individuals, families and communities to prevent and/or reduce the harms associated with substance use and improve health and well-being. Specialized programs, training and groups are offered by each unit throughout the year. To find out more, please contact Reception.

### ***For further information contact:***

ADS Reception/Information.....867 667-5777  
or .....1-800-661-0408 ext. 5777

ADS Detox Centre.....867-667-8473  
(call 24 hrs/day; collect calls are accepted) or  
1-800-661-0408 ext. 8473

ADS Detox Treatment Services location:  
6118-6<sup>th</sup> Ave.  
Whitehorse , Yukon

ADS Prevention Services location:  
Suite 101 - 204 Black St.  
Whitehorse, Yukon  
ADS website: [www.hss.gov.yk.ca/socialservices.php](http://www.hss.gov.yk.ca/socialservices.php)

Alcohol and Drug Information Helpline (24 hr):  
1-866-980-9099

## **Alcoholics Anonymous**

Hold regular AA meetings: for a schedule of meeting times and locations - call;

**AA:** call 24 hours a day.....668-5878

Web site: [www.bcyukonaa.org](http://www.bcyukonaa.org)

## **Alanon- Family Groups**

Provides assistance to individuals or families affected by alcohol

***For further information contact:***.....667-7142

Web site: [www.bcyukon-al-anon.org](http://www.bcyukon-al-anon.org)

## **Alzheimer/Dementia Family Caregiver Support Group**

The purpose of the group is:

- To meet with caregivers whose lives are affected by Dementia and share information and friendship.
- To learn and share practical tips for coping with change.
- A place to express feelings, find reassurance and decrease feelings of loneliness and isolation.
- A place to learn more about the disease, community resources and planning ahead.

The group meets monthly, Saturdays at 1:30pm for one hour.

***For more information contact:***

Volunteer Support Group Coordinators: Cathy Angel  
867-667-4816 or Joanne Lewis 867-668-7713.

Visit our website: [www.alzheimeryukon.org](http://www.alzheimeryukon.org)

## **Arthritis Society**

For information on any of the 100 Rheumatic conditions commonly referred to as “Arthritis”.

***Please call:***

The Arthritis Telephone Information Service:

1-800-321-1433

Web site: [www.arthritis.ca](http://www.arthritis.ca)

## **Canadian Cancer Society**

The Canadian Cancer Society is a national, community-based volunteer organization which is very active in public education, fund-raising and patient services.

Volunteers are always welcome.

***For further information contact:***

Regional Coordinator.....668-6440

#2 - 211 Wood Street

Whitehorse, Yukon Y1A 2E4

Website: [www.cancer.ca](http://www.cancer.ca)

## **Canadian Red Cross Society**

The Canadian Red Cross Society operates the Medical Equipment Loan Service (MELS) in the community of Whitehorse. This volunteer managed, community-based program lends medical equipment on a short-term basis to people of all ages who are recovering from surgery, illness, or injury. The inventory consists of items such as wheelchairs, walkers, commodes, raised toilet seats and bath seats. A referral from a healthcare professional is required and arrangements to borrow equipment can be made by calling the Whitehorse depot. While there is no fee for borrowing equipment, MELS depends largely on generous individuals who make monetary contributions or donation equipment.

***For further information contact:***

Red Cross Society.....456-7359

Thomson Center (Beside Hospital)

#5 - Hospital Road,

Whitehorse, Yukon Y1A3H7

*For information about other Red Cross programs and services please call:*

Toll free: 1-800-278-7177

Website: [www.redcross.ca](http://www.redcross.ca)

**Canadian National Institute for the Blind (CNIB)**

***For further information contact,***

Website: [www.cnib.ca](http://www.cnib.ca)

Toll Free 1-800-563-2642

**Cancer Care Navigator**

The Cancer Care Navigator is dedicated to guiding you and your family throughout your cancer journey. A diagnosis of cancer can affect you and your family physically, emotionally, financial, spiritually and socially. The Cancer Care Navigator will provide a continuity of support through these challenges along with your medical team.

***For further information contact:***

Whitehorse General Hospital

Thompson Centre-room 210

#5 Hospital Road

Whitehorse, Yukon

Y1A 3H7

Phone: (867) 393-8853

E-mail: [Mya.Kondor@wgh.yk.ca](mailto:Mya.Kondor@wgh.yk.ca)

Office hours are Monday to Friday 8:30-4:30

## **Chronic Conditions Support Program**

The Chronic Conditions Support Program (CCSP) assists family doctors, nurses and other health professionals to work together with patients to achieve the best possible care. The program helps people with chronic conditions such as Chronic Obstructive Pulmonary Disease, Diabetes, and High Blood Pressure to manage their health.

### ***For further information contact:***

Manager, Chronic Disease Management.....393-7487

## **Diabetes Education Centre**

The Centre offers individual counseling with a Nurse Educator or Dietitian, or group sessions of 8 to 10 people in a classroom setting. Referral forms are required from your family doctor, nursing station or Home Care.

Office Hours are 8:30 – 2:00 pm

### ***For further information contact:***

Diabetes Education Centre.....393-8711

#6 Hospital RD

Whitehorse YT Y1A 3H7

Website [www.diabetes.ca](http://www.diabetes.ca)

## **Heart and Stroke Foundation of BC and Yukon**

The foundation provides information about heart disease and raises funds for research into heart disease.

“In memory” envelopes are available by contacting the phone numbers listed.

### ***For further information contact:***

Whitehorse.....668-2685

Toll Free.....1-888-473-4636

Website: [www.heartandstroke.bc.ca](http://www.heartandstroke.bc.ca)

## **Hospice Yukon Society**

Provides support for individuals and their loved ones facing advanced illness, death and bereavement through compassionate one-to-one support, education and advocacy.

Public educational workshops “Living with Loss” are offered four times per year for individuals as well as for professionals and caregivers. Hospice offers counseling, Healing Touch, vigil support and various groups, such as walking, discussion and art/journaling, a resource library of books, pamphlets and audio/visual materials is available to the public and can be mailed to those living outside of Whitehorse.

Membership is \$10.00 per year for seniors. This includes 2 newsletters per year with information on programs and public meetings. All services are free and confidential.

### ***For further information contact:***

Hospice Yukon Society..... 667-7429  
Office Hours; Monday to Friday 11:30 am– 3:00 pm  
409 Jarvis St.  
Whitehorse, Yukon Y1A 2H4  
Website: [www.hospiceyukon.net](http://www.hospiceyukon.net)

## **Line of Life Association (LIFE LINE)**

The Personal Response System that gives you the confidence of knowing help is at the touch of a button. You’ve got a friend.

### ***For further information contact:***

Coordinator..... 667-6945  
Greenwood Place, 2<sup>nd</sup> Floor 3090 3<sup>rd</sup> Ave.  
Monday-Thursday: 10:00 am to 1:00pm  
P.O. Box 31682

Whitehorse, Yukon Y1A 6L3  
Website: [www.lifeline.ca](http://www.lifeline.ca)

## **Many Rivers Counselling and Support Services**

Many Rivers offers a variety of Services. The primary service at Many Rivers is counseling to individuals and families on relationship problems, communication, depression, loss, marital problems, financial problems, and chronic conditions. A resource library is also available.

### ***For further information contact:***

In Whitehorse; 4071 4<sup>th</sup> Ave..... (867) 667-2970

In Dawson City; Waterfront Building, Front Street  
(867) 993-6455

In Haines Junction 108 Auriol St..... (867) 634-2111

In Watson Lake, 714 Adela Trail,

Holt Agency Building..... (867) 536-2330

***Services are also available in Mayo, Pelly Crossing, Destruction Bay, Burwash Landing, Beaver Creek, Carmacks, Carcross and Teslin.***

## **Second Opinion Society**

The Second Opinion Society is a self-help group offering alternative mental health information and support to psychiatric survivors, people going through emotional distress, and people who are isolated or interested in wholistic approaches to mental health. We offer peer support, advocacy, a resource library, recreational and social activities, and workshops. Our drop-in centre is open Monday to Friday from 11:00 am to 5:00 pm. Everyone is welcome to drop in to check out our resources and activities.

