

# Information Please...



*The Yukon Seniors' Guide  
to  
Programs and Services*

---

*- 2023 Edition -*

# Publication and Copyright

## **The Yukon Council on Aging**

4061B 4<sup>th</sup> Avenue  
Whitehorse, Yukon Y1A 1H1

(867) 668-3383  
[www.ycoayukon.com](http://www.ycoayukon.com)

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# Introduction

Welcome to the pages of Information Please... (2023 Edition). This handbook carries on the Yukon Council on Aging's five decade tradition of providing sources of information from governments and various organizations in one easy-to-access place. While the look may change, the intent is still to empower those looking to answer the who, what, and how of Yukon services for seniors and elders. We know that not all people have access to computers; thus, the written format supplements content on the YCOA website.

C. William Pollard wrote in his book, *The Soul of the Firm*,

"Information is a source of learning. But unless it is organized, processed, and available to the right people in a format for decision making, it is a burden, not a benefit."<sup>1</sup>

We agree, and we hope that ethic comes through in this edition!

Our thanks go to the Government of Yukon Health and Social Services for their continued funding which makes this booklet possible.

I hope this publication helps optimize Yukoners' lives, old and new, particularly when you say, "I need information, please!" Therefore, on behalf of the Yukon Council on Aging, I urge you to peruse and share this handbook widely throughout the Yukon.

Bev Buckway, President YCOA  
February, 2023

***Feeling left out?  
Contact us for inclusion  
in the next update.***



<sup>1</sup>Pollard, C. W. (1996). *The Soul of The Firm*. Harper Business and Zondervan Publishing House, divisions of Harper Collins Publishers.

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*Photo by Bev Buckway*

The YCOA is a volunteer organization of Yukon seniors administered by a Board of Directors elected from its membership.

### What We Do

- Promote respect for the contributions of senior citizens and an understanding of the aspirations and issues of concern in their lives.
- Research issues important to seniors and provide a voice that speaks on these issues.
- Liaise with other seniors' groups.
- Offer programs and services that will benefit seniors.

Just after its founding in October, 1978, the YCOA recommended that Government of Yukon assist seniors to stay in their own homes longer by paying an annual utilities grant to be known as the Pioneer Utilities Grant. Since that time, the Council's voice, along with other voices, has resulted in a property tax rebate, city and territorial utilities grants, Pharmacare, eye, hearing and dental care and extended health benefits for seniors.

Currently the Council operates the Seniors Information Centre and the Home and Yard Maintenance Program under contract with Government of Yukon and Yukon Housing Corporation respectively.

The Council offices, rented from the Golden Age Society, are located in the Sport Yukon Building.

# Yukon Council on Aging

## OTHER

## Home &amp; Yard Maintenance Program

Address	4061B 4th Avenue, Whitehorse, Yukon Y1A 1H1
Contact	Christopher Wheeler
Phone 1	(867) 667-4357
Phone 2	(867) 668-3383
Email	ycoahy@yknet.ca
Website	<a href="http://www.ycoayukon.com/">http://www.ycoayukon.com/</a>

**Program Overview**

The Seniors' Home and Yard Maintenance Program was initiated to help seniors and those with disabilities remain in their homes and "age in place." The program does this by operating a local worker referral service available to all interested senior/elder homeowners and tenants in the Whitehorse area.

**Mutual Benefits**

For the client, having someone take care of minor tasks can be the difference between living independently at home or having to move. For the worker, earning \$30.00 an hour on a flexible schedule can help to make ends meet.

**How it Works**

The system is pretty simple. The Program Coordinator takes job requests from clients. He consults his list of workers and calls around to find someone interested in taking the job. Once a match is made, the worker is given a contact number and asked to call the client. At that point, the client will explain the scope of the work to the worker, who has an opportunity to accept or pass on the assignment. Most jobs tend to be fairly short (2 or 3 hours), while others may require return visits over a number of days. Of course, as a sort of independent contractor, the worker can accept or refuse any job based on their own comfort level and interest. In many cases, any equipment required to complete the job will be provided by the client but in some cases the worker will need to supply their own tools.

**How to Get Onboard**

Call the Program Coordinator, Christopher Wheeler, at (867) 667-4357, or drop by the YCOA offices in the Sports Yukon Building, 4061B 4th Avenue in Whitehorse. Our offices are open from Monday to Friday, 9:00 AM to 1:00 PM. Both potential workers, and clients, need to fill out a **registration form** and sign a **waiver**. Once registered, workers also need to sign a **statement of confidentiality** and provide a current and clear **RCMP Vulnerable Sector Record Check**. That's it!

## Seniors's Information Centre

Address	4061B 4th Avenue, Whitehorse, Yukon Y1A 1H1
Contact	Linnea Castagner
Phone 1	(867) 668-3383
Phone 2	(867) 667-4357
Email	ycoa@yknet.ca
Website	<a href="http://www.ycoayukon.com/">http://www.ycoayukon.com/</a>

FUTURE  
PLANNING

OTHER

Yukon residents can stop by the office or call (867) 668-3383 for information and help with the following:

- Pension (CPP, OAS, PUG) applications
- Various grants and supplements
- Advanced Care Directives
- Health
- Recreation and Education
- Referrals to various agencies and organizations
- Housing
- Income Tax referrals
- Seniors' Discount List
- Notary Public Service
- Social Assistance referrals
- All services are free and all matters are confidential.

## Definition

The government of Canada (French: gouvernement du Canada) is the body responsible for the federal administration of Canada. A constitutional monarchy, the Crown is the corporation sole, assuming distinct roles: the executive, as the Crown-in-Council; the legislature, as the Crown-in-Parliament; and the courts, as the Crown-on-the-Bench. Three institutions—the Privy Council (conventionally, the Cabinet); the Parliament of Canada; and the judiciary, respectively—exercise the powers of the Crown.<sup>1</sup>

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<sup>1</sup>Wikipedia contributors. (2022, December 21). Government of Canada. In Wikipedia, The Free Encyclopedia. Retrieved 02:57, January 7, 2023, from [https://en.wikipedia.org/w/index.php?title=Government\\_of\\_Canada&oldid=1128733151](https://en.wikipedia.org/w/index.php?title=Government_of_Canada&oldid=1128733151)

# Federal Government

## OTHER

**Member of Parliament**

Address	204-204 Black Street, Whitehorse, Yukon Y1A 2M9
Contact	
Phone 1	(867) 668-6565
Phone 2	(867) 668-6570 (fax)
Email	brendan.hanley@parl.gc.ca
Website	<a href="https://brendanhanley.libparl.ca">https://brendanhanley.libparl.ca</a>

The office of Brendan Hanley, Member of Parliament for Yukon is available to help navigate issues with federal programs. Including but not limited to:

Old Age Security, Guaranteed Income Supplement, and Canada Pension Plan.

