

AGING IN PLACE TOOLKIT

Restigouche

Trauma NB

Commission de services régionaux RESTIGOUCHE Regional Service Commission

New Nouveau Brunswick CANADA

RÉSEAU DE SANTÉ vitalité HEALTH NETWORK

Disclaimer

This toolkit was created to help residents remain in their homes for as long as possible, while living safely, comfortably, and independently. It brings together information about the programs, services, and community resources available to support residents and meet their individual needs.

The information in this toolkit was gathered at the time of publication. While every effort has been made to ensure it is accurate and complete, some details may change over time, and certain information may be incomplete or may be missing. This toolkit is intended for informational purposes only and does not constitute a guarantee. We cannot be held responsible for errors or omissions..

We welcome your feedback! If you have suggestions, updates, or additional resources that could make this toolkit more helpful, we would love to hear from you. Your contributions can help us keep this information useful, relevant, and accessible to residents and their communities. If you wish to participate in this effort, we invite you to share your thoughts by completing the survey at the end of this toolkit and/or by contacting the *Campbellton Regional Community.*

Email

info@campbellton.org

Phone Number

(506) 789-2700

Address

Campbellton Regional Community
76 Water Street
Campbellton, NB
E3N 3G1

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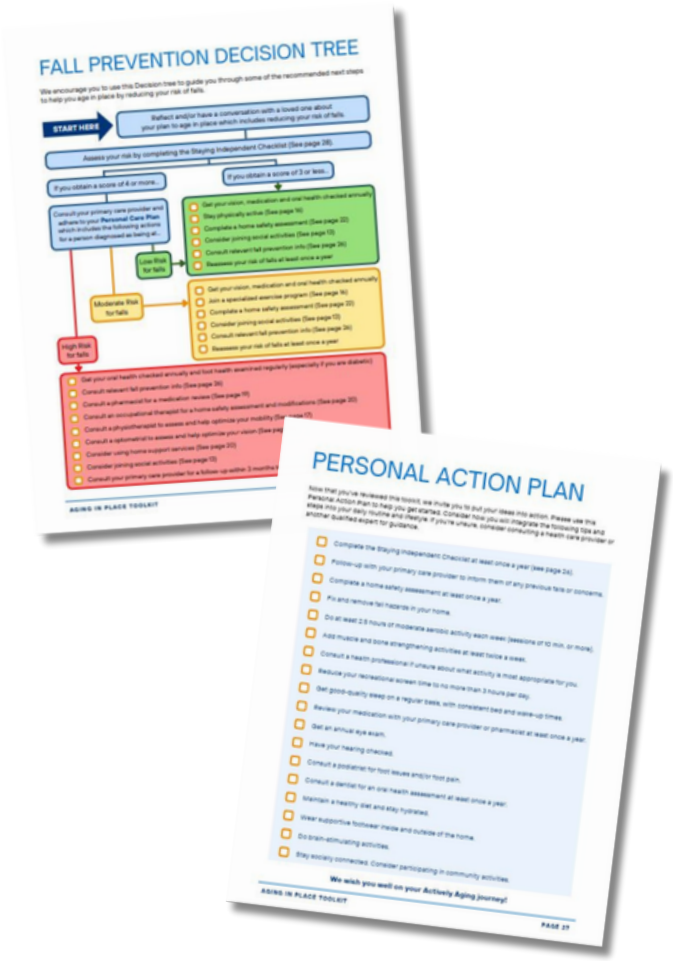
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ACKNOWLEDGEMENTS

This toolkit is designed to be a helpful, easy-to-use resource to support you in living safely and comfortably in your own home for as long as possible. It is easy to read, print, and share with family members, caregivers, friends, and neighbours. Inside, you'll find information and practical tips to help you stay safe, maintain your independence, and continue enjoying life in your community.

At the end of this toolkit, you'll find a Fall Prevention Decision Tree to help you identify steps you can take to lower your risk of falling. Use it to explore practical ways to stay safe, feel confident, and continue doing the things that matter to you.

You'll also find an accompanying Personal Action Plan to help you put your choices into action. Use it to record the changes you would like to make, track your progress, and celebrate each step you take toward a safer home and community.



This toolkit would not have been possible without the time, knowledge, and dedication of many individuals and organizations. We extend our sincere thanks to the Provincial Aging in Place Steering Committee for its guidance.

We also would like to thank the members of the Restigouche Aging in Place Committee for sharing their local knowledge and leadership. Their collective efforts have ensured that this Toolkit truly captures both the resources and the strengths of the communities in Restigouche.

AGING IN PLACE

Most older adults in New Brunswick want to stay in the homes and communities they know and love for as long as possible. Aging in place is about making that choice possible. It means having access to the right mix of services, supports, and community resources to live safely and comfortably in your own home.

This could include help with everyday tasks, access to healthcare, or opportunities to stay socially active and connected. With the right support, older adults can continue to thrive in their communities, maintain their independence, and enjoy the activities they value most.

In addition to this toolkit, we encourage you to explore the **Aging in NB User Guide** for further practical information. The guide was created to make it easier for older adults in New Brunswick to find their way through the many programs, services, and resources available.

To learn more or access your electronic copy of the Aging in NB User Guide, please **visit www.stu.ca/aging-in-nb**. Prefer a printed version? **Call 211** to have a copy mailed directly to your home.