***For further information contact:***

Second Opinion Society..... 667-2037  
304 Hawkins Street  
Whitehorse Yukon Y1A 1X6  
Email: info@second-opinion.ca

**Victoria Faulkner Women’s Centre**

The Women’s Centre is a safe and respectful space where women connect with each other, access support and services and work together to create positive change for women and the community. We are committed to promoting women’s equality and well-being.

Our Women’s Advocate helps women to assess their options in time of crisis.

- To access basic services – financial, legal, social, housing and employment
- In dealing with government agencies and accessing court services
- By empowering them to trust their judgment and make positive choices.

Wednesdays 11:30-1:30, there is a free community lunch for women. Drop in for coffee, tea, showers, laundry, computer, fax and phone use!

**Drop In Hours:** 11:00 am to 3:00 pm Mondays, Tuesdays, Wednesdays and Fridays. 3:00 pm-6:00 pm Thursdays.

***For further information contact:***

Program Coordinator..... 667-2693  
Fax..... 667-7004  
503 Hanson Street  
Whitehorse Yukon Y1A 1Y9  
Email; vfwc@northwestel.net  
Women’s Advocate: womensadvocate@northwestel.net  
Web:http://victoriafaulkner@northwestel.blogspot.com

## **Whitehorse General Hospital Outpatient Nutrition Services**

The Whitehorse General Hospital Dietitian offers information and consultation on diet and nutrition. For specific information regarding individual diets please contact your doctor for a referral.

### ***For further information contact:***

Whitehorse General Hospital Dietitian..... 393-8779  
# 6 Hospital Rd.  
Whitehorse, Yukon Y1A 3H7

## **Women's Auxiliary to the Whitehorse General Hospital**

Auxiliary volunteers take a cart around the Whitehorse General Hospital three times a week through all wards and departments. The cart is stocked to ensure patients can purchase small toiletries, stationary, pop and various edibles. From the cart, volunteers also sell handmade baby knitting and their own birth announcement cards. Funds raised by these sales are used to purchase items for the hospital which are not covered by capital budget.

### ***For further information contact:***

Whitehorse General Hospital..... 393-8700  
P.O. Box 30081  
Whitehorse, Yukon Y1A 5M2

## **Women's Directorate of the Government of the Yukon**

The Women's Directorate's mandate is to support the Government of the Yukon in its commitment to the economic, legal and social equality of women. Our library is open from 8:00 am. to 5:00 pm. – Monday to Friday It contains books, videos, journals, and magazines

on women’s history, health, spirituality, economics, education and politics to name just a few.

We also publish pamphlets, booklets and brochures, such as:

- Yukon Family Violence Directory
- Options Choices Changes Safety Kit (for women living with violence)
- How to Support a Women Who Has Been Sexually Assaulted

***For further information please contact:***

In Whitehorse.....667-3030

Fax..... 393-6270

Outside Whitehorse-Toll Free...1-800-661-0408 ext 3030

Location: 404 Hanson Street – Suite 1 Whitehorse

Mailing address:     Box 2703,  
                              Whitehorse, Yukon  
                              Y1A 2C6

Email address: [Stephanie.coulthard@gov.yk.ca](mailto:Stephanie.coulthard@gov.yk.ca)

**Yukon Anti-Poverty Coalition (YAPC)**

Facilitates the elimination of poverty in Yukon through awareness, advocacy and action. The Coalition coordinates “Whitehorse Connects”, a day of free services for the poor and inadequately housed three times a year as well as Poverty and Homelessness Action Week every October. YAPC partners with community members on issues from food security to income assistance and currently has an active Housing Task Force and a Mental Health Committee.

Regular monthly meetings are held every third Thursday, 5:00 p.m. to 7:00 p.m. at CYO Hall (basement of the Sacred Heart Cathedral at the corner of 4<sup>th</sup> and Steele St.)

***For further information please contact:***

Office location and /or Mailing Address  
Box 31230  
Whitehorse, Yukon  
Y1A 5P7  
Call: 867-334-9317  
Email: yukonantipovertycoalition@gmail.com  
Website: www.yapc.ca

## **Yukon Lung Association**

This association raises funds through Christmas Seals, which are spent locally for the prevention and treatment of respiratory diseases.

### ***For further information contact:***

Coordinator..... 668-6974

Mailing Address: P.O. Box 33122  
Whitehorse YT  
Y1A 5Y5



# RECREATION

**Please note all times and dates published are current at the time of publishing. Please phone contact numbers to get the most up to date information\*\*\*\***

## **BINGO**

Bingo is held most days of the week in Whitehorse at varying times and is operated by many community groups as fundraisers.

***For dates and times please call:***

Elks Lodge Whitehorse.....667.2201  
Birthday Bingo, Dawson City, Yukon. ....993-7151

## **Elderactive Recreation Association**

*“Seniors helping seniors to be active in body, mind and spirit”*

The ElderActive Association is an organization of Yukoners 55+ years of age, dedicated to the promotion of active living for older adults. They organize various games events at the Canada Games Centre including visits to various Yukon Communities and Atlin B.C. They also support and organize Team Yukon for the Canada Senior Games which occur in various Provinces and Territories once ever second year.

***For further information contact:***

ElderActive Recreation Association  
4061 4<sup>th</sup> Ave.  
Whitehorse, Yukon  
Office Coordinator.....456-8252  
Email: elderactive@ sportyukon.com  
Mailing Address: 4061-4<sup>th</sup> Avenue

Whitehorse, YT Y1A 1H1

Website: [www.yukon-seniors-and-elders.org](http://www.yukon-seniors-and-elders.org)

## **Greenwood Activity Centre**

Greenwood Activity Centre is located at 3090-3<sup>rd</sup> Ave. in Whitehorse. Activities at Greenwood include:

- Blood Pressure Clinic: 3<sup>rd</sup> Tuesday of every month from 10:00 a.m. to 12:00 noon.

### ***For further information please contact:***

Iris Cormier..... 633-5988

## **Golden Age Society**

The office is open Monday-Friday 10:00 a.m. - 1:00 p.m. The Centre is open Monday, Wednesday, Thursday and Friday September through May from 1:30 p.m. to 4:30 p.m. for cards, shuffleboard, darts, pool, a friendly chat, or a cup of tea or coffee. Services and special events organized by the society include:

- A potluck supper held the last Monday of each month, except June, July, August and December followed by music, and entertainment,
- Tea/friendship Monday starting at 11:30 a.m. games of your choice.
- Line dancing Wednesday starting at 1:30 p.m.
- Fun Bingo every Thursday starting at 1:30 p.m.
- Floor Curling Friday morning at 9:30 a.m.
- Crib tournament every Friday starting at 1:30 p.m.
- Quarterly newsletter to members (membership is open to anyone over 55 and the cost is \$20.00)
- Tai Chi Monday, Wednesday & Thursday starting at 10:00 a.m.
- Yoga Thursday 5:15 pm

Membership social (2<sup>nd</sup> Monday in January) Spring Tea and Bake Sale (First Monday in May) Seniors Barbeque (First Monday in June), Seniors Christmas Tea 2<sup>nd</sup> Monday in December.

***For further information please contact:***

Office Manager..... 668-5538

Office hours Monday-Friday 10:00 a.m. to 1:00 p.m.

Email: goldenagesociety@gmail.com

The Golden Age Activity Centre is located at 4061A- 4<sup>th</sup> Ave. (Parking lot entrance).

Whitehorse, Yukon

**Senior's Bowling-Whitehorse**

Seniors Bowling is held every Tuesday & Thursday during the winter months between 1:00 and 3:00 p.m. at the Mad Trappers Alley in Riverdale. There is a nominal fee and shoes are included. This activity is sponsored by the Ladies Auxiliary of the Yukon Order of Pioneers.