Immigration Canada, Passport Canada, and Canada Revenue Agency.



*Photo by Christopher Wheeler*





*Photo by Christopher Wheeler*

## Definition

In Canada, municipalities are local governments established through provincial and territorial legislation, usually within general municipal statutes. Types of municipalities within Canada include cities, district municipalities, municipal districts, municipalities, parishes, rural municipalities, towns, townships, villages, and villes among others.<sup>1</sup>

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<sup>1</sup>Wikipedia contributors. (2022, December 28). Municipality. In Wikipedia, The Free Encyclopedia. Retrieved 02:54, January 7, 2023, from <https://en.wikipedia.org/w/index.php?title=Municipality&oldid=1130059625>

# Municipal

## HEALTH

EMERG  
SERVICES

## REC

## Town of Faro

Address	P.O. Box 580 Faro, Yukon Y0B 1K0
Contact	Denis Bento
Phone 1	(867) 994-2728
Phone 2	(867) 994-2375
Email	recreation@faroyukon.ca
Website	<a href="http://faro.ca">http://faro.ca</a>

The Town of Faro offers a variety of seniors health-based activity programming throughout the year. Whether carpet bowling in the Fall to Spring, access to Senior's Swimming Pool programs in the summer, or a wide variety of one-day workshops to assist people in developing their skills in cooking, hobbies, or activity, the Town of Faro Rec Department tries to offer a wide range of programming to capture the imagination and mind of seniors. The Recreation Department also offers seniors' occasional trips to attend events in other communities. For information about current offerings, please call 867-994-2375.

Separate from the Town of Faro - Recreation Department, Yukon Housing maintains a seniors' facility in Faro comprised of six independent living units. For more information about these units, please contact Yukon Housing – Faro at 867-994-3113.



*Photo by Christopher Wheeler*

## Village of Mayo

Address	Box 160, 310 6th Avenue
Contact	Ian Spencer, Recreation Coordinator
Phone 1	(867) 996-4302
Phone 2	(867) 996-2317 or fax (867) 996-2907
Email	mayo@northwestel.net
Website	www.villageofmayo.ca

FINANCING

REC

TRANS

The Village of Mayo is a small community of approximately 450 residents in Central Yukon. The Village's Recreation Coordinator organizes recreation events for children, adults and seniors. The Recreation Coordinator and several volunteers put on programming such as curling, tabata fitness classes, yoga, skating, art night, painting classes, music nights, etc. The Yukon University Mayo Campus and the First Nation of Na-Cho Nyak Dun organize craft nights, or other classes that may be of interest to seniors.

Municipal



*Photo by Christopher Wheeler*





Photo by Christopher Wheeler

## Town of Watson Lake

Address	P.O. Box 590, Watson Lake, Yukon Y0A 1C0
Contact	Tiffany Lund
Phone 1	(867) 536-8000
Phone 2	
Email	cdo@watsonlake.ca
Website	<a href="https://www.watsonlake.ca">https://www.watsonlake.ca</a>

FINANCING

REC

TRANS

Municipal

The Town of Watson Lake has the following Senior programs and rates:

- Town of Watson Lake Seniors Homeowner Grant: (see attached bylaw)
- Eligible seniors (65+) can apply for a tax grant for up to \$600.00/year through the municipality. The eligible amount is calculated after Yukon grants applied. Applications can be made at the Town Office located at 710 Adela Trail, Watson Lake.
- Seniors Household Garbage Collection: Seniors (65+) have a reduced fee for household garbage collection (50% off)
- Seniors Utilities & Water Fees: Seniors (65+) have a reduced fee for utility and water (50% off)
- Assisted Garbage Collection: Seniors or other community members with mobility issues can apply for the Watson Lake Assisted Garbage Collection (Town policy attached). This program allows for municipal garbage collectors to enter onto a property to collect household garbage from those who cannot take their bin to the curbside (specific requirements must be met to qualify). Application forms at the Town Office, located at 710 Adela Trail, Watson Lake, or on our website [www.watsonlake.ca](http://www.watsonlake.ca)



## City of Whitehorse (COW)

Address	2121 2nd Avenue, Whitehorse, Yukon Y1A 1C2
Contact	Oshea Jephson
Phone 1	(867) 668-8605
Phone 2	
Email	Oshea.jephson@whitehorse.ca
Website	www.whitehorse.ca

**Seniors Utility Discount** – Available to those 65 years or older, or to the surviving spouse of a senior citizen under one of the following categories. <https://www.whitehorse.ca/our-government/budget/council-grants/senior-utility-rebate-online-application/>

**Whitehorse Alert** – The City's Emergency Notification system. Gives First Responders the ability to notify subscribed individuals of developing emergencies and allows for communication between individuals and responders once they have made contact. <https://www.whitehorse.ca/our-government/community-service/fire-services/emergency-management/>

**Canada Games Centre** – The City offers a wide variety of community and recreation programming for individuals 60+ including swimming as well as affordable rates to the CGC. <https://www.whitehorse.ca/living-in-whitehorse/parks-recreation/facilities/canada-games-centre/>

**Transit** – The City of Whitehorse offers affordable transit to Seniors/Elders as well as online tools to plan your trip. <https://www.whitehorse.ca/living-in-whitehorse/transit/>

**Snow shoveling to clear Windrows** – While the City is always looking to improve snow and ice control in the City, we can't always get it all. Seniors/Elders over 65 years of age can apply to have the windrows cleared. <https://www.whitehorse.ca/living-in-whitehorse/my-property/snow-and-ice-control/#:~:text=Residential%20properties%20are%20required%20to,request%20by%20a%20Bylaw%20Constable>. For more information, people can call 668-8345.

**Stay Connected** - One of the easiest ways to stay connected with the City is to sign up for email notifications. Visit [whitehorse.ca/notifyme](https://www.whitehorse.ca/notifyme) and sign up to receive email notifications for items such as our Weekly News Highlights and Public Service Announcements.

EDUCATION

EMERG  
SERVICES

FINANCING

Municipal

HEALTH

REC

TRANS



## City of Whitehorse (COW) continued . . .

**Accessible Parking Permits** - Do you require an accessible parking permit? To get an application, please visit [whitehorse.ca/parking](http://whitehorse.ca/parking) and click on the Accessible Parking Permits tab. As a reminder, your doctor is required to fill out part of the application.

**Memorial Program** - The City's Memorial program provides opportunities to donate a tree to beautify public spaces in memory of or dedication to an individual, a significant historical event or occasion. Visit our website to learn more.