While many factors can affect your ability to age comfortably at home, your health and safety remain the foundation. Staying healthy isn't just about feeling good today, it's about protecting your independence for years to come.



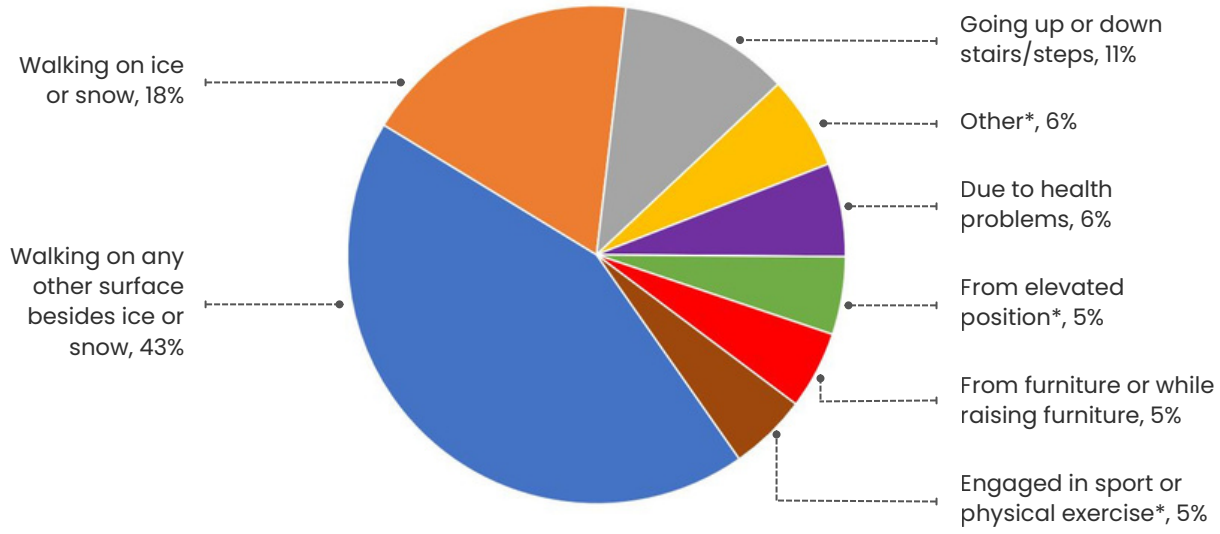
One of the most important ways to do this is by **focusing on fall prevention**. By taking proactive steps now, you can significantly reduce the risk of falls and related injuries, keeping you safe, confident, and in control of your daily life.

ACCORDING TO THE DATA

A fall can result in chronic pain, reduced mobility and loss independence in adults aged 65 and older. It can happen while engaged in all sorts of everyday activities such as walking down the stairs, reaching for something on a high shelf, or practicing your favorite sport.

However, according to a Surveillance Report from the Public Health Agency of Canada, most fall-related injuries in older adults happen while simply walking[1].

Activity associated with self-reported injuries resulting from fall in the last 12 months, household population aged 65 or older, Canada, 2017-2018