***For More Information please contact:***

Ruth ..... 667-4346

**Recreation and Parks Association of the Yukon (RPAY)**

RPAY is a non-governmental organization that works to promote and support healthy active lifestyles in the Yukon through a variety of initiatives. A few of the programs available include aquatics training and certification, Boat Operator Accredited Training, recreation leadership events, walking programs and fun interactive workshops to improve knowledge in the areas of exercise, nutrition, stress management, diabetes, osteoporosis and more. There is a small staff at the RPAY office, so it is best to call first before stopping by.

Location: 509 Hanson Street  
Mailing Address: 4061-4<sup>th</sup> Avenue  
Whitehorse, YT Y1A 1H1  
Contact: Phone: 668-3010 Fax: 668-2455  
Email: rpayadmin@rpay.org  
Website: www.rpay.org

## **Closeleigh Manor**

Closeleigh Manor is located at 100 Lambert Street. All Activities are open to persons 55 years of age and older.

### **REGULAR ACTIVITIES**

Tuesday TOPS 4:30 p.m. – 5:30 p.m.

Blood Pressure Clinic: 2<sup>nd</sup> Tues of each month 10:00 a.m.

Wednesday Rummoli 7:00 p.m.  
TOPS 8:30 to 10:00 am.

Saturday Angel Hugs 10:00 a. m. to noon

Sunday Bingo 7:00 p.m.  
(refreshments served)

### ***For further information please contact:***

Eileen Boyle ..... 633-4813

## **Recreation Programs**

### **City of Whitehorse**

The City of Whitehorse Parks and Recreation Department offers a 50% discount for seniors (60+) on all adult leisure programs. Senior programs advertised are already offered at a discounted rate. Staff and resources are also available to assist in the area of leisure services provision.

***For further information on programs and services please contact:***

City of Whitehorse.....668-8325  
Parks and Recreation Department,  
4061 – 4<sup>th</sup> Avenue, Whitehorse  
Mailing Address: 2121-2<sup>nd</sup> Ave.  
Whitehorse, Yukon Y1A 1C2

***Swimming, skating, walking...At the Canada Games Centre***

A world of fun is waiting at the Canada Games Centre for Seniors (60+). Many different drop in activities are available during the day, from skating, swimming, basketball, badminton, tennis, indoor golf, indoor walking track and fitness equipment.

Weekly drop in schedules of activities are available on the web at [www.whitehorse.ca](http://www.whitehorse.ca) .

The Whitehorse Lions Aquatic Centre continues to offer Aquafitness classes at a variety of times. Aquafitness allows a good workout with less stress to joints than is usually associated with other types of exercises. Treat yourself to the energizing environment of a water workout, a hot tub or sauna and then enjoy a coffee and snack in the facility. Seniors can now continue to walk during the winter on the indoor track. This is a great safe place to keep on walking during the cold, slippery winter months.

***For further information on dates, times and prices please contact:***

Canada Games Centre..... 667-4FUN(4386)  
or visit the website at: [www.whitehorse.ca](http://www.whitehorse.ca)

# EDUCATION

## **Yukon Public Libraries**

All Yukon public libraries contain large print books, talking books and videos. Membership is free to all Yukon residents. Contact your local public library for information on materials that may be of interest to you.

### ***For further information please contact:***

Whitehorse Public Library.....667-5239

Reference Services.....667-3668

Website: [www.ypl.gov.yk.ca/](http://www.ypl.gov.yk.ca/)

## **Yukon Archives**

The Archives is responsible for acquiring, preserving and making available documentary sources related to Yukon history, cultures and development. The holdings are constantly expanding by means of donation, purchase, and the Yukon government's records management program. Holdings include private records (diaries, correspondence, account books, and other papers of individuals), corporate record (records of various Yukon organization, associations and businesses), photographs, government records, maps and plans, films, sound recordings, and library publications (newspapers, periodicals, newsletters, books, pamphlets).

### ***For further information please contact:***

Street address: 400 College Dr.,

Whitehorse, Yukon Y1A 2C6

(across from the Yukon College main entrance)

Telephone: (867) 667-5321

Fax: (867) 393-6253

Email: [Yukon.archives@gov.yk.ca](mailto:Yukon.archives@gov.yk.ca)

Website: [www.yukonarchives.ca](http://www.yukonarchives.ca)

**Public hours:**

Tuesday & Wednesday: 9:00 am - 5:00pm

Thursday: 1:00-5:00 pm

Friday: 1:00-9:00 pm

Saturday: 10:00 am – 1:00pm, 2:00 pm – 6:00 pm

(Closed from 1:00-2:00 pm)

Closed to the public on Monday and Sunday

**Friends of the Yukon Archives Society  
(FOYAS)**

FOYAS has assisted the Archives in developing a genealogy website ([www.yukongenealogy.com](http://www.yukongenealogy.com)) to assist family history researchers to find information about family members who may have lived or worked in the Yukon since 1896. Research requests come to Yukon heritage organizations from Yukoners new and old, Yukon First Nations descendants, visitors whose ancestors passed through or lived here during the various eras of the Territory's history. Resources available through this site have been compiled by two of Yukon's largest repositories of historical information, the Dawson City Museum & Historical Society Archives and the Yukon Archives.

***For further information please contact:***

400 College Drive

Whitehorse, Yukon

Y1A 2C6

(across from the Yukon College main entrance)

Telephone; (867) 667-5321

Fax (867) 393-6253

Email: [Yukon.archives@gov.yk.ca](mailto:Yukon.archives@gov.yk.ca)

Website: [www.yukonarchives.ca](http://www.yukonarchives.ca)

## **Road Scholar (formally Elderhostel)**

Road Scholar offers educational, international, travel adventures designed for people who are 55 years and older. Discover nearly 8,000 educational tours in all 50 states and more than 90 countries with Road Scholar.

### ***For further information please contact:***

Toll free.....1-800-454-5768

Website: [www.roadscholar.org](http://www.roadscholar.org)

## **Routes to Learning**

Routes to Learning (RLC) is Canada's first learning travel organization for older adults and proud provider of Road Scholar (Elderhostel) Inc. programs. With over 20 years experience RLC remains committed to the belief that lifelong learning opens minds and enriches lives. If you're interested in gaining new insights and learning about cultural, community, then we have an experience awaiting you!

### ***For further information please contact:***

Routes to Learning Canada (toll free) 1-866-745-1690

4 Cataragui Street

Kingston Ont. K7K 1Z7

email: [information@routestolearning.ca](mailto:information@routestolearning.ca) or

check out the website at: [www.routestolearning.ca](http://www.routestolearning.ca)

## **Yukon College**

Yukon College offers educational programs, courses, and services to 13 Community Campuses located throughout the Yukon. The scope and extent of activities vary according to the size and location of the Campus and the educational needs and interests of individuals, agencies, and organizations within the community. Residents are

encouraged to contact their local campus to convey their needs and interests and/or to seek further information on College offerings.

Details of courses and programs are available in the Yukon College Calendar. Copies can be obtained at the local Community Campuses or online at [www.yukoncollege.yk.ca](http://www.yukoncollege.yk.ca).

Upcoming Courses: Listings are published throughout the year. **Tuition fees are waived for people 65 years of age and older (Credit Courses only)**, but they are required to pay the cost of learning materials essential for some courses.

***For further information please contact:***

Admissions.....668-8710

Correspondence Courses

Some Canadian Universities offer a variety of correspondence courses. Special bursaries or reduced registration fees may be available for senior citizens.

Counselling Centre..... 668-8720

Yukon College

500 College Drive

P.O. Box 2799

Whitehorse Yukon Y1A 5K4

If you live outside of Whitehorse, contact your local Community Campus. Or call toll free....1-800-661-0504

Website: [www.yukoncollege.yk.ca](http://www.yukoncollege.yk.ca)

## **House of Learning**

The Kwanlin Dun First Nation House of Learning is located in the McIntyre subdivision. This building is a community building which provides various services. These services include; Provision of Social Assistance to Kwanlin Dun members and their families; Yukon College

courses and preparation programs; training programs; online computer access; employment and education support; and cultural activities.