If you have any questions, you can always call the City's General Inquiry Line at (867) 667-6401 from Monday to Friday, 8:30 p.m. to 4:30 p.m. or fill out our online Report a Problem form at [whitehorse.ca/contact](http://whitehorse.ca/contact).



*Photo by Christopher Wheeler*

## Definition

A non-governmental organization (NGO) is an organization that generally is formed independent from government. They are typically nonprofit entities, and many of them are active in humanitarianism or the social sciences; they can also include clubs and associations that provide services to their members and others. Surveys indicate that NGOs have a high degree of public trust, which can make them a useful proxy for the concerns of society and stakeholders. However, NGOs can also be lobby groups for corporations. NGOs are distinguished from international and intergovernmental organizations (IOs) in that the latter are more directly involved with sovereign states and their governments.<sup>1</sup>

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<sup>1</sup>Wikipedia contributors. (2023, January 6). Non-governmental organization. In Wikipedia, The Free Encyclopedia. Retrieved 23:10, January 6, 2023, from [https://en.wikipedia.org/w/index.php?title=Non-governmental\\_organization&oldid=1131945850](https://en.wikipedia.org/w/index.php?title=Non-governmental_organization&oldid=1131945850)

# NGOs

(non-governmental organizations)

## HEALTH

**Alzheimer's and Dementia Caregivers Support Group**

Address	
Contact	Joanne Lewis
Phone 1	(867) 668-7713
Phone 2	
Email	alzyukon@gmail.com
Website	

The purpose of the group is: to meet with caregivers whose lives are affected by Alzheimer's/Dementia and share information and friendship; to learn and share practical tips for coping with change; to provide a place to express feelings, find reassurance and decrease feelings of loneliness and isolation; to learn more about the disease, community resources and planning ahead.

The group currently meets twice a month via zoom . Meetings are held at 7:00 PM on a Monday and a Wednesday. Meeting dates are determined by the group. The zoom meeting link is emailed a few days before a meeting. For more information, contact: Joanne (867) 668-7713 (evenings or weekends).

**Association franco-yukonnaise (AFY)**

Address	302 Strickland Street, Whitehorse, Yukon Y1A 2K1
Contact	Patricia Brennan
Phone 1	(867) 558-2663 ext 320
Phone 2	(867) 335-2660
Email	pbrennan@afy.ca
Website	<a href="https://www.afy.ca">https://www.afy.ca</a>

## EDUCATION

AFY actively contributes to the vitality of Yukon's francophone community. On a daily basis, our team prepares unifying events, offers various services and plays the role of official spokesperson for Yukon Francophones.

## LEGAL

## REC

## Big Brothers Big Sisters of Yukon

EDUCATION

HEALTH

Address	305 Wood Street, Whitehorse, Yukon Y1A 2E7
Contact	Ben Johnston-Urey
Phone 1	(867) 668-7911
Phone 2	
Email	bbbsyukon@gmail.com
Website	Mentoryukon.com

Big Brothers Big Sisters of Yukon is the Territory's premiere youth mentoring charity, offering opportunities for seniors, ages 5+, to mentor community youth, ages 6-16. The opportunities include Community Mentoring (one-on-one, up to 2 hours per week) and In-School Mentoring (school-site only, up to 1 hour a week). Our mission is to enable life-changing mentoring relationships that ignite the power and potential of Yukon's young people.

## Canadian Mental Health Association, Yukon Division

Address	415 Baxter Street, Whitehorse Y1A 2T6
Contact	
Phone 1	(867) 668-6429
Phone 2	
Email	admin@yukon.cmha.ca
Website	www.yukon.cmha.ca

The Yukon Division of the Canadian Mental Health Association is proud to serve Yukoners, and is part of a national CMHA commitment to promoting and improving the mental health and wellness of all Canadians. CMHA-YT offers individual, couples and family counselling. The Reach Out Support Line operates 7 days a week from 10am to 2am. Trained operators will listen, support and help callers explore options to any issue, no matter how big or small. Other program offerings include Guided Mindfulness, Overcoming Anxiety Group, parenting education, art therapy groups and programs and Workplace Wellness education and workshops.

HEALTH

NGOS

## HEALTH

## REC

**ElderActive Recreation Association**

Address	#309-303 Strickland Street, Whitehorse, Yukon.
Contact	Program Coordinator
Phone 1	(867) 456-8252
Phone 2	N/A
Email	info@elderactive.ca
Website	www.elderactive.ca

ElderActive is a growing not-for-profit organization in the Yukon that strives to enhance the lives of all 55+ Yukoners through recreation designed to develop and maintain health and wellness in body, mind, and spirit. We hope to see a Yukon where all older adults have opportunities to be active in recreational activities that lead to an enhanced quality of life. We do this through relevant programs and services, as well as by organizing the Team Yukon 55+ contingent for the biennial Canada 55+ Games.

**Golden Age Society**

Address	4061A 4 <sup>th</sup> Avenue, Whitehorse, Yukon Y1A 1H1
Contact	Office Admin
Phone 1	(867) 668-5538
Phone 2	
Email	gasoffice@northwestel.net
Website	www.goldenageyukon.com

We at the Golden Age Society promote the interests of seniors and elders. We provide recreation to our members. We promote and afford friendly social activities, support, and recreational activities in a safe and respectful environment.

Membership \$25/yr.

Some of the socials that are popular are our card games, billiards, shuffleboard, Bingo, crafts, potluck suppers, and many luncheons.

FOOD  
SERVICES

## HEALTH

## REC



## Hospice Yukon Society

OTHER

Address	409 Jarvis Street, Whitehorse, Yukon Y1A 2H4
Contact	Heather Finton
Phone 1	(867) 667-7429
Phone 2	
Email	info@hospiceyukon.net
Website	www.hospiceyukon.net

Hospice Yukon offers compassionate support to you and those you care about. Are you: Facing a life-threatening illness? Grieving the loss of a loved one? Supporting others going through these challenges? These are some of the most difficult experiences we meet in life. At Hospice Yukon we provide programs and services that can help you to better understand the profound journey of living, dying and grieving, and help you to better support yourself and others. Our skilled staff and volunteers offer support to dying and bereaved clients at the Whitehorse hospital, in care facilities, private homes and in our downtown office space. We offer a free public information session called, Living with Loss, four times per year, as well as grief and palliative counselling, Healing Touch, vigil support, and much more...

## LDAY Centre for Learning

Address	128A Copper Road, Whitehorse, Yukon Y1A 2Z6
Contact	Stephanie Hammond
Phone 1	(867) 668-5167
Phone 2	(867) 668-6504 (fax)
Email	office@LDAYukon.com
Website	www.ldayukon.com

LDAY Centre for Learning is a non-profit organization dedicated to increasing awareness of learning differences, and supporting children, youth, and adults with learning difficulties or disabilities. LDAY provides a range of programs and services including: support and advocacy, academic tutoring, employment and training support, community workshops and training sessions, Camp Raven summer and winter day camps, access to educational-psychological assessments, and a resource library.