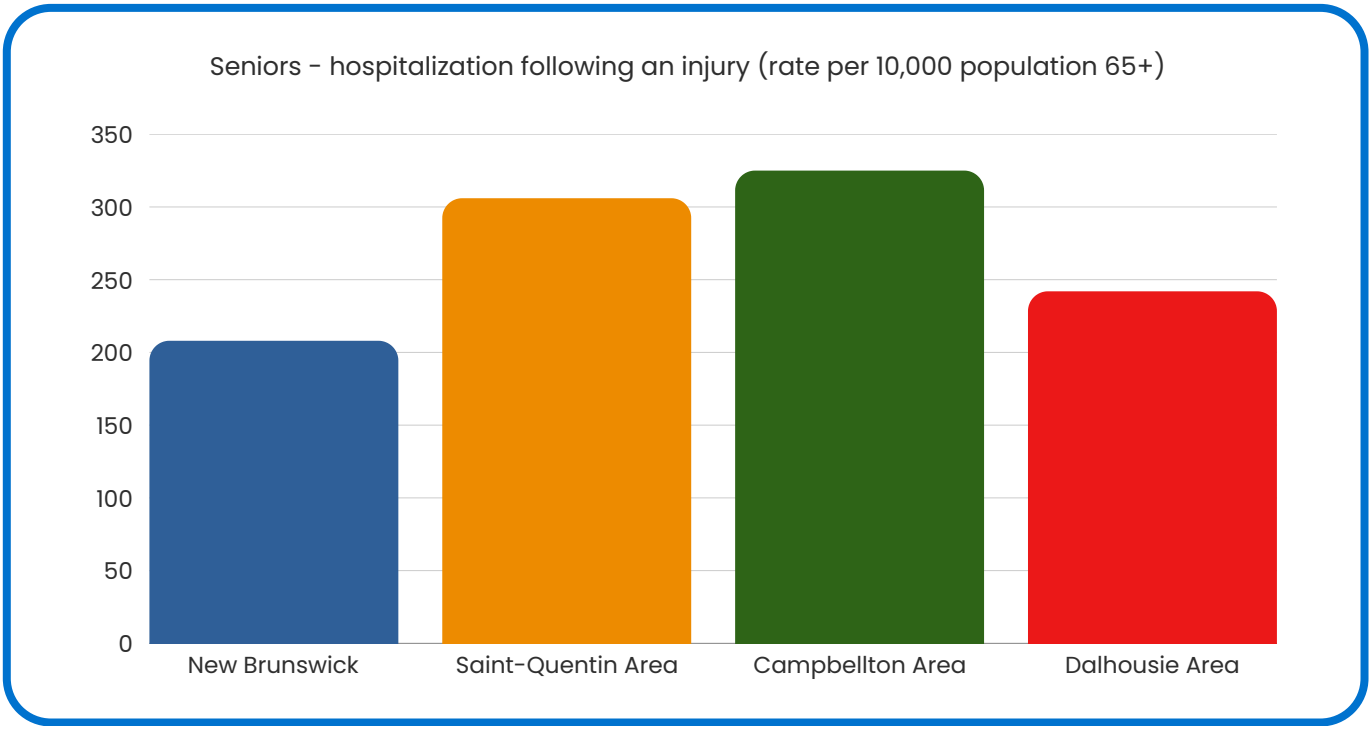


*CV is between 15.0% and 35.0%

For older adults, falls are particularly serious since they are the leading cause of hospitalization, and death due to injuries in this age group. They also lead to a loss of quality of life, increase caregiver responsibilities and precipitate admissions to long-term care[1].

In New Brunswick, they represent **more than 80%** of all injury-related healthcare costs for older adults[2]. In addition, about a third of older adults who live in a community-setting will experience a fall each year[3]. However, the risk of injury due to a fall isn't evenly distributed across this province.

According to a report from the New Brunswick Health Council, older adults living in the Restigouche area experience higher rates of injury-related hospitalizations than the provincial average and many other areas of the province[4]. This is not just a statistic, it's a call to action.



Behind every number is a parent, grandparent, neighbour, or friend. These injuries don't just impact individuals; they ripple through families and throughout the entire community.

By working together, we can strengthen prevention efforts, support safer environments, and help older adults remain confident, independent, and active in the places they call home.

References

1. Public Health Agency of Canada. Surveillance Report on Falls Among Older Adults in Canada. Ottawa (ON): PHAC; 2022 [cited 1 November 2025]. Available at: www.canada.ca/en/publichealth/services/publications/healthy-living/surveillance-report-falls-older-adults-canada.html.
2. Atlantic Collaborative on Injury Prevention. Atlantic Cost of Injury Report. Halifax (NS): ACIP; 2022 [cited 1 November 2025]. Available at: www.costofinjury.ca/ap/cost-of-injury-in-atlantic-canada.
3. Public Health Agency of Canada. Seniors' Falls in Canada: Second Report. Ottawa (ON): PHAC; 2014 [cited 1 November 2025]. Available at: www.canada.ca/ en/public-health/services/health-promotion/aging-seniors/publications/publications-general-public/seniors-falls-canada-second-report.html.
4. New Brunswick Health Council. Population Health-Health Services Data Table. Moncton (NB): NBHC 2024 [cited 1 November 2025]. Available at: www.nbhc.ca/data/browse/data-tables.

TELEPHONE SERVICES

Knowing who to call when you need help can make a big difference in staying healthy, safe, and independent. Thankfully, there are several free phone services available to support you with information, guidance, and resources when you need them most.

Emergency Services 9 - 1 - 1

If you experience or witness a **life-threatening** emergency, such as a medical issue, fire, or crime, call 911 immediately. A specially trained operator will assist you and dispatch the appropriate emergency services based on your location and needs. Please remember to stay on the line long enough for the operator to get all the information they need to help you such as your phone number and your precise location (or the location of the emergency).

Tele-Care 8 - 1 - 1

Tele-Care is a free, bilingual and confidential provincial health service available 24/7 for **non-emergency situations**. Every caller can speak to a registered nurse for help when they may have a health-related question, need advice on managing a situation at home (medications, injuries), or cannot reach their doctor or nurse practitioner and need care. You can also call 8-1-1 to schedule an appointment on the same day or the next day for your health needs through Virtual Care NB.

NB Services Helpline 2 - 1 - 1

The 211 helpline is there to assist you by connecting you to the full range of available support. This service is free, confidential, and available 24/7.

It can connect callers to resources such as home care supports, home modification resources, financial aid, personal support workers, and more. The goal is to make it as easy as possible for you to find the help that you need by **calling 2-1-1**.

211 New Brunswick

Suicide Crisis Helpline 9 - 8 - 8

If you are struggling with loneliness, thinking about suicide, or worried about someone else thinking about suicide, call or text 9-8-8 to access bilingual mental health and suicide prevention support. The service is free and can be accessed 24 hours a day, 7 days a week, 365 days a year. Trained crisis responders will listen to you and provide support with compassion, providing a safe space for you to talk.

ONLINE HEALTH SERVICES

Free online services are available to help maintain your health, wellness and independence.

NB Health Link

NB Health Link is a program designed to provide access to primary health care for individuals who do not have a family physician or nurse practitioner.

The program also manages the official registry of patients awaiting permanent placement with a primary care provider. Be sure you are enrolled on this list if you do not have a doctor or nurse practitioner.

For more information or to register, please **visit www.NBHealthLink.ca** or **call 1-833-354-2300.**

My Health NB

MyHealthNB is a provincial program that provides secure access to your personal health information via computer, smart phone or tablet.

Available information includes; lab test results, vaccine history, medications received from community pharmacies and medical imaging reports, such as x-rays and CT scans.