***For further information, please contact:***

Ashaw Ku Building  
5 O'Brien Place  
Whitehorse, Yukon Y1A 5R2  
633-8422

## **Yukon Learn**

Yukon Learn Society provides free, quality adult literacy services and programs throughout the Yukon. Their primary focus is to offer free, one-to-one tutoring to learners hoping to improve their reading, writing, math or computer skills. They have an Education Centre that provides for library use, scheduled computer classes or drop in services.

***For further information, please contact:***

Yukon Learn..... 668-6280  
107 Main Street  
Whitehorse, YT Y1A 2A7  
Toll free.....1-888-668-6280  
Website: [www.yukonlearn.com](http://www.yukonlearn.com)  
E-mail address: [admin@yukonlearn.com](mailto:admin@yukonlearn.com)

## **Learning Disabilities Association of the Yukon (LDAY)**

- Provides individual and family counseling support
- Educational and informational workshops
- Self-esteem and social skill building programs for children
- Referrals to other beneficial resources

- Student / Tutor matching program
- Resource centre.

Located at: 107 Main St (next to Yukon Learn)  
Whitehorse, Yukon, Y1A 2A7

***For further information, please contact:***

Phone..... 668-5167  
 Fax..... 668-6504  
 E-mail: ldayoffice@northwestel.net  
 Website: www.nald.ca/lday.htm

**Yukon Council on disABILITY (YCOD)**

The Yukon Council on disABILITY (YCOD) is a non-profit organization dedicated to providing quality services to promote social and economic independence for persons with disABILITIES. They offer information about disABILITY and accommodation issues and can assist you to connect with other resources. Additionally, we provide a variety of services to help you find work. These include: pre-employment/training, employment and employment maintenance support. We also assist employers with accommodation needs and problem solving techniques to promote healthy employer/employee relationships.

***For More Information***

Office Hours:Monday to Friday from 8:30 am.- 5:00 pm.  
 4194B 4<sup>th</sup> Ave.  
 Whitehorse, Yukon  
 Phone.....668-6703  
 Fax.....393-4992  
 Email: yukoncod@northwestel.net  
 Website: www.ycod.yk.ca

# SENIORS' ORGANIZATIONS & SERVICES

## **Yukon Council on Aging**

The Yukon Council on Aging (a non profit Society) serves all Yukon senior citizens, lobbying for better living conditions and communicating information about benefits and issues for seniors to the community at large. The Council holds twice-yearly meetings in the spring and fall. Membership dues are \$10.00 per year and include a subscription to a quarterly newsletter. The Yukon Council on Aging administers the Seniors Information Centre and The Seniors' Home and Yard Maintenance Program.

### ***For further information, please contact:***

The Yukon Council on Aging.....668-3383

Fax.....668-6745

Toll Free.....1-866-582-9707

E-mail: [ycoa@yknet.yk.ca](mailto:ycoa@yknet.yk.ca)

Website: [www.yukons-seniors-and-elders.org](http://www.yukons-seniors-and-elders.org)

4061B – 4<sup>th</sup> Ave.

Whitehorse, Yukon Y1A 1H1

## **Seniors' Information Centre**

The Seniors' Information Centre offers information on:

- Pension Applications
- Various grants and supplements
- Health
- Advanced Directives
- Recreation and Education
- Referrals to various agencies and organizations
- Housing
- Discount List

- Notary Public on Staff
- Social Assistance referrals
- Maintain mailing list for quarterly newsletter

The service is free and all matters are confidential.

***For further information, please contact:***

Coordinator.....668-3383

Toll Free .....1-866-582-9707

4061B – 4<sup>th</sup> Ave.

Whitehorse, Yukon Y1A 1H1

Office Hours: Mon. to Fri., 9:00 am to 1:00 pm.

Drop in, no appointment necessary.

**Seniors’ Home and Yard Maintenance Program**

The Seniors' Home & Yard Maintenance Program provides a pool of security screened workers who will do work for Seniors, Elders and Persons With Disabilities at affordable rates. The workers provide assistance with any normal maintenance jobs encountered by a homeowner. These may include snow shoveling, lawn and yard maintenance, wood splitting and stacking and housekeeping chores. They also do minor repairs and painting.

Program Coordinator available

Monday thru Friday 9:00 AM to 1:00 PM.

If calling outside office hours please leave a message.

***For more information, please contact:***

Phone .....667- HELP (4357)

Fax .....668-6745

Office Address: 4061B – 4<sup>th</sup> Avenue

Whitehorse, Yukon Y1A 1H1

Email: [ycoa@yknet.yk.ca](mailto:ycoa@yknet.yk.ca)

The Yukon Council on Aging administers this program. Funding provided by Yukon Housing Corporation.

## **Canada Revenue Agency Community Volunteer Income Tax Program**

The Community Volunteer Income Tax Program is a community - based outreach program designed to assist low-income individuals with simple tax situations, complete their income tax and benefits returns. The service is based on volunteers and is free of charge.

Should you wish to take advantage of this program please contact the Whitehorse Canada Revenue Agency office in February each year, to obtain information on place, times and location, of the clinics. By calling JOANNE at 667-8155

If you reside in the Communities or out of the Territory at Tax reporting time, please go the Canada Revenue Agency web site at [www.cra.gc.ca/volunteer](http://www.cra.gc.ca/volunteer) follow the links provided and a list of locations available across the country, will be available for reference.

## **Senior Discounts**

Many businesses in Whitehorse offer discounts to Yukon seniors for goods and services. Some grocery stores and drug stores offer delivery services as well. All you have to do is ask.

You will need your blue Old Age Security identification card or Pharmacare card or another card for proof of age. An updated Yukon Discount List is available at the Seniors Information Centre.

***For further information, please contact:***

Seniors Information Centre, Whitehorse.....668-3383

Toll Free.....1-866-582-9707

4061B – 4<sup>th</sup> Ave.

Whitehorse, Yukon Y1A 1H1

## **G.R.A.Y.– Grandparents’ Rights**

### **Association of the Yukon**

Do you have difficulties with access or custody regarding your grandchildren? We can help.

GRAY is a non-profit, confidential association of grandparents who believe that we provide a natural and necessary nurturing role in a healthy family. When that role is blocked (for whatever reason), everyone loses.

***For further information, please contact:***

GRAY..... (867) 821-3821 or 633-4160

## **Signpost Seniors’ Society**

The Signpost Seniors hold their regular meetings on the last Wednesday of each month at 7:00 p.m. at the Seniors’ Centre.

Full membership is open to anyone aged 55 or older, and associate membership is open to all ages – new members are always welcome. Exercise equipment is available at the Seniors’ Centre to promote health and fitness. Wii, Shuffleboard and puzzles are provided for entertainment. Coffee and Tea are also available.

A weekly luncheon is provided on Wednesday at 12:00 noon-is open to all seniors and people with disabilities. For community members and people under 55 a small fee is required.

## **Signpost Seniors' Support Services**

Signpost Seniors Support Services offer support to Seniors, Elders, and others requiring information or assistance on a variety of seniors' issues and health care concerns. An up-to-date library of health information is available to the public.

Foot Care provided by Homecare is available on the last Wednesday of each month. Please call for an appointment.

### ***For further information, please contact:***

Phone..... (867) 536-2929

Fax..... (867) 536-2924

The Signpost Seniors' Centre.

P.O. Box 293

Watson Lake, Yukon Y0A 1C0

Located at 100-7<sup>th</sup> Street South  
(behind the Belvedere Hotel).

Office Hours: 10:00 p.m. to 2:00 p.m., Monday to Friday

Email: [signpostsenior@northwestel.net](mailto:signpostsenior@northwestel.net)

## **Marsh Lake North of 60**

Seniors group meet Tuesday afternoons 2:00 p.m. to 4:00 p.m. for coffee, cards and chats.

Marsh Lake Community Center

Doehle Road

Judas Creek Subdivision

Phone..... (867) 660-4999

## **Tagish Community Hall**

Seniors and community members meet Wednesday afternoons 2:00 pm - 4:00pm for coffee, tea and chats. Community hall operates a concession.