EDUCATION

HEALTH

## HEALTH

## Line of Life Yukon

Address	P.O. Box 31682, Whitehorse, Yukon Y1A 6L3
Contact	Gail McKechnie
Phone 1	(867) 667-6945
Phone 2	(867) 667-6944 (fax)
Email	lineoflife@northwestel.net
Website	<a href="https://lineoflife.ca">https://lineoflife.ca</a>

Provides medical alert services to seniors, elders, and those at risk in the territory.

## Marsh Lake Community Centre

Address	80 Doehle Drive, Marsh Lake, Yukon Y0B 1Y2
Contact	Robyn or Kyla
Phone 1	(867) 660-4999
Phone 2	
Email	<a href="mailto:manager@marshlakecommunity.ca">manager@marshlakecommunity.ca</a>
Website	<a href="http://www.marshlakecommunity.ca">www.marshlakecommunity.ca</a>

Marsh Lake Community Center is a recreational facility with regular programming for community members. Our rec schedule can be found on our website, or through our mailing list. The Jackaole club is open Thursday-Saturday evenings with a small food menu available on Fridays.

## HEALTH

## REC



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

REC

Address	170 Titanium Way, Suite 201-C, Whitehorse Y1A 0G1
Contact	Anne Morgan
Phone 1	(867) 668-3010
Phone 2	(867) 668-2389
Email	rpay@rpay.caa
Website	www.rpay.ca

The Recreation and Parks Association of the Yukon (RPAY) is a non-profit society dedicated to empowering Yukon people and communities to adopt active, healthy lifestyles.

RPAY works collaboratively with organizations and communities creating environments, which encourage recreation and parks opportunities for all Yukoners.

The organization's extensive programs and services are supported by its territorial, Northern, and national multi-sectoral partnerships with groups, communities and governments.

**Second Opinion Society (SOS)**

Address	Whitehorse, Yukon, Canada
Contact	Victoria Durrant
Phone 1	(867) 667-2037
Phone 2	
Email	sos@northwestel.net
Website	www.sosyukon.org

SOS offers ...

Free Weekly Virtual Mental Health Support Workshops Facilitated by Mental Health Professionals (via Zoom); Weekly Virtual Mental Health Support Book Club; Weekly Virtual Peer Support Group Meetings; Phone, Email and in Person Support; Connect and share experiences and gain knowledge regarding Mental Health care; Crisis Support and referrals; Confidentiality

EDUCATION

HEALTH

NGOS

FUTURE  
PLANNING

## HEALTH

## OTHER

## NGOS

**Victoria Faulkner Womens Centre**

Address	503 Hanson Street, Whitehorse, Yukon Y1A 1Y9
Contact	
Phone 1	(867) 667-2693
Phone 2	
Email	info@vfwomenscentre.com
Website	www.vfwomenscentre.com

The Victoria Faulkner Women's Centre is a safe and respectful space where all self-identified women can connect with one another. We offer programs and services for all women including a women's advocate to help and support. We offer a community kitchen on Weds and Fridays where women and children can gather and enjoy a hot meal. We have a daily drop in from 11-2 (which we are hoping to extend in the future) we offer workshops & special guests and peer support. Join us Mon-Fri 11-2pm.

**Whitehorse Elks Lodge #306**

Address	401 Hawkins Street, Whitehorse, Yukon Y1A 1X7
Contact	Barbara Evans/Gary Hewitt
Phone 1	(867) 333-0440 (Barbara)
Phone 2	(867) 335-1552 (Gary)
Email	whitehorseelks@northwestel.net
Website	www.elksofcanada.ca/yukon-lodges

The Whitehorse Elks Lodge #306 offers Hall Rentals for workshops, parties, memorial services, dances, and other events. Catering and Beverage Service available.

## OTHER

## REC

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

Address	C/O Whitehorse General Hospital
Contact	Penny Rawlings
Phone 1	N/A
Phone 2	(867) 333-0872
Email	
Website	

The Women's Auxiliary (WA) has been active at WGH since 1901. Volunteers currently manage 2 pop machines and run a Tuck Cart to wards and departments on most Mondays, Wednesdays and Fridays. Patients, staff, and others can purchase pop, candy, hand crocheted dishcloths, baby blankets, and items such as sleepers, and hats for newborns. Funds raised by these sales are used to acquire items for patients not covered by the capital budget.

The WA also provides carnations for patients on Canada Day, Christmas gifts for in-patients, New Years baby gift, Easter treats etc.

We welcome both female and male volunteers.

**Yukon Anti-Poverty Coalition**

Address	Box 31230, Whitehorse, Yukon Y1A 5P7
Contact	Kristina Craig
Phone 1	(867) 334-9317
Phone 2	
Email	info@yapc.ca or ed@yapc.ca
Website	<a href="https://yapc.ca">https://yapc.ca</a>

The Yukon Anti-Poverty Coalition (YAPC) is committed to facilitating the elimination of poverty in Yukon through awareness, education, advocacy, community building and action. YAPC's vision is that all people in the Yukon live in an inclusive community free from poverty where diversity and human rights are respected.

Through Yukon Housing Corporation Funding, YAPC provides a Seniors Engagement team that coordinates programs twice a month in six different locations. YAPC also refer to home support, hospice support, or other senior services when requested from these locations: 1190 Front Street, 207 Alexander Street, Greenwood Place, Closeleigh Manor, 22 Waterfront Place and 600 College Drive.

**EDUCATION**

## EDUCATION

**Yukon Learn Society**

Address	301-309 Strickland St., Whitehorse, Yukon Y1A 2J9
Contact	Gwenda Troy
Phone 1	(867) 668-6280
Phone 2	
Email	admin@yukonlearn.com
Website	www.yukonlearn.com

The Yukon Learn Society is a non-profit 'Adult Literacy Organization' that provides free, quality adult literacy services and programs throughout the Yukon. Their primary focus is to provide one-to-one tutoring to learners hoping to improve their reading, writing, math or computer skills. The Education Centre offers library use, scheduled computer classes and drop-in services. Yukon Learn engages in three distinct areas of literacy services: Functional Literacy – The focus is basic use of technology in a digital world; Employment Literacy – The focus is basic use of office technology, on-line job boards, resumes, cover letters, and interview skills; Educational Literacy – is focused on basic reading, writing, and mathematics. All are welcome.

