

SENIORS LIFESTYLES

Services for Seniors is a one-stop shop

One of the most challenging things about being a consumer is not knowing where to go for information, especially when it comes to government services.

The problem can be particularly frustrating for seniors. To help, the federal government has produced a helpful new guide, Services for Seniors.

The guide is designed for Canadian seniors, those over 50 who are planning their retirement, families of seniors, or their caregivers. It lists more than 120 federal government resources for seniors and their families, including information on finances and pensions, health and wellness, housing, safety and security, veterans and Canada's military, consumer issues, travel and leisure, and computers and learning.



Research conducted by Service Canada has found that Canadian seniors are not always aware of the services available to them and would appreciate being able to see all government initiatives described in one complete guide. The Services for Seniors guide does just that and more, offering information on how to easily access these programs through Service Canada. There's even a helpful section on how to contact provincial or territorial government offices.

The guide is presented in a larger-than-average print size for readers whose eyesight may be a problem. It is also available in alternate formats. You can view or download the guide at servicecanada.gc.ca. You can also obtain a copy through 1 800 O-Canada (1 800 622-6232), by email at guide@canada.gc.ca or in person at one of the 320 Service Canada Centres nearest you.

—News Canada

Attention cyber seniors: Go online to check your government benefits

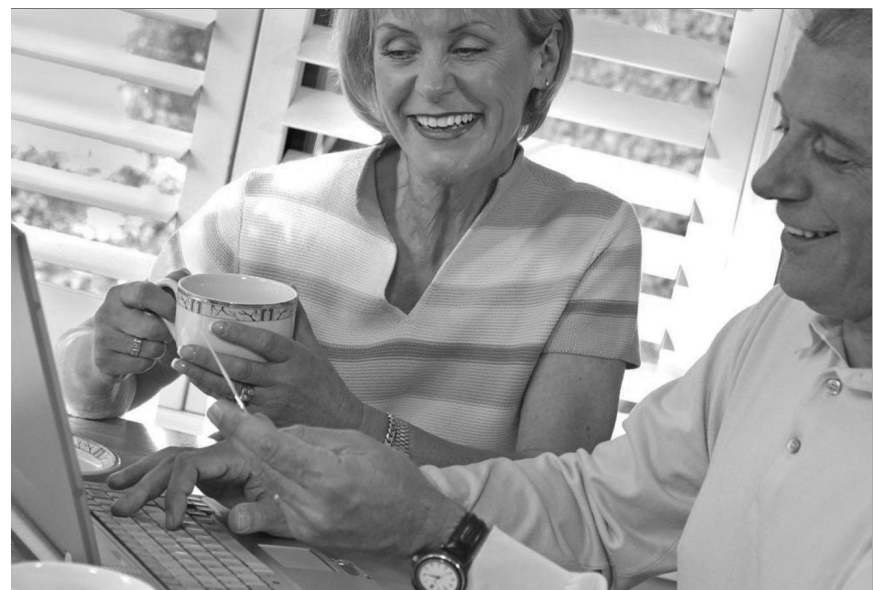
Seniors who are switched on, hooked up and connected can hop on the Service Canada website these days and get an excellent snapshot of their benefits without ever having to leave the comforts of home.

The federal government has information about most of its programs and services online, including the Canada Pension Plan (CPP) and Old Age Security (OAS), which are the two most relevant programs for seniors.

Here are some of the features of online services for seniors:

- **They're safe and secure.** Before using some of the Service Canada on-line services, you have to apply for a Personal Access Code, which takes between 5 to 10 business days to receive. You can apply for a Personal Access Code either by going to servicecanada.gc.ca and applying for one online, or by calling Service Canada at 1 877 454-4051.

- **They're convenient.** You can apply for your CPP Retirement Pension online. In most cases, it's no longer necessary to provide birth evidence with your application. Once your pension has been approved, you can use your Personal Access Code to access online services and monitor your benefits. If you want to change your address, phone number, or direct deposit banking information, you can also



do this on-line through Service Canada.

- **They're helpful for tax planning.** At tax time, you can download your CPP and OAS Tax Information Slips from the Web. This service allows you to view and print copies of your tax information slips (T4 and NR4) as early as February 1 during tax season.

- **They're helpful for retirement planning.** If you're thinking of retirement, there are a number of planning tools available, including the CPP Statement of Contributions online service, or the Canadian Retirement Income Calculator,




which is available to everyone.


- **One-on-one contact is as close as your phone.** If you want information on Canada's public pensions and prefer one-on-one contact, you can call Service Canada at 1-800-277-9914 for service in English, or 1 800 277-9915 for service in French (TTY: 1-800-255-4786). You can also visit one of the 320 Service Canada Centres across Canada.

For more information about Service Canada's programs and services, visit their website at servicecanada.gc.ca.

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