Box 58 Tagish

Tagish, Yukon Y0B 1T0

Website: [www.tagishca.ca](http://www.tagishca.ca)

Phone:.....(867) 399-3407

Email.....[tagishclub@northwestel.net](mailto:tagishclub@northwestel.net)

Community Hall is located at Km 27 Tagish Road  
(watch for sign on highway)

## **Yukon Retired Teachers' Alumni**

The Yukon Retired Teachers' Alumni (YRTA) is an organization with membership made up of retired teachers and friends who have worked in Yukon's public schools. The main activities YRTA sponsors are social in nature: monthly breakfast gatherings, a Christmas Luncheon, a fall potluck lunch and AGM, etc. Each year two scholarships have been awarded by YRTA to Yukon students enrolled in post-secondary education programs. In addition, members are heavily involved in volunteer work in the Whitehorse community and elsewhere.

***For further information, please contact:***

Ken Nash .....[knash@whtv.com](mailto:knash@whtv.com)



# **Emergency Food and Shelter**

## **Salvation Army Soup Kitchen**

- Lunch for those in need
- Monday though Friday 11:30 – 1:00 p.m.
- Coffee drop-in- Monday to Friday, 10:00 p.m. to 3:00 p.m.
- Weekends – 10:00 p.m. to 8:00a.m.

## **Food Bank Society of Whitehorse**

- Food hampers for those in need.
- Food Pick up:  
Tuesday and Thursday s  
10:00 a.m. – 1:00 p.m. and 3:00 p.m. -5:00 p.m.
- Office Hours:  
Monday, Wednesday, Friday  
9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.  
Tuesday and Thursday  
9:00 a.m. – 1:00 p.m. and 2:00 p.m. – 5:00 p.m.

### ***For further information, please contact:***

306 Alexander St.

Whitehorse, Yukon Y1A 2L6

867-393-2265

Email: [office@whitehorsefoodbank.ca](mailto:office@whitehorsefoodbank.ca)

Website: [www.whitehorsefoodbank.ca](http://www.whitehorsefoodbank.ca)

## **Weekend Soup Kitchen - Whitehorse United Church & Sacred Heart Cathedral**

- Provides a hot meal on Saturday and Sunday for anyone who is in need of a meal.
- Operated by volunteers from various churches and groups.

- Food and services are donated by the members of the churches and other volunteers.
- Hours of operation:  
Saturday 12:30 p.m. to 1:00 p.m.  
Sunday from 2:00 p.m. – 2:30 p.m.
- Place: CYO Hall, Sacred Heart Cathedral, located at the corner of 4<sup>th</sup> Ave. & Steele Street.
- Everyone is welcome!

***For further information about the service, or to volunteer, please contact:***

Sacred Heart.....667-2437  
Whitehorse United Church.....667-2989

## **Kaushee’s Place**

Kaushee’s Place is a grass roots organization providing safe and confidential support to women and their dependent children who have experienced violence and abuse. We define violence and abuse broadly and include physical, sexual, emotional, psychological, spiritual, financial and threats of abuse. Kaushee’s Place offers a variety of services to woman including short-term emergency shelter, long-term second stage housing, and a crisis line staffed 24 hours a day.

Women, with or without their dependent children, who access the services of the emergency shelter are allowed to stay at no cost to themselves, for up to 30 days. This emergency shelter is designed to provide women a safe and supportive environment where they can evaluate their situation and take some time to examine their options.

Second stage housing includes 5 apartment units which may be rented to women (with or without their dependent children) who want to live independently but remain in a safe environment. Second stage housing allows women the opportunity to adjust to a new lifestyle while at the same time continuing to receive support from other

women who understand the difficulties of starting out on their own.

Women who do not directly access the services of Kaushee's Place can receive support regarding violence and abuse via the crisis line. The crisis line is in operation 24 hours a day. Women who access the crisis line are not required to provide their name, and any information they share regarding their abuse remains confidential.

Kaushee's Place also provides outreach services to women in the community as well as the "Silent and Invisible" Safe Home Program for Older Women - 50+.

***For further information, please contact:***

Administration..... 633-7720

Crisis Line (24 hours)..... 668-5733

P.O. Box 31392

Whitehorse, Yukon Y1A 6K8



# TRANSPORTATION

## **Whitehorse Bus System**

Whitehorse Transit operates a regular bus service to all subdivisions in the City of Whitehorse. Schedules can be obtained from the City Hall and various outlets in Whitehorse or by checking the City of Whitehorse website.

### ***For further information, please contact:***

Whitehorse Transit..... 668-8394

Website: [www.city.whitehorse.yk.ca](http://www.city.whitehorse.yk.ca)

## **Whitehorse Handy Bus System**

Established in 1976, the Whitehorse Handy Bus provides specialized bus transportation services to persons with mobility difficulties. The bus provides transportation from accessible door to accessible door and is available on a regular basis, if required.

### **Who can use the system?**

If you are a Whitehorse resident or a visitor to the City, who has a temporary or permanent physical disability that prevents or severely inhibits you from walking 175 meters (574 feet), you are eligible for the Handy Bus service.

If you are booking service for the first time, you will be requested to complete a brief application form over the telephone. This will register you with the system.

### **Hours of Service:**

Monday to Thursday: 6:35 a.m. to 6:35 p.m.

Friday: 6:35 a.m. to 10:20 p.m.

Saturday: 7:45 a.m. to 6:35 p.m.

**How to make a reservation:**

Reservations are accepted Monday to Friday between the hours of 8:30 a.m. to 4:30 p.m. by calling 668-8394.

Service is provided on a first come, first served basis. Passengers are required to reserve all trips at least 24 hours in advance of time requested for travel. The maximum advanced booking is 14 days.

For inflexible appointments, it is suggested reservations be made as far in advance as possible to ensure you get the time you require.

**General Information:**

The Whitehorse Handy Bus will accommodate any person visiting the city, subject to availability.

Lifts on the Handy Bus vehicles are capable to accommodating motorized scooters. If you are using a scooter and require assistance transferring to an ambulatory seat, you must have an attendant accompany you on the trip.

**Passenger tips**

- Know the destination you are traveling to before you call the office.
- Please be specific with pick up and drop off locations (ie side door).
- Be ready at the nearest accessible door 10 minutes before your scheduled pick-up time.
- If an attendant or anyone else will be accompanying you please advise the office when you make your reservation.
- Please notify the office of any change in address or telephone number.
- Please limit parcels to a manageable amount for you and your attendant.
- Smoking is prohibited on all transit vehicles.

**When we arrive**

- Handy Bus operators will assist you to and from the vehicle and through the closest accessible door.
- Handy Bus operators are not required to wait more than 5 minutes past your appointment pick-up time.
- Handy Bus operators will fasten all restraints and seat belts within the vehicle.

***For further information, please contact:***

Whitehorse Transit..... 668-8394

**Handicapped Parking Permit**

If you have mobility difficulties you can request a handicapped parking permit application at the City of Whitehorse. Your physician must complete and sign the application. The form should be returned to Bylaw Services at the Municipal Services Building, 4210 4<sup>th</sup> Ave where the permits are issued.

***For further information, please contact:***

City Hall.....667-6401

Or online at: [www.city.whitehorse.yk.ca](http://www.city.whitehorse.yk.ca).

**Government of Yukon-Motor Vehicles  
Licence Renewal and Medical  
Requirements**

**Keeping Senior Drivers Safely On The Road**

*A message from Motor Vehicles...*

*Our goal is to keep you driving safe while ensuring the safety of the traveling public...*

## **Renewal of Driver's Licence (Class 5)**

- All driver's licenses are renewed for a five year term;
- A driver's medical report is required at age 70, 75 and 80 and every two years after.
- The expiry date of the license does not correspond with the due date of your medical report, a reminder letter is sent out. It is your legal responsibility to notify us of changes to your mailing address.