**Yukon Public Legal Education Association**

Address	102-2131 2 <sup>nd</sup> Avenue, Whitehorse, Yukon Y1A 1C3
Contact	Katie Hunter or Andrea Bailey
Phone 1	(867) 668-5297
Phone 2	1-866-667-4305
Email	admin@yplea.com
Website	www.yplea.com

The Yukon Public Legal Education Association (YPLEA) is a non-profit organization devoted to providing legal information to the public and promoting increased access to the legal system. The goal of the Association is to help the public to identify and understand their legal rights and responsibilities in order to improve their ability to deal with legal matters.

## LEGAL



*Photo by Christopher Wheeler*

## Definition

A privately owned enterprise is a commercial enterprise owned by private investors, shareholders or owners (usually collectively, but they can be owned by a single individual), and is in contrast to state institutions, such as publicly owned enterprises and government agencies. Private enterprises comprise the private sector of an economy.<sup>1</sup>

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<sup>1</sup>Wikipedia contributors. (2022, December 29). Privately held company. In Wikipedia, The Free Encyclopedia. Retrieved 03:08, January 7, 2023, from [https://en.wikipedia.org/w/index.php?title=Privately\\_held\\_company&oldid=1130184822](https://en.wikipedia.org/w/index.php?title=Privately_held_company&oldid=1130184822)



# Private Companies

## OTHER

**Employment Central**

Address	Suite 202-204 Black St., Whitehorse, Yukon Y1A 2M9
Contact	Lynn Sparks
Phone 1	(867) 393-8270
Phone 2	(867) 393-8278 (fax)
Email	ec@employmentyukon.ca
Website	www.employmentyukon.ca

Employment Central provides employment support services to job seekers and employers. Our clientele includes seniors who wish to continue working either full-time or part-time. There are many job opportunities that are a good fit for older workers. Our staff can assist seniors to examine their skills and experience, update their resumes and search for work that will enrich their lives. All our services are free of charge. Call to request an appointment with an Employment Counsellor or drop in to use our client resource area between 9 and 4:30, Monday to Friday.

**Your Company Here**

Address	Your address here
Contact	Your representative's name here
Phone 1	Your phone number here
Phone 2	...and here
Email	Your email here
Website	Your website URL here

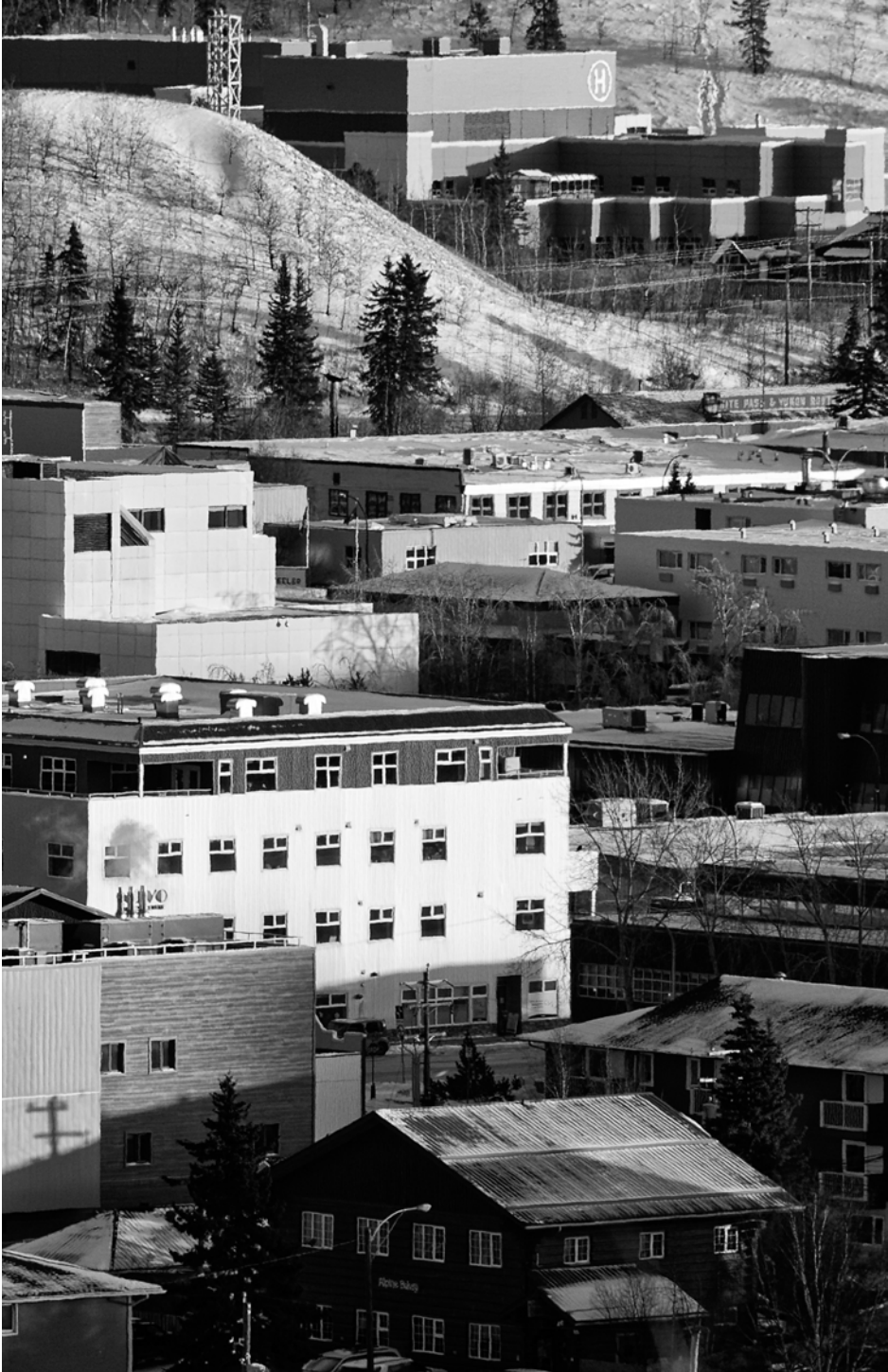
...and this is where we could put a brief description of your business. If your company offers a service or product designed for the 55+ age group, consider applying to be included in next edition of Information Please ... This is the book that seniors reference from Watson Lake to Old Crow, and all points in between! Request a copy of the submission form, fill it out and return it to the Yukon Council on Aging.

