



Nova Scotia/Nunavut Command  
The Royal Canadian Legion

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## All Branch Mail Out #17 - 2019

**Date:** March 7, 2019

**To:** NS/NU Command Branches  
NS/NU Zone Commanders  
NS/NU Executive Council  
NS/NU Past Presidents  
NS/NU Command Staff

**From:** Valerie Mitchell-Veinotte  
Executive Director  
NS/NU Command, RCL

**Subject:** Seniors Information

**Message:** Comrades: On behalf of NS/NU Command  
Veteran Services and Seniors Committee  
Chairman Comrade Richard Malin please find  
attached information on Seniors Services for  
Nova Scotia.



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The information below may be of interest to RCL members and family when assistance is not covered through the RCL.

The Group of IX now called Senior's Advisory Council of Nova Scotia. It comprises representatives from the following organizations:

Federation of Senior Citizens and pensioners.

Retired Teachers Organization.

Nova Scotia Government Retired Employees Association.

CARP Nova Scotia Chapter.

Community Links.

Senior & Retired Doctors Section of Doctors Nova Scotia.

National Association of Federal Retirees.

Regroupment des Aines de la Nouvelle-Ecosse.

Royal Canadian Legion Nova Scotia/Nunavut Command.

Department of Seniors.

Information on some of the Provincial Government work is given below as well as looking through the Shift information online.

The Provincial Government of Nova Scotia Action Plan for an Aging Population (Shift) can be found at <https://novascotia.ca/shift/> and is very informative as to what the government is being held to address regarding seniors.

Valuable information about programs and help can be obtained by calling 811 and or 211.

811 can be found at

<https://811.novascotia.ca/>

811 can help you with advice on everything from bee stings, frost bite, to coughs, and flu.

- On average, 325 patients receive care from an 811 nurse each day
- Top five most common reasons for calling 811:
  - Abdominal pain / discomfort
  - Chest pain / discomfort

- Children's colds & coughs
- Adult colds & coughs
- Adult nausea & vomiting
- 811 provides services in over 125 different languages including Farsi, Cantonese, French, Chinese, and Arabic, to name a few.

211 is a free, confidential information and referral service that can connect you to thousands of programs and services offered by local community groups, nonprofits and government departments across Nova Scotia. It is available throughout the province – 24 hours a day, 365 days a year – by dialing "2-1-1" to speak to a helpful staff member, by searching the easy-to-use online database at [www.ns.211.ca](http://www.ns.211.ca) or texting 21167.

211 strives to be accessible to all members of the community by reducing or eliminating barriers posed by language, location, physical impairment, social circumstance, or other factors. The service works to achieve this goal by providing multi-lingual access to information and referral through both a hearing-impaired accessible phone number and a website.

The 211 call center is staffed with Information and Referral Specialists who are fully trained to deal with the most complex and sensitive questions and how to get to the real issue affecting a caller.

The service helps Nova Scotians by reducing the frustration of trying to find the right community or social resource across multiple sources. In turn, it allows those same organizations and government agencies to rely on highly-trained 211 staff to handle inquiries they might once have had to spend valuable time assessing and redirecting. It will also allow them to quickly direct people to services that are outside of their organization's scope or area of expertise, and possibly connect with other service providers whose goals and mandates complement their own.

The end result is a collaborative system that will continually evolve to meet the needs of Nova Scotians as they look for help in their communities.

Richard Malin  
Chair, Veterans Services & Seniors