## **Renewal of Drivers' Licences (Commercial Class 1 - 4)**

- All licences are renewed for a five year term;
- Drivers aged 45 to 65 are required to provide a driver's medical report every three years;
- Drivers aged 65 and over are required to provide a driver's medical report yearly.
- **Vision Requirements**: Gradual changes in vision as we age may lead to problems. Good vision is one of the most important requirements of driving. Please visit your optometrist regularly to ensure your vision meets driving standards.

## **AM I A SAFE DRIVER?**

1. Am I nervous behind the wheel?
2. Do others frequently honk at me?
3. Have I had a number of fender benders and near misses?
4. Do my family and friends worry about my driving?
5. Do my children or grandchildren no longer accept rides from me?
6. Have I ever become lost when driving or forgotten where I was going?
7. Do I sometimes change lanes or merge without looking?

8. Do I tend to drive much faster or slower than other traffic?
9. Does my attention wander while driving?
10. Do I find things happen too quickly for me to make good driving decisions?
11. Do intersections bother me because there is so much to watch for from all directions?
12. Do I stay informed on changes in driving and highway regulations?
13. Do I check with my doctor about the effect of my medications on my driving ability?
14. Do I always wear my seatbelt?
15. Do I get regular vision checks to keep my vision at its sharpest?
16. Do I communicate regularly with my doctor regarding changes in my health?
17. Do I have trouble pushing down on the gas pedal or brakes?
18. Do left hand turns make me nervous?
19. Do I have trouble judging distance of approaching vehicles?
20. Do I have trouble looking over my shoulder when backing up?

## TIPS FOR SUCCESSFUL AGING AND SAFE MOBILITY...

- ❖ Take care of your health (visit your doctor and optometrist regularly)
- ❖ Use caution with new medications and driving
- ❖ Keep yourself safe in your car (wear a seatbelt, keep your vehicle maintained, drive only when alert and focused)
- ❖ Take care of your emotional health ( do not drive when angry or upset)
- ❖ Plan! (create a transportation plan or use alternative modes of transportation)

- ❖ Be comfortable driving (do not drive if you are nervous, prepare for the weather conditions)
- ❖ Self restrict your driving (only in non-busy hours and in daylight only, know the road conditions)
- ❖ Know when to retire from driving completely (It's the responsible thing to do!)
- ❖ Seek advice... talk to your family, friends and your doctor....

***For further information please contact.....  
(867) 667-5315***

***See you on the road!***



# LEGAL SERVICES

## **Yukon Public Legal Education Association (YPLEA)**

YPLEA (Yukon Public Legal Education Association) is a non-profit organization devoted to providing legal information to the public and promoting increased access to the legal system. It operates various programs such as Law Line.

YPLEA maintains a library collection of legal materials written for lay people which are available to the general public for borrowing. It also produces legal information booklets and pamphlets. Some of these are Jury Duty, Being a Witness, Why you need a will, Peace Bonds, and Assault Against Women.

### **Law Line**

The Lawline is a toll free telephone line staffed by a lawyer who can answer questions about the law and the legal system.

The LAWLINE is open during regular office hours except Tuesdays when the office hours are 8:30 a.m. to 12:00 noon

### ***For further information, please contact:***

Law line..... 668- LAWS (5297) or 667-4305

Outside Whitehorse call toll-free:.....1-866-668-4305

Andrew A. Phillipsen Law Centre  
2134 2<sup>nd</sup> Ave Whitehorse, Yukon  
Y1A 5H6

Website: [www.yplea.com](http://www.yplea.com)

## Lawyer Referral Service

This is a service operated by The Law Society of Yukon for members of the public. It is to help you determine if you have a legal problem for which you need the services of a lawyer:

- You are responsible for contacting the lawyer of your choice from a list provided and making the appointment to see that lawyer.
- When you make the appointment be sure that the lawyer is aware you are on a referral from the Law Society and when you attend a meeting at the lawyer's office, **take the certificate provided to you and present it to the lawyer at the beginning of the consultation.**
- The lawyer will provide you with some basic legal information and advise you whether or not you need a lawyer for your problem.
- The lawyer is not responsible under the Referral Certificate for doing any legal work or taking and further action on your behalf beyond the one half hour initial consultation.
- If you would like that lawyer to represent you after the initial consultation and the lawyer agrees to represent you, the fee and retainer arrangements and instructions will be a private matter between you and the lawyer.

The cost for this consultation is \$30.00(including GST) and is payable to the lawyer at the consultation.

*You may obtain the list of lawyers and certificate from the*

Law Society of Yukon.....867-668-4231

#202 - 302 Steele St.,

Whitehorse, Yukon Y1A 2C5

If you live outside Whitehorse please call collect.

Website: [www.lawsocietyyukon.com](http://www.lawsocietyyukon.com)

## **Legal Aid (Yukon Legal Services Society)**

Legal Aid helps pay the cost of a lawyer for people who cannot afford one. Assistance is given for most criminal matters. Some civil matters may also be covered. Wills are not covered by Legal Aid.

***For further information and applications, please contact:***

Yukon Legal Services Society.....667-5210

Office Hours:

Monday to Friday, 8:30 a.m. to 12:00 noon,

1:00 p.m. to 4:30 p.m.

#203, 2131 Second Ave.

Whitehorse, Yukon Y1A 1C3

***If you live outside Whitehorse call toll free:***

Legal Aid:..... 1-800-661-0408 ext 5210

## **Public Guardian and Trustee (“PGT”)**

The PGT will provide information and assistance in relation to estate and adult guardianship matters.

The PGT may assume the administration of an estate where there is no will and no known next-of-kin.

The PGT is responsible for providing Adult guardianship as a last resort. The PGT is also responsible for investigating reports of financial abuse or neglect of incapable adults.

Fees are charged by the PGT to administer an estate and to provide guardianship services.

***For further information, please contact:***

Public Guardian and Trustee.....667-5366

3<sup>rd</sup> floor 2134 Second Ave. Whitehorse

Mailing address:

Yukon Government

Public Guardian and Trustee

Box 2703 (J-2B)

Whitehorse, Yukon

Y1A 2C6

*If you live outside Whitehorse call toll free.:*

Public Guardian and Trustee: 1-800-661-0408, local 5366

## **Royal Canadian Mounted Police (RCMP)**

The RCMP have valuable information and pamphlets on fraud, home protection and safety tips for seniors.

*For further information and pamphlets, please contact:*

Whitehorse Detachment RCMP.....667-5551  
24-hour number:.....667-5555  
CrimeStoppers.....1-800-222-8477 (TIPS)

## **Victim Assistant Volunteer Program (RCMP)**

The Victim Assistant Volunteer Program Unit is a volunteer service providing immediate response to victims of crime or tragedy, offering support and referral to persons in crisis or need. The service is offered 24 hours a day by trained community volunteers who are called upon by RCMP investigators. Examples of when to call include spousal assault, sudden death, and notification of next-of-kin, community emergency, injury accidents, elder abuse, sexual assault, child abuse. By providing on the scene support and referral to victims of crime or tragedy, the service helps those in crisis to cope

with their immediate concerns and provides information for future needs.

***Should you require any information or assistance contact:***

Whitehorse Detachment RCMP, 24 hrs.....667-5555  
Monday to Friday, call 667-5551 and ask for the crimes against persons unit.

**Canadian Anti-Fraud Centre**

Formerly known as PhoneBusters, the Canadian Anti-Fraud Centre (CAFC) The CAFC is jointly managed by the RCMP, OPP and Competition Bureau Canada and its mandate includes many versions of Mass Marketing Fraud (MMF) –these frauds are essentially schemes that target many victims at the same time whether by telephone, facsimile, postal mail or the internet.

***For Further Information, please contact***

Toll Free.....1-888-495-8501

Toll Free Fax.....1-888-654-9426

Mailing Address:

Box 868

North Bay, Ontario

P1B 8J8

Email: [info@antifraudcentre.ca](mailto:info@antifraudcentre.ca)

**Crime Stoppers**

Crime Stoppers is a civilian, not profit, charitable organization that brings together in a triparte relationship, the police services of a community, the media and the community in the fight against crime.