EMERG  
SERVICES

## LEGAL

## HOUSING





*Photo by Christopher Wheeler*

## **Information Please . . .**

*The Yukon Seniors' Handbook to Services - 2023 Edition*

## Definition

Post-secondary education in Canada is provided by universities (research universities, undergraduate universities, and university colleges) and vocational institutions (vocational colleges, career colleges, community colleges, institutes of technology or science, colleges of applied arts or applied technology, and in Quebec, collèges d'enseignement général et professionnel). Universities offer bachelor's, master's, professional, and doctoral degrees as well as post-graduate certificates and diplomas while vocational institutions issue diplomas, associate degrees, certificates, and apprenticeships. Vocational institutions offer career-focused training that is often practical where these institutions train their graduates to work as semi-professionals in various fields such as the skilled trades and technical careers and for workers in support roles in professions such as engineering, information technology, accountancy, business administration, health care, architecture, and law. University colleges and vocational institutions also offer degree programs where a student can take courses and receive credit that can be transferred to a university.<sup>1</sup>

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<sup>1</sup> Wikipedia contributors. (2023, January 5). Education in Canada. In Wikipedia, The Free Encyclopedia. Retrieved 14:28, January 18, 2023, from [https://en.wikipedia.org/w/index.php?title=Education\\_in\\_Canada&oldid=1131649856](https://en.wikipedia.org/w/index.php?title=Education_in_Canada&oldid=1131649856)

# Public Education



*Photo by Christopher Wheeler*



## Yukon University

EDUCATION

Address	500 University Drive, Whitehorse, Yukon Y1A 5K4
Contact	Michael Vernon
Phone 1	(867) 668-8800
Phone 2	1 (800) 661-0504
Email	mvernon@yukonu.ca
Website	www.yukonu.ca

Yukon University offers educational programs, courses, and services in 14 community campuses located throughout the Yukon, including Ayamdigut campus in Whitehorse. YukonU offers a mix of academic and vocational programming such as career and job readiness, part-time continuing education, and certificate/diploma/degree courses. Some of these programs and courses are offered in person, while others can be accessed at a distance. Details of courses and programs are available online at yukonu.ca or in the YukonU Viewbook. With the exception of specifically required fees (e.g. activity and lab fees, continuing education), application and tuition fees for credit courses are waived for people 65 years of age and older. The University also offers more than 400 continuing education courses online at ed2go.com/Yukon.

Public Education



*Photo by Christopher Wheeler*

## Definition

Yukon (/ˈjuːkɒn/ (listen); French: [jykɔ̃]; formerly called Yukon Territory and also referred to as the Yukon) is the smallest and westernmost of Canada's three territories. It also is the second-least populated province or territory in Canada, with a population of 43,964 as of March 2022. Whitehorse, the territorial capital, is the largest settlement in any of the three territories.

Yukon was split from the North-West Territories in 1898 as the Yukon Territory. The federal government's Yukon Act, which received royal assent on March 27, 2002, established Yukon as the territory's official name, though Yukon Territory is also still popular in usage and Canada Post continues to use the territory's internationally approved postal abbreviation of YT. In 2021, territorial government policy was changed so that “The Yukon” would be recommended for use in official territorial government materials.<sup>1</sup>

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<sup>1</sup> Wikipedia contributors. (2022, December 30). Yukon. In Wikipedia, The Free Encyclopedia. Retrieved 03:00, January 7, 2023, from <https://en.wikipedia.org/w/index.php?title=Yukon&oldid=1130558520>

# Territorial Government



## OTHER

## Home Care (H&amp;SS)

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 667-5774
Phone 2	(867) 393-6328 (fax)
Email	
Website	

The Yukon Home Care program delivers health-related services for Yukoners and Lower Post, BC residents, with mobility or health constraints who require care in their homes.

The program provides services for acute care, rehabilitation, chronic and palliative needs, as well as caregiver respite in the home. Services are based on an individual's assessed needs.

Home Care works closely with other departments, First Nations governments, health care providers, and other community organizations.

Available services may include:

- **Nursing services:** assistance with wound care and other medical treatments
- **Social work services:** assistance in identifying client needs and supports
- **Home support services:** assistance with personal care and activities such as bathing, grooming, laundry, grocery shopping, and meal preparation.
- **Rehabilitation services (physiotherapy and occupational therapy):** assessment and provision of home adaptations, prescribed exercise programs, and braces and mobility equipment to increase safety and accessibility.
- **Care coordination services and assistance with referrals to appropriate community supports**
- **Respite care, including Community Day Program**
- **Chronic disease management support, health promotion and preventive healthcare**
- **Palliative care.**

You may self-refer for Home Care services or have someone call on your behalf. Yukon Home Care staff will fill out a referral form with you over the phone. They will then arrange a visit to discuss your referral and assess your needs. For further information, or to start a

## Home Care (H&SS) continued . . .

HEALTH

*Continued from previous page . . .*

referral, you can contact the Home Care office at:

- Whitehorse: (867) 667-5774
- Dawson City: (867) 993-5029
- Haines Junction, Champagne, Burwash Landing, Destruction Bay and Beaver Creek: (867) 634-7510
- Watson Lake: (867) 536-5256
- Other communities: (867) 667-5775



*Photo by Christopher Wheeler*

## Long-term Care (H&amp;SS)

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 393-6366
Phone 2	1 (800) 661-0408 ext. 6366 or (867) 456-6744 (fax)
Email	
Website	

Yukon long-term care homes offer:

- **Intermediate Care:** supports adults with moderate functional impairment, and mild to moderate cognitive impairment who: require moderate assistance with their activities of daily living; and benefit from monitoring and/or direct care provision intermittently on a 24-hour basis.
- **Extended Care:** supports individuals who require extensive assistance with their activities of daily living, 24-hour monitoring and/or professional care, but do not require the resources of an acute care hospital.
- **Dementia Care:** supports mobile adults who have dementia and require a therapeutic and secure environment. They require 24-hour monitoring and support; are independently mobile and require a secure environment; and may require or benefit from therapeutic services or programs.
- **Hospice Care:** supports end of life care where the focus is on the care, comfort, and quality of life of a person with a serious illness who is approaching the end of life. Please see the "Wind River Hospice House" section.
- **Respite Care:** for those who can live outside of a long-term care home with a caregiver, but where their caregiver needs scheduled breaks. Please see the "Respite Care" section.
- **Reablement Care:** helps individuals adjust back to life in their community after a hospital stay or prolonged injury or illness and, helps them remain independent for as long as possible. Please see the "Reablement Program" section.