How to get started (if you don't have a MyHealthNB account):

- **Get a Registration Code** at any SNB Service Centre OR at your next blood test or medical imaging (e.g. x-ray, CT scan) appointment at a Horizon or Vitalité facility.

- **Visit MyHealth.gnb.ca** at any time to use your code to register online or to download the app to register with your smart phone or tablet.

SAFE TRANSPORTATION

Maintaining your independence as you age means staying active and connected in your community, whether it's visiting a healthcare professional for an appointment or joining your favorite group exercise class.

Ability NB

Ability NB offers a comprehensive range of programs for people with mobility disabilities, including a dedicated service for adults aged 55 and older. Seniors Navigators are available to work directly with individuals to identify unmet needs, develop tailored plans, and establish goals such as obtaining accessible transportation and accessing appropriate medical services in the community.

For further information, you are encouraged to **call 1-866-462-9555** or **email info@abilitynb.ca**.

Vehicle Retrofit Program

The Vehicle Retrofit Program helps New Brunswick residents with physical disabilities stay mobile and independent by providing financial assistance for vehicle accessibility upgrades.

This support can go toward modifications such as special-needs seating, scooter lifts, or ramps to make your vehicle safer and easier to use. For more information, please contact **Ability NB** by phone at **1-866-462-9555** or email at **info@abilitynb.ca.**

Designated Disabled Parking Program

The Designated Disabled Parking Program exists to ensure that parking permits and placards are reserved for individuals who truly need them such as those "who struggle" to walk more than 50 metres unassisted in outdoor conditions.

Applications must be completed and signed by a physician, occupational therapist, nurse practitioner, or physiotherapist. Disabled parking permits are issued only for the use of one designated person. Placards and parking permits are available free of charge through any Service New Brunswick Centre. For more information, please **call (506) 453-2410**.

Restigouche Community Transportation

Restigouche Community Transportation is a non-profit organization powered by volunteers, and created in response to an ever growing need in our communities for safe, affordable, reliable transportation.

Its goal is to provide affordable door to door transportation service for older adults and those with moderate disabilities in need of drives to obtain essential services such as medical appointments.

Please keep in mind that ride bookings must be made well in advance of needing a drive. Registration is FREE and ride fees are based on the distance travelled.

Dispatcher
Nathalie Maltais Collin

Telephone
(506) 759-8448

Email
dispatch@commissionrestigouche.ca

Volunteer Drivers Needed
Restigouche Community Transportation is seeking volunteers who would be available to drive people to medical appointments in the Restigouche area. Volunteers can help as much or as little as they wish. Volunteers will be reimbursed for using their own vehicle and undergo a simple screening process.

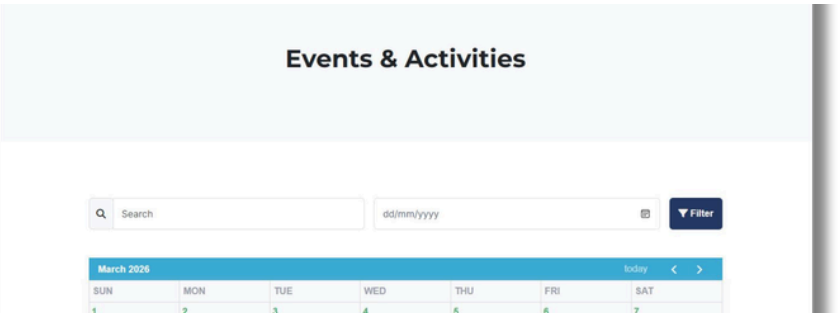
For more information or to register as a volunteer driver with Restigouche Community Transportation, you are encouraged to **call (506) 759-8448**.

Central Taxi

This is a Taxi Service that is up and running in the Campbellton area. For more information, **call (506) 753-3366.**

STAYING SOCIALLY CONNECTED

Building strong social connections isn't just enjoyable, it's essential for your well-being. Regular social interaction can lift your mood, keep your mind sharp, and even support better overall health and wellness.



To learn more about upcoming events in Restigouche, please consult the community calendar at **www.Restigouche.ca**.

Golden Age Clubs

Seniors clubs bring people together through fun activities and meaningful social connections. Senior clubs also provide a warm, welcoming space where individuals can build friendships, explore new interests, and feel a genuine sense of belonging.

Club Amical de l'âge d'or de Kedgwick
4 Saint-Jean Street,
Kedgwick, NB
kedgwickclubamical@gmail.com
(506) 284 - 3011

Coop du Club d'Âge d'Or Mgr Morneau
3 Beauséjour Street,
Saint-Quentin, NB
agedorstquentin1@gmail.com
(506) 235 - 3056

Club des aînés Notre-Dame-des-Neiges
129 Arran Street,
Campbellton, NB
(506) 753 - 4584

Club Bel Âge de Val d'Amour
2202 McKendrick Road,
Val d'Amour, NB

Club d'âge d'or d'Atholville
274 Notre-Dame Street,
Atholville, NB
(506) 789 - 0800

Dalhousie Golden Age Club
140 Renfrew Street,
Charlo, NB
(506) 684 - 5116

Charlo Golden Age Club
17 McIntyre Street,
Charlo, NB
(506) 684 - 3919
(506) 684 - 5133

Public Libraries

Public libraries are inclusive, welcoming community hubs that inspire learning, connection, and personal growth. The library provides free access to a wide range of resources and amenities, including parking, computers, photocopier, fax, scanner, Wi-Fi, and a multipurpose room for community use. Open to people of all ages, visitors are invited to explore a rich and diverse collection of materials, including books, music, movies, puzzles, and more.