***For More Information, please contact:***

Crime Stoppers.....1-800-222-8477 (TIPS)

## **Care Consent Act**

### **Planning for your Future**

At any time in your life you could become very sick, or get in a car accident. Who would you want to make decisions for you if you couldn't? What kind of health care treatment would you want? It is important to plan ahead so that your wishes are respected by your family members and friends. Here are some legal tools that you can use.

#### **Will (under the Yukon *Wills Act*)**

A Will sets out who you want your money, property and belongings to go to once you die. The executor(s) you name to carry out your wishes has no authority to make decisions for you while you are still alive. It is strongly recommended that a lawyer prepare your Will so that it is legal in the Yukon.

#### **Enduring Power of Attorney (under the Yukon *Enduring Power of Attorney Act*)**

An Enduring Power of Attorney (EPA) sets out who you want to make financial decisions for you in the event you become incapable of making your own decisions. The EPA can take effect immediately (while you are still capable), or later when you become incapable of managing your finances. You must go to a lawyer to prepare an EPA. This is to protect people from being coerced into signing an EPA. The lawyer who prepares your Will can also prepare an EPA. Ask about discounts if you get the two prepared at the same time.

**Advance Directive** (under the Yukon *Care Consent Act*)

You can prepare an Advance Directive that says who you want to make health care and personal care decisions for you in the event you become incapable of making your own decisions. The person(s) you appoint to be your substitute decision-maker is called a “proxy”. The Directive only comes into effect when a health care provider decides that you are not capable of making your own care decision.

You can also set out your wishes for future health care and personal care in a Directive. This could include whether you want to be resuscitated in the event you are terminally ill with no chance of recovery. It could also include whether or not you want visits from your spiritual advisor/priest/minister if you can no longer communicate. These wishes will only be followed by your proxy when you can no longer make your own decision at the time.

You do not have to go to a lawyer to prepare an Advance Directive. Forms and booklets have been prepared by Yukon Health and Social Services.

***For more information, or copies please contact:***

- Seniors Information Centre..... 668-3383
- Health and Social Services Continuing Care 456-6800
- Toll Free.....1-800-661-0408-ext.6800
- Website:.....www.hss.gov.yk.ca.

**Adult Protection Act**

In 2005, social workers were granted special authority to help support and protect seniors who may be subject to physical, emotional or financial abuse or neglect and are unable to seek help on their own. The senior is always presumed to be capable unless demonstrated otherwise.

The social workers can tailor their approach and work with the adult and their support people so that it takes into account the adult's culture and beliefs. Most of this work is done out of the office in a place the adult chooses. In very serious cases the social workers can apply to the court to obtain a court order to keep the older person safe. If you know of a senior who may be at risk of abuse, please do not hesitate to contact the office. Your identity is protected by our new legislation and information you provide is kept confidential.

***For further information, or to book an appointment, please contact:***

Seniors' Social Worker, Whitehorse.....456-3946

***If you live outside of Whitehorse; see the appendix for your local Social Services Office.***

## **Landlord and Tenant Act**

A mediation and general information service is available to both landlords and tenants to assist in the resolution of landlord and tenant disputes and enquiries. This service provides answers to questions about security deposits, notice of termination or your rights under the act.

## **Consumer Protection**

By understanding your consumer rights and how to exercise them, many problems and disputes can be avoided. Consumer Services staff can provide answers to questions and information on your consumer rights.

## **Professional Licensing**

Consumer Services is the regulatory authority for the professions listed below. They issue licenses, answer questions about the laws governing these professions and investigate complaints.

- Chiropractors
- Collection Agency & Collection Agent Employees
- Dental Professions
- Funeral Directors
- Insurer and Insurance
- Licensed Practical Nurses
- Optometrists
- Pawnbrokers and Secondhand Dealers
- Pharmacists
- Physicians (in collaboration with the Yukon Medical Council)
- Physiotherapists
- Private Investigators and Security Guards (Security Guard Agency and Agents Burglar Alarm Agency and Agent)
- Real Estate Agents
- Registered Psychiatric Nurses (RPN)

**Raffles, Bingos and Casinos-Licensing Charitable Gaming**

Consumer Services Branch provides licences to charitable organization under the *Lottery Licensing Act*. Licences issued are for bingos, raffles, and three-day event casinos that include blackjack and wheel or fortune. In order to be eligible for lottery license, the organization must fulfill criteria to deem it as charity. All of the proceeds from these gaming events must be used for charitable or religious purposes. Application forms are available online.

***For further information, please contact:***

Consumer Services..... 667-5111 or  
 Toll free: 1-800-661-0408 Ext. 5111.  
 The Law Centre – 3<sup>rd</sup> Floor  
 2130 Second Ave. Whitehorse, Yukon  
 P.O. Box 2703 Whitehorse, Yukon Y1A 2C6  
 Hours of operation: 8:30 AM to 5:00 PM  
 Email: [consumer@gov.yk.ca](mailto:consumer@gov.yk.ca)  
 Web: [www.community.gov.yk.ca/consumer/index.html](http://www.community.gov.yk.ca/consumer/index.html)

# HOUSING

## **Whitehorse Housing Authority**

Whitehorse Housing is an agent for the Yukon Housing Corporation. It manages a subsidized housing program for people with low income. Some of the rental accommodation available through Whitehorse Housing is specifically suited to the needs of seniors.

Rent is calculated at 25% of your gross family income. If you qualify for subsidized housing, your name is added to a waiting list.

Housing is allocated according to the priority of people's needs. It is not necessarily assigned to first come, first serve basis.

### ***For further information and application forms, please contact:***

Whitehorse Housing Authority.....667-5712

410G Jarvis St. (corner of 5<sup>th</sup> Ave and Jarvis)

Whitehorse, Yukon Y1A 2H5

Website: [www.housing.yk.ca](http://www.housing.yk.ca)

## **Yukon Housing (Outside Whitehorse)**

The Yukon Housing Corporation manages subsidized housing for people with a low income in a number of communities: Watson Lake, Ross River, Dawson, Mayo, Pelly Crossing, Carcross, Carmacks, Haines Junction and Teslin.

Rent is calculated at 25% of your gross family income. If you qualify for subsidized housing, you will either be assigned an available unit or placed on a waiting list, depending on the vacancy rate among YHC units in your community.

Where there is a waiting list, housing is allocated according to the priority of people's needs. It is not necessarily assigned on a first come, first served basis.

Yukon Housing Corporation.....667-5759  
Toll free: 1-800-661-0408  
410A Jarvis St  
Whitehorse, Yukon Y1A 2H5

## **Gateway Housing Society**

Gateway Housing Society manages two subsidized housing units in Riverdale (20 Duke Street) designed for seniors. There are 29 single unit and 8 two-bedroom units for couples.

### ***For more information, please contact:***

Housing Manager..... 668-6475  
Box 31132, Whitehorse, Yukon Y1A 5P7

## **Norman D. Macaulay Lodge, Whitehorse**

Macaulay Lodge is a 44-bed continuing care facility in Whitehorse for Yukon adults who require intermediate level residential and respite care. The program provides care and support to individuals who require monitoring and moderate assistance with their activities of daily living and/or professional care on an intermittent basis throughout the day. There are 41 permanent and 3 respite beds.

Services provided include room and board, professional nursing care, medical supervision and therapeutic services (occupational, physio, recreational, speech therapy and volunteer services). A Social Worker and First Nations Liaison person are also available to assist residents with personal support needs.

Hairdresser and Barber services are available at the lodge. Appointments can be arranged through the office.

**Respite care** is available to those who:

- Require temporary care following discharge from the hospital.
- Are caregivers providing care to individuals at home in the community.

**\*\*\*Please note that respite care needs to be booked well in advance (2 – 3 months minimum) and a 2 Step TB test is required\*\*\***

**Community Day Program** is available at Macauley Lodge –Monday through Friday. The program provides services and support to adults who live with cognitive and/or physical challenges.