**Copper Ridge Place - Whitehorse, YT**

96-room long-term care home that provides:

- Intermediate Care
- Extended Care
- Dementia Care
- Respite Care

## Long-term Care (H&SS) continued . . .

OTHER

SHELTER

*Continued from previous page . . .*

### **Thomson Centre - Whitehorse, YT**

49-room long-term care home that provides:

- Intermediate Care
- Extended Care
- Respite Care
- Reablement Care

### **Whistle Bend Place – Whitehorse, YT**

150-room long-term care home that provides:

- Intermediate Care
- Extended Care
- Dementia Care
- Hospice Care
- Respite Care
- Meals on Wheels Program: provides nutritious meals for pick-up or delivery to clients who live in, or within two hours of, Whitehorse

### **Alexander McDonald Lodge – Dawson City, YT**

- 15-room long-term care home that provides:
- Intermediate Care
- Respite Care

Alexander McDonald Lodge also serves as a base for:

- Dawson City Home Care Program and the Meals On Wheels Program, which provides nutritious meals for pick-up or delivery to clients who live in, or within two hours of, Dawson City



## OTHER

**Palliative Care Resource Team (H&SS)**

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 667-5774
Phone 2	1-800-661-0408 ext. 6366 or (867) 393-6328 (fax)
Email	
Website	<a href="https://yukon.ca/en/palliative-care">https://yukon.ca/en/palliative-care</a>

Yukon's Palliative Care Resource Team provides supports and resources to health care providers, Yukoners living with a life-limiting illness, those who are approaching end-of-life, family members and caregivers.

The team can:

- Help you navigate the health care system to best support your needs.
- Provide palliative care education to support health care providers; and
- Support care providers with:
  - Best practice information.
  - Assessment tools.
  - Clinical advice.

While the team does not coordinate primary care, they help care providers and link people to the right services.

For further information on both Wind River Hospice House and the Palliative Care Resource Team, please see <https://yukon.ca/en/palliative-care>.

## Reablement Program (H&SS)

HEALTH

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 456-6744 or (867) 471-0480
Phone 2	1 (800) 661-0408 ext. 6366 or (867) 456-6744 (fax)
Email	
Website	

The Reablement program, located in Thomson Centre in Whitehorse, supports a home-first philosophy, where individuals receive the health care support they need in order to remain in, or return to their home in the community. It helps individuals to return to a place where they can function on their own after a period of illness or other health crisis.

Individuals may be admitted to the reablement program:

- After discharge from hospital, with the goal of returning home to live independently; or
- Directly from their home, with the goal of increasing their function and strength, to avoid premature admission to long-term care.

Reablement is suitable for individuals who:

- Do not require acute care but are not yet sufficiently independent to manage at home with available community supports.
- Require time to recover their strength, endurance or functioning.
- Are motivated to continue undertaking activities of daily living.
- Need a period of time in which to recover independence (strength, endurance or functioning); and
- Are likely to benefit from a short stay in a non-acute setting before returning home.

The Reablement unit offers 10 single-bed rooms with private bathrooms, supervised access to the gym, a communal dining area with self-serving beverage area and a meeting room. The average length of stay is 90 days.

If you'd like to submit a referral to the Reablement program, please fax to Continuing Care's Admissions & Assessment team at: (867) 456-6744. For further information on the program, please contact (867) 471-0480.



## HEALTH

## Respite Care (H&amp;SS)

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 393-6366
Phone 2	1 (800) 661-0408 ext. 6366 or (867) 456-6744 (fax)
Email	
Website	

Respite is an important part of the care that supports individuals to remain in their homes for as long as possible. Respite programs support a home-first philosophy by providing a short stay in one of Yukon's long-term care homes or respite care in a person's home. Respite care provides caregivers, including those who are their own caregiver, with scheduled breaks.

Respite in a long-term care home is available to individuals whose needs are met by one of the respite program's objectives, which are:

- Scheduled support for caregiver respite.
- Urgent/unplanned respite for unforeseen caregiver needs, such as a hospital admission.
- Prevent or minimize the risk of caregiver burnout.
- To support caregivers who will be away for a defined and specific amount of time, such as a holiday.
- Transitional support from acute care to a community setting.
- May be used for assessment purposes, to determine if they meet criteria for permanent long-term care placement, as a last resort when other options, such as assessment in the home environment, are not available.

Types of respite care:

- **Respite in a private home**
  - This provides respite for unpaid caregivers who need relief from caregiving responsibilities for an individual who cannot be left alone; and
  - A Home Care staff member will assist the client with socialization, activation, recreation and personal care.
- **Respite in a long-term care home**
  - Respite rooms are available in all four long-term care homes and meet a variety of needs including intermediate care, extended care, dementia care and palliative/hospice care. Respite care in each long-term care home is available 24/7.

## Respite Care (H&SS) continued . . .

- Continuing Care schedules long-term care respite stays in advance. Requests for urgent or unplanned respite admissions and requests to extend an existing respite stay can only be accommodated when a respite room is available.
- **Community Day Program**
  - The program supports clients to continue living in their homes, provides respite to caregivers, and delivers programming that fosters independence and quality of life.
  - The Community Day Program is suitable for adults with cognitive and/or physical impairments who meet the program's eligibility criteria.
  - Participants of the Community Day Program benefit from daily recreational activities, therapeutic programs, socialization, activities of daily living including bathing services, and maintaining their independence.
  - The program operates daily from 8:30 am to 4:30 pm, Monday to Friday, out of Whistle Bend Place in Whitehorse. Participants may select their level of involvement, ranging from part-time to full-time. There is a program fee of \$5 per day.
  - For further information on the Community Day Program, please see <https://yukon.ca/en/health-and-wellness/care-services/learn-about-seniors-and-elders-community-day-program> or contact 867-667-8961 or 867-456-6806.

Continuing Care accepts referrals for respite from any source, including:

- The prospective applicant.
- Health care providers, such as physicians, nurse practitioners, home care coordinators and the hospital.
- Caregivers, including family and friends.
- Referrals can be faxed to Continuing Care's Admissions & Assessment team at 867-456-6744.

## EDUCATION

**SPARK: Shine a Light on Dementia Caregiver Training**

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 393-6366
Phone 2	1 (800) 661-0408 ext. 6366 or (867) 456-6744 (fax)
Email	HSS-SHA-CC-BCRT@yukon.ca
Website	

**SPARK: Shine a Light on Dementia Caregiver Training**

This self-paced online training program consists of 6 sessions.

**Participants will have the opportunity to explore the following topics:**

- The syndrome (onset, development, and symptoms)
- The experience
- Approaches and strategies for caregivers
- Wills and estate planning
- Grief and self-care for caregivers
- A palliative approach to advanced dementia and end of life care considerations

To enroll in the English course, visit: [yglearn.gov.yk.ca/health-and-social-services-/3172#/](http://yglearn.gov.yk.ca/health-and-social-services-/3172#/)

To enroll in the French course, visit: [yglearn.gov.yk.ca/health-and-social-services-/3341#/](http://yglearn.gov.yk.ca/health-and-social-services-/3341#/)

For more information, contact the Behavioral Care Resource Team at [HSS-SHA-CC-BCRT@yukon.ca](mailto:HSS-SHA-CC-BCRT@yukon.ca).