To learn more about public libraries and the services they offer, please visit **www.gnb.ca/en/campaign/discover-public-libraries.html.**

Campbellton Centennial Library
19 Aberdeen Street, Suite 100
Campbellton, NB
506-753-5253

Dalhousie Centennial Library
403 Adelaide Street
Dalhousie, NB
506-684-7370

Kedgwick Public Library
116 Notre-Dame Street, Unit P
Kedgwick, NB
506-284-2757

La Moisson Public Library
206 Canada Street
Saint-Quentin, NB
506-235-1955

Raymond Lagacé Public Library
275 Notre-Dame Street
Atholville, NB
506-789-2914

Friendly Calls Program

For some people, a little conversation can make a big difference. The Friendly Calls program connects people aged 18 and older with caring, trained Red Cross volunteers who call regularly to check in, offer emotional support, and share tips for healthy coping.

Canadian Red Cross

They can also guide you to helpful resources and community services to stay connected and supported. Friendly Calls is safe, accessible, completely free, and available across Canada. To learn more or sign up, **call 1-833-979-9779** toll-free, Monday to Friday, from 9 a.m. to 5 p.m.

STAYING PHYSICALLY ACTIVE

Regular physical activity, combined with proper nutrition, supports health and well-being at every stage of life. For older adults, maintaining an active lifestyle is particularly important, as it can help improve your physical and mental health while maintaining your quality of life as you get older.



For more information, **visit www.FindingBalanceNB.ca** and/or consult the Canadian 24-Hour Movement Guidelines for Adults 65 years and older by **visiting www.csepguidelines.ca**.

Zoomers in Balance

Zoomers in Balance is a free, exercise-focused fall prevention program designed specifically for adults 50 and older who have a low to moderate risk of falls and can safely exercise with minimal supervision. Whether you choose to participate in-person or online, this program offers a safe, welcoming environment to improve your fitness while connecting with peers.

Classes are delivered year-round and divided into four 12-week sessions (winter, spring, summer, and fall). Each 60-minute session is carefully structured to include a gentle warm-up, muscle-strengthening exercises, balance training, and a cool-down.

Classes are guided by trained peer volunteer leaders, people just like you who understand the importance of staying active and safe. Their experience and encouragement make every session supportive, enjoyable, and tailored to your abilities.

If you consider yourself at high risk of falls or are uncertain about your fall risk, please consult with your healthcare provider before joining. When ready, participants must register for their preferred location and re-register for each session. Registration opens first to current participants, with new participants accepted on a first-come, first-served basis. To learn more and register for the next session, **visit Zoomersinfo.ca** today.

Marche vers le futur

Marche vers le futur is a free, bilingual fall-prevention telehealth program designed for individuals aged 55 and over. It runs for 12 weeks and includes four main components that enable participants to Move, Learn, and Take Action.

The program aims to increase lower-body muscle strength, improve both static and dynamic balance, and promote the long-term adoption of regular physical activity.

MARCHE 55 VERS LE FUTUR
bouger • apprendre • agir

The four components of the program are:

1. Pre-program (week 1) and post-program (week 12) assessments, each lasting 30 minutes per participant. These assessments allow trained facilitators to determine participant eligibility and evaluate the program's impact on fall risk factors. chutes.
2. Ten informational video modules addressing various fall risk factors.
3. Ten 90-minute exercise sessions, held once per week over 10 weeks, led in person by a facilitator in a community setting.
4. A home-based exercise program to be continued independently. Each participant receives a comprehensive manual at the start of the program, which includes all educational content covered and detailed instructions for at-home exercises.

At present, the Marche vers le futur program is offered to groups of 12 participants at a time, with sessions held 2 to 3 times per year. For more information:

Jannelle Barriault
MVF Restigouche Facilitator
janelle.barriault@vitalitenb.ca

Annie Boudreau
MVF Restigouche Facilitator
annie.boudreau@vitalitenb.ca

Gilbert Bélanger
MVF Restigouche Facilitator
midibelgi@rogers.com

HEALTHCARE CLINICS

Access to qualified professionals can make aging in place easier. With the right support close to home, your health concerns can be addressed early, helping you stay independent, safe, and well in your own community.

St-Joseph Community Health Centre

The St. Joseph Community Health Centre offers a comprehensive range of health services designed to meet the diverse needs of the community. All services are provided by appointment only (no walk-in services) by physicians and nurse practitioners, as well as an interdisciplinary health care team.

This team includes physiotherapists, occupational therapists, social workers, dietitians, health promoters, and counsellors who work together to provide compassionate, patient-centered care. Additional services include a foot care clinic, clinical nutrition, and a blood pressure clinic.

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280 Victoria Street, Unit 1
Dalhousie, NB

For more information, to book, change, or cancel an appointment:
(506) 684-7000

Jacquet River Health Centre

The Jacquet River Health Centre has frequently been used as an extension to the ambulatory care services provided at the St. Joseph Community Health Centre and as a medical clinic for physicians in the region.

For more information, to book, change, or cancel an appointment:
(506) 237-3222

41 Mack Street
Belledune, NB

E.L. Murray Medical Clinic

The E.L. Murray Medical Clinic provides specialized consultation and educational services on diabetes.