**Meals on Wheels** is also available through Macauley Lodge.

## **Copper Ridge Place**

Copper Ridge Place is a 96 bed facility that provides the following residential and respite care services;

- Extended Care
- Complex Chronic Care  
The program provides specialized care for seniors, adults and children
- Special Care  
The Special Care program provides individualized care in a therapeutic and secure environment for clients with dementia.

***For more information regarding application for residency at Macauley Lodge or Copper Ridge Place, respite services and meals on wheels; call Assessment & Admissions Coordinator.....667-8961***

If you live outside Whitehorse, contact your local Community Health Nurse, or Social Services office.

## **Alexander McDonald Lodge Home for Seniors- Dawson City**

McDonald Lodge in Dawson City offers assistance to seniors who require some support in their activities of daily living. There are 10 single rooms in a home-like setting. Services include room and board, some assistance with personal care and transportation to appointments as needed. Seniors making the lodge their home are encouraged to bring with them personal belongings such as photographs, paintings, television and favorite chair. Personal telephones and cable can be available.

Recreational activities are planned during the year. Raised garden beds are available for use by gardening enthusiasts.

The lodge also has a handi-bus available with a wheel chair lift.

The administrator or social worker will provide you with information and help you fill out the necessary application forms. Decisions for admission are made by the placement committee and are based upon suitability of applicant and available beds.

## **Respite Services**

The respite service provides an opportunity to stay temporarily in McDonald Lodge. You may wish to use the services if:

- You are recovering from an illness or stay in the hospital and need a supported living environment.
- you would like to try living in the Lodge before you decide about applying for admission.
- you normally live in your cabin but find winters in

the bush too difficult.

- You live at Macauley Lodge but want to visit Dawson City.

### **Additional Activities**

Seniors may come to the lodge to:

- have coffee and chat
- bathe
- have lunch for a small fee or
- receive monthly foot care

Individuals requiring assistance with daily activities can receive support through the Home Support Program. Services may include light housekeeping, personal care, respite care for the caregiver, and assistance with shopping.

Meals on wheels are delivered to individuals in their homes, 7 days a week for a small fee.

Dawson Seniors Group meets at the lodge every Thursday PM.

Coffee offered for seniors in the community and Lodge every Friday afternoon.

***For more information and application, please contact:***

Administrator, McDonald Lodge..... 993-5345

## **Yukon Housing Corporation Home Repair Program**

### **Home Repair Program**

The program offers Yukon homeowners the opportunity to borrow money at low interest rates to address building components in need of repair, energy efficiency upgrades, overcrowding and accessibility issues. This program aims to improve the overall quality, safety and

extend the useful life of Yukon’s existing housing stock. The program effectively encourages homeowners to complete repairs or upgrades to their homes to higher standards of safety, energy efficiency, affordability and overall general condition.

***For more information, please contact:***

Yukon Housing Corporation.....667-5759  
Toll free:.....1-800-661-0408 extension 5759  
410C Jarvis St. Whitehorse, Yukon Y1A 2H5  
Website: [www.housing.yk.ca](http://www.housing.yk.ca)

## **Canada Mortgage and Housing Corporation (CMHC)**

### **Home Adaptations for Seniors Independence Program**

The Home Adaptation for Seniors Independence (HASI) Program helps homeowners and landlords pay for home adaptations to extend the time that low income seniors can live in their own homes independently. The maximum assistance available is \$3,500 and it is intended to cover adaptations such as handrails, lever handles on doors and bathtub grab bars. To qualify for HASI, total household income must be below a set limit (the threshold varies according to the location) and the senior who the adaptations are for must be over age 65.

### **Residential Rehabilitation Assistance Program**

The Residential Rehabilitation Assistance Program (RRAP) for homeowners provides financial assistance to low-income homeowners to complete mandatory home repairs. The assistance is provided in the form of a forgivable loan. To qualify, the applicant must have an income at or below an Income Threshold depending on where you live. Financial assistance is also available for

homeowners and landlords to complete modifications that make homes more accessible for persons with disabilities.

***For more information, please contact:***

Canada Mortgage and Housing Corporation,...633-7530

402, 3106 3<sup>rd</sup> Ave Whitehorse, YT Y1A 5G1

Toll free: 1-800-331-8794 (with-in the Yukon only)

Website: [www.cmhc.ca](http://www.cmhc.ca)



# Appendix

## Telephone Directory of Services

### Community Libraries

Beaver Creek.....	862-7622
Burwash Landing.....	841-4707
Carcross.....	821-3801
Carmacks.....	863-5901
Dawson.....	993-5571
Faro.....	994-2684
Haines Junction.....	634-2215
Mayo.....	996-2541
Old Crow.....	966-3031
Pelly Crossing.....	537-3041
Ross River.....	969-2909
Tagish.....	399-3418
Teslin.....	390-2802
Watson Lake.....	536-7517
Whitehorse.....	667-5239

### Regional Social Services Offices

Carcross/Tagish.....	821-2920
Carmacks.....	863-5800
Dawson City.....	993-7890
Faro.....	994-2749
Haines Junction.....	634-2203
Mayo.....	996-2283
Old Crow.....	966-3734
Pelly Crossing.....	537-3300
Ross River.....	969-3200
Teslin.....	390-2588
Watson Lake.....	536-2232
Whitehorse.....	667-5674

## **Health Centres**

Beaver Creek.....	862-4444
Burwash Landing.....	841-4444
Carcross.....	821-4444
Carmacks.....	863-4444
Dawson City.....	993-4444
Destruction Bay.....	841-4444
Faro.....	994-4444
Haines Junction.....	634-4444
Mayo.....	996-4444
Old Crow.....	966-4444
Pelly Crossing.....	537-4444
Ross River.....	969-4444
Teslin Health Centre.....	390-4444
Watson Lake Health Centre.....	536-7438
Whitehorse Health Centre.....	667-8864

## **Yukon First Nation Offices**

Carcross/Tagish.....	821-4251
Champagne & Aishihik/ Whitehorse.....	456-6888
/ Haines Junction.....	634-4200
Tr'ondek Hwech'in /Dawson City.....	993-7100
Kluane First Nations/ Burwash.....	841-4274
Kwanlin Dun/ Whitehorse.....	633-7800
Liard First Nations/ Watson Lake.....	536-5200
Little Salmon/ Carmacks.....	863-5576
Na-cho Nyak Dun/ Mayo.....	996-2265
Ross River Dena Council.....	969-2277
Selkirk First Nation/ Pelly Crossing.....	537-3331
Teslin Tlingit Council.....	390-2532
Vuntut Gwitchin/ Old Crow.....	966-3261
Kaska Tribal Council/ Watson Lake.....	536-2805
Ta'an Kwach'an Council.....	668-3613
White River / Beaver Creek.....	862-7802
Council of Yukon First Nations.....	393-9200

**Other Organizations/ Clubs**

Atlino Masonic Lodge #42 Jack Thompson 633-5227(h)  
 Order of the Eastern Star....Muriel Frizzel 633-4150(h)  
 Knights of Columbus.....Ron Stanyer 633-4441(h)  
 Lions Club  
     Fireweed Lions Club...Lynne Hutsul 633-6233(h)  
     Lake Lebarge Lions Club..... 668-7979  
     Whitehorse Lions Club-Cal Murdock 667-6102  
     Rotary Club-Whitehorse -Val Royle 456-7779  
     Box 31171 Whitehorse YT Y1A 5P7  
 Elks of Canada - Whitehorse Lodge No. 306 667-2201  
 Order of the Royal Purple - Lois Fraser 667-6149  
 Royal Canadian Legion.....667-2802  
 Ladies Auxiliary of the  
 Royal Canadian Legion..... 667-2802  
 Yukon Order of Pioneers (YOOPs)  
 Rob Mason..... 668-2238  
 Ladies Auxiliary of Yukon Order of Pioneers  
 Joanne Smith..... 660-4510  
 Freemasons Lodge #46  
 Joe Trerice (secretary) - 393-3514(h) or 667-7914(w)

**Notes and Numbers**

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