**WGH Outpatient Dietician****HEALTH**

Address	5 Hospital Road, Whitehorse Y1A 3H7
Contact	
Phone 1	(867) 393-8711
Phone 2	(867) 393-8942 (fax)
Email	Diabetes.centre@wgh.yk.ca
Website	www.yukonhospitals.ca

The WGH Dietician offers information and consultation on diet and nutrition. For specific information regarding individual diets, please contact your doctor for a referral.



*Photo by Christopher Wheeler*

CONT  
CARE

## HEALTH

## Wind River Hospice House (H&amp;SS)

Address	Box 2703, Whitehorse, Yukon Y1A 2Z7
Contact	
Phone 1	(867) 667-5774
Phone 2	(867) 393-6328 (fax)
Email	
Website	

Continuing Care provides dedicated hospice care at Wind River Hospice House in Whistle Bend Place. End-of-life care is provided in a home-like setting, 24-hours a day. Wind River Hospice House provides care for:

- Adults with a life-limiting illness in its advanced stages.
- Adults with a prognosis of 3 months or less;
  - Adults with a prognosis of longer than 3 months will be considered on a case-by-case basis.
- Adults with a life-limiting illness and a prognosis of less than 12 months who require a brief respite care stay. The average length of a respite stay is 2–4 weeks. Respite care gives a person's regular caregivers a break from providing that care.

## Yukon Housing Corporation

Address	410 Jarvis Street, Whitehorse, Yukon Y1A 2C6
Contact	Kim Ho (Senior Partnership Advisor)
Phone 1	(867) 667-5759 or 1 (800) 661-0408 (Ext 5759)
Phone 2	(867)393-6441 (fax)
Email	kim.ho@yukon.ca
Website	<a href="https://yukon.ca/yukon-housing-corporation">https://yukon.ca/yukon-housing-corporation</a>

## FINANCING

FUTURE  
PLANNING

## HOUSING

The Yukon Housing Corporation delivers community housing and programs that address the housing needs of Yukon residents. We work collaboratively to provide responsive and innovative solutions to diverse housing needs that contribute to healthy, sustainable, inclusive Yukon communities.





*Photo by Christopher Wheeler*



## EDUCATION

## Yukon Human Rights Commission

## LEGAL

Address	215-305 Main Street, Whitehorse, Yukon Y1A 2B4
Contact	
Phone 1	(867) 667-6226
Phone 2	1 (800) 661-0535 or (867) 667-2662 (fax)
Email	info@yukonhumanrights.ca
Website	<a href="https://yukonhumanrights.ca">https://yukonhumanrights.ca</a>

The Yukon Human Rights Commission (the Commission) was created in 1987 to promote human rights through research, education, and enforcement of the Yukon Human Rights Act (the Act). The Commission is independent from all levels of government. Its process is governed by the Act and the Yukon Human Rights Regulation (the Regulation).

#### What We Do:

**Research:** The Commission has a mandate to conduct research and share information about equality, harassment, discrimination, and human rights.

**Education:** The Commission provides helpful, accessible resources and materials for the general public. It hosts conferences and events to inform and raise awareness of human rights issues. The Commission also offers training on human rights on request.

**Enforcement:** The Commission operates a complaint resolution process as set out in the Act. The Commission is mandated with resolving human rights complaints, or referring human rights complaints to the Yukon Human Rights Panel of Adjudicators where a settlement is not realized by the parties. The Commission's complaint resolution processes are established by the Act and the Regulation. As this process is complaint driven, the Commission cannot conduct investigations of its own motion.

**Yukon Office of the Information and Privacy Commissioner****LEGAL**

Address	3162 3 <sup>rd</sup> Avenue, Whitehorse, Yukon Y1A 1G3
Contact	
Phone 1	(867) 667-8468
Phone 2	1 (800) 661-0408 ext 8468
Email	info@yukonombudsman.ca
Website	www.yukonombudsman.ca

The Access to Information and Protection of Privacy Act (ATIPPA) and the Health Information Privacy and Management Act (HIPMA) are the two laws in Yukon that provide access to information rights and protection of privacy rights to Yukoners. These laws establish rules that public bodies including the Yukon Government and health sector custodians (include medical clinics and Yukon hospitals) must follow to collect, use, disclose, secure and manage personal and health information. Under ATIPPA the public has the right to access any records held by public bodies. Under HIPMA individuals have the right to access their own personal health information.

The Office of the Information and Privacy Commissioner (OIPC) is responsible to ensure public bodies and health sector custodians comply with these laws. The IPC has the power to investigate complaints about non-compliance and other responsibilities including to inform the public about these laws.



*Photo by Christopher Wheeler*

## LEGAL

## Yukon Office of the Ombudsman

Address	3162 3 <sup>rd</sup> Avenue, Whitehorse, Yukon Y1A 1G3
Contact	
Phone 1	(867) 667-8468
Phone 2	1 (800) 661-0408 ext 8468
Email	info@yukonombudsman.ca
Website	www.yukonombudsman.ca

Ombudsman investigates complaints about unfairness in administrative actions and decisions of the territorial government departments and its boards, commissions and crown corporations. If after investigation, it is concluded that the government authority acted unfairly, the Ombudsman may make recommendations to rectify the complaint

## Yukon Public Libraries

Address	PO Box 2730 (C-23), Whitehorse, Yukon Y1A 2C6
Contact	Melissa Yu Schott
Phone 1	(867) 667-5239
Phone 2	
Email	whitehorse.library@yukon.ca
Website	www.yukon.ca/libraries

**In person**

Library cards are free for Yukon residents \* Books, magazines and newspapers \* Book Club sets \* DVDs \* Books on CDs \* Computers and Wi-Fi \* Free meeting rooms \* Events for all ages \* Light Therapy lamps \* Braille and Large Print \* Many other accessible tools!

**Online**

eBooks and eAudiobooks using Libby and Hoopla \* Digital newspapers with PressReader \* Online learning with LinkedIn \* Keep up to date on events \* Renew library materials \* Browse the online catalogue

## EDUCATION





*Photo by Christopher Wheeler*

## **Definition**

A written description recorded for future reference or to jog the memory. Notes can help to highlight a critical piece of information by stating where it was found, the context, or what it might be used for. Notes are generally short and pertain to an interest or concern.<sup>1</sup>

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<sup>1</sup>Christopher Wheeler

# Notes



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*For more copies of this book, or for  
help with questions related to any of the  
information contained within, please  
contact The Yukon Council on Aging.*