For more information, to book, change, or cancel an appointment:
(506) 789-5417

3 Stanley Street
Campbellton, NB

Pharmacy

Pharmacists play a key role in helping older adults prevent falls by reviewing both prescription and over-the-counter medications. They can identify expired medications and those that may cause dizziness, drowsiness, or sudden drops in blood pressure. Pharmacists can also provide patients with important information about potential side effects of their medications and adjust treatments if necessary. For more information, or to schedule, change, or cancel an appointment, please call one of the following numbers:

Shoppers Drug Mart
157 Water Street
Campbellton, NB
(506) 753-7723

Shoppers Drug Mart
312 Val D'Amours Road
Atholville, NB
(506) 753-7678

Shoppers Drug Mart
344 Canada Street
Saint-Quentin, NB
(506) 235-2773

Jean Coutu
101 Water Street
Campbellton, NB
(506) 759-8547

Jean Coutu
396 William Street
Dalhousie, NB
(506) 684-6500

Walmart Supercenter
4 Jagoe Street
Atholville, NB
(506) 753-7105

Familiprix Pharmacy
562 Darlington Drive
Dalhousie, NB
(506) 684-3381

Familiprix Pharmacy
116A Notre-Dame Street
Kedgwick, NB
(506) 284-9091

Atlantic Superstore
25 Savoie Street
Atholville, NB
(506) 759-1817

Physiotherapy

Physiotherapists play a vital role in helping older adults maintain their independence by treating and managing physical disorders, injuries, and disabilities that can affect daily movement. With the help of personalized rehabilitation techniques, they can also reduce pain and stiffness, making movement more comfortable and enjoyable. By identifying fall risks early, they help individuals move with confidence and fully enjoy life at home. For more information, or to schedule, change, or cancel an appointment, please call one of the following numbers:

Classic Physio
26 Roseberry Street
Campbellton, NB
(506) 753-6711

InnovAction Physio
93 Roseberry Street
Campbellton, NB
(506) 753-1000

Pro Balance Physio
138 Eddy Street
Dalhousie, NB
(506) 508-0273

Synergi Physio
330 Chaleur Street
Charlo, NB
(506) 226-6432

Optometry

As we age, keeping a close eye on our surroundings becomes essential for maintaining safety and preventing falls. Even mild vision problems can affect balance and make everyday movement more difficult. Fortunately, regular eye exams offer a simple and effective way to detect issues early and protect your visual health.

By screening for and managing conditions such as cataracts, glaucoma, or macular degeneration, optometrists play an active role in preserving your independence and quality of life. For more information, or to book, change, or cancel an appointment, please call one of the following numbers:

Deja Vu Optics
157 Water Street
Campbellton, NB
(506) 753-6000

Optix par Dre Savoie
83 Roseberry Street
Campbellton, NB
(506) 759-8110

Visique
79 Roseberry Street
Campbellton, NB
(506) 753-3966

Massotherapy

Through various massage techniques, therapists can relieve everyday pain and stress while promoting recovery from physical injuries. Regular sessions can reduce stiffness, improve mobility, decrease tension, and even promote better sleep. For individuals with a more sedentary lifestyle, massage therapy is particularly beneficial, as it stimulates circulation and helps reduce pain and inflammation. For more information, or to book, modify, or cancel an appointment, please call one of the following numbers:

Gilbert Corrigan RMT
10 Village Avenue, unit 5
Campbellton, NB
(506) 789-8465

Christian Sirois Masso
10 Village Avenue
Campbellton, NB
(506) 790-0600

Joël LaViolette RMT
10 Village Avenue
Campbellton, NB
(506) 686-0272

André Allard Masso
19 Valley Street
Campbellton, NB
(506) 759-7240

InnovAction Physio
93 Roseberry Street
Campbellton, NB
(506) 753-1000

Angele Lavigne RMT
100 Water Street, unit 301
Campbellton, NB
(506) 262-7773

Cynthia Aubut Masso
59 Water Street
Campbellton, NB
(506) 987-2245

Centre Massothérapie Équilibre
59 Water Street
Campbellton, NB
(506) 753-7253

Nathalie Perron Masso
10 Water Street
Campbellton, NB
(506) 789-8407

Roxane LeBlanc RMT
113 Roseberry Street
Campbellton, NB
(418) 865-3616

Kinetix Massage Therapy
26 Roseberry Street
Campbellton, NB
(506) 789-9006

Yves Desrosiers Masso
19 Chaleur Street
Charlo, NB
(506) 685-7371

Fournier Alice Masso
552 Darlington Drive
Dalhousie, NB
(418) 684-4331

Masso Mylaine Poirier
2037 Highway 260
Kedgwick, NB
(506) 284-2224

Dentistry

Maintaining strong bones and good nutrition starts with a balanced, nutrient-rich diet, but dental issues can sometimes make this more challenging. Cavities, gum disease, or poorly fitting dentures can make certain foods less enjoyable or harder to eat. Regular visits to the dentist help prevent and treat these problems, keeping your mouth healthy and comfortable. For more information, or to schedule, modify, or cancel an appointment, please call one of the following numbers:

Clinique Dentaire Dr. Choy
69 Water Street
Campbellton, NB
(506) 753-2532

Dr. Joey Traer
92 Water Street
Campbellton, NB
(506) 759-9999

City Centre Dental Clinic
157 Water Street
Campbellton, NB
(506) 753-3339

Dr. Jean-Francois Seguin
10 Village Avenue
Campbellton, NB
(506) 753-3368

Dr. Patrice Brisson
6-390 William Street
Dalhousie, NB
(506) 684-5113

Dr. Isabelle Bujold
387 Adelaide Street
Dalhousie, NB
(506) 684-2367

Drapeau et Chouinard Dental Clinic
230 Notre Dame Street
Atholville, NB
(506) 753-5353

Clinique Dentaire Desjardins
87 St-Jean Baptiste Street
Kedgwick, NB
(506) 284-2858

Audiology

Good hearing promotes clear communication with family, caregivers, and healthcare professionals, thereby reducing misunderstandings and social isolation. Regular hearing assessments and appropriate interventions, such as hearing aids or assistive listening devices, can help lower the risk of falls and cognitive decline associated with untreated hearing loss.

Bujold Audio
64 Water Street
Campbellton, NB
(506) 753-4316

Entendre Plus Hearing
10 Village Avenue
Campbellton, NB
(506) 789-0498

SUPPORT SERVICES

Support services play an essential role in helping older adults maintain their independence, safety, and quality of life as their needs change. They provide indispensable assistance to ensure they remain engaged and supported in their daily lives.

Extra-Mural Program (EMP)

The Extra-Mural Program provides government-funded home healthcare to eligible New Brunswickers of all ages. This includes visits from licensed nurses, physiotherapists, occupational therapists, social workers, and dietitians to address your personal care needs by offering services such as chronic health management, home oxygen therapy, and **comprehensive home safety assessments**.

The most efficient way to submit a request for services, is by completing the Online Referral/Request for Service Form. It can be submitted by an individual, family, substitute decision maker or any health care provider.



It's important to remember that the Extra-Mural Program is **NOT** a homemaker service. This means it does not provide assistance with household tasks. If you're looking for that type of support, please refer to the other listings in this section. For more detailed information or to request EMP services, please **call 211**, **visit ExtraMuralNB.ca** or contact the EMP Care Coordination Center directly at **1-844-982-7367**.

Long-Term Care Program

If you are 65 or older and want support to continue living safely at home, the New Brunswick Department of Social Development offers the Long-Term Care (LTC) Program. This program not only makes it easier to access licensed residential services, such as a nursing home or special care facility if needed, but it can also help you find home support services tailored to your needs.

These services may include foot care, housekeeping assistance, and home-delivered meals (Meals on Wheels). Clients may also be eligible for a personal emergency response system (e.g., Lifeline) or a remote monitoring system (e.g., Carelink). Additionally, the program provides support for caregivers. If you are eligible, you may receive financial assistance to cover part of the cost of these services.

To learn more about the Long-Term Care Program or to begin the application process, please **visit www.socialsupportsnb.ca/ltc**, **phone 1-833-733-7835**, or **call 211**.

Personalized Service Management Program

The Personalized Service Management Program aims to improve access to care and services for individuals with complex health needs who meet the program's eligibility criteria. Its goal is to improve their health and quality of life through personalized support and better coordination of services.

The program is based on teamwork involving the individual, their family members or caregivers when needed, and a nurse and/or social worker. In collaboration with the family physician, other healthcare professionals, and community partners, the team helps coordinate the services required, facilitate access to care, and promote the individual's independence.



Access to the program is through a referral. Individuals who have had three or more hospitalizations and/or five or more emergency department visits in the past 12 months may meet the eligibility criteria. A team consisting of nurses and a social worker provides support tailored to the needs of eligible individuals. Services are available at Campbellton Hospital and the St. Joseph Community Health Centre.

For more information about the program, please contact Meghann MacKenzie at **(506) 684-7042**, Monday to Friday, from 8:00 a.m. to 3:30 p.m. You may also leave a message if she is unavailable.

Live Well | Bien Vivre Program

Live Well | Bien Vivre is a proven, evidence-based program designed to help people take charge of their health, in their own way. Professional health coaching services are offered free of charge, in English and French, to all New Brunswick residents aged 19 and over.

Health coaches work collaboratively with participants to set meaningful health and wellness goals and to develop personalized action plans that consider each individual's needs and circumstances. The program maintains strong partnerships with health professionals and community organizations to facilitate coordinated care and ensure access to appropriate local resources and supports.

Live Well | Bien Vivre health coaches are committed to strengthening community connections and improving access to health promotion services. Individuals can self-register; no referral from a health professional is required. Coaches meet with participants in a setting where they feel comfortable, whether at a local health or community facility, or virtually from the comfort of their home. For more information or to schedule an appointment, please **call 1-800-663-3600**.

Home Support Services

By providing personalized support for daily activities and household tasks, home support services help individuals maintain their quality of life as they age. They also offer peace of mind to families, ensuring that their loved ones receive professional and compassionate assistance when they need it most. For more information, please call 211 or one of the following numbers:

Atlantik Quality Care
100 Water Street, unit 301
Campbellton, NB
(506) 789-1519

Restigouche Home Care
330 Chaleur Street
Charlo, NB
(506) 684-2091

Amy's Quality Care
199 Gravelhill Road
Gravelhill, NB
(506) 507-0221

Mallais Home Care
1744 Pionniers Avenue
Balmoral, NB
www.soinsmallais.com
(506) 826-2333

Foot Care

Healthy feet promote safe walking, reduce the risk of falls, and help older adults stay active in their daily activities. Regular foot care can help prevent and manage common issues such as pain, infections, and complications related to conditions like diabetes. By maintaining good foot health, seniors can remain more comfortable, active, and safe in their own homes. For more information, please call 211 or contact one of the following numbers:

Restigouche Foot Care
533 Cameron Street
Dalhousie, NB
(506) 987-1661

Foot Centre Pierre Bujold
2 Aberdeen Street
Campbellton, NB
(506) 789-7711

Ambulatory Services (SJCHC)
280 Victoria Street, Unit 1
Dalhousie, NB
(506) 684-7300

Psychology and Social Work

Psychology and social work play an important role in helping seniors age at home by supporting their mental, emotional, and social well-being. These professionals assist older adults in coping with life transitions, grief, loneliness, and mental health challenges that may arise with aging. For more information, please call 211 or contact one of the following numbers:

Melodie Vienneau (SW)
93 Roseberry Street
Campbellton, NB
(506) 543-6950

Andréanne Caissy (SW)
113 Roseberry Street, unit 260
Campbellton, NB
(506) 760-1323

Melanie Roy (SW)
113 Roseberry Street, unit 260
Campbellton, NB
(506) 753-9492

Jessica Cameron-Caissy (SW)
29646 Highway 134
Dalhousie Junction, NB
(506) 987-2500

Vicky Maltais (SW)
5 Notre-Dame Street
Atholville, NB
(506) 790-0286

Kat Hebert (SW)
31 Rue de la Pointe
St-Hilaire, NB
(506) 253-9876

Dr. Marianne Larivière (PSY)
731 Rue Principale
Eel River Crossing, NB
info@dremariannelariviere.com
(506) 686-1838

Mind at Peace Centre Mieux-être (PSY)
11 Roseberry Street
Campbellton, NB
www.centremieux-etre.ca/campbellton
(506) 252-2976

SAFETY AT HOME

Keeping your home safe is key to preventing falls and staying independent as you age. Even simple improvements can make a big difference.

Home Safety Checklist

Keeping your home safe is easier than you think! The Home Safety Checklist is a handy tool that helps you spot potential fall hazards in every room, from loose rugs and dim lighting to slippery tubs and cluttered walkways. As you work through the checklist, use the Personal Action Plan to jot down anything that needs attention.

However, older adults at higher risk of falls should consult a qualified professional to complete a more comprehensive home safety assessment such as the one offered by the Extra Mural Program (for more information, see page 22).



To download your copy of the Home Safety Checklist, **visit www.FindingBalanceNB.ca**. or visit your local library for a printed copy.

Home Modification Programs

New Brunswick Seniors' Home Renovation Tax Credit

This refundable personal income tax credit is designed to help older adults aged 65 and older, as well as family members living with them, cover the costs of home renovations that enhance safety and accessibility. Importantly, this credit is available to older adults at all income levels, and there are no income restrictions for claiming up to $10,000 in eligible home improvements,

Homeowner Repair Program for Seniors

This program offers financial assistance for home repairs and modifications such as widening doorways and making bathrooms more accessible. To be eligible for a forgivable loan of up to $5,000 for minor adaptations to facilitate independent living, older adults must have a total household income of 50K or less, be the owner of the home and live in it.

For more information or to find out if you qualify for a home modification program, **call 2-1-1.**

Personal Emergency Response Systems

Personal emergency response systems provide increased peace of mind by connecting you with professionals at the push of a button. Many devices can automatically share your real-time GPS location and send alerts via text or email to people of your choice. Some even include automatic fall detection, allowing emergency assistance to be triggered even if you cannot reach the button. In the event of a fall, an operator is immediately notified and can quickly contact emergency services and/or your designated contacts to provide the necessary help.

TELUS Health Medical Alert

The devices offered allow you to continue your daily activities with peace of mind, knowing help is available at the push of a button, whether at home or on the go, within a 600-foot radius of the included base station. For more information, Google "telus living well", or **call 1-888-505-8008**.

Lifeline

Lifeline is a simple and reliable personal teleassistance service that ensures help is always within reach, even if you cannot speak. With a single press of your help button, worn comfortably on your wrist or as a pendant, you will be instantly connected to a qualified personal response agent who will ensure you receive help quickly. For more information, please **visit www.Lifeline.ca** or **call 1-866-349-1389**.

Caretrak

Caretrak is a portable medical alert pendant that provides immediate access to assistance when needed, both inside and outside the home. It promotes independence by offering a direct connection to a designated contact or a 24/7 emergency response center. For more information, **visit www.Caretrak.ca** or call the available toll-free number at **1-855-333-3381**.

Remote Monitoring Systems

Care Link Advantage

The Care Link Advantage system offers peace of mind for both clients and their loved ones through smart, reliable technology that keeps everyone connected and informed. In addition to emergency medical pendants, clients can benefit from having strategically placed motion detectors and smart sensors throughout the home such as bed sensors, pressure mats, and door sensors designed to identify early signs of potential health concerns. For more information, please **visit www.CareLinkAdvantage.ca** or **call (866) 876-7401**.

Alarme Roy Alarm

Alarme Roy Alarm offers reliable medical alert systems as well as professional monitoring services designed to help residents feel supported and safer in their homes.

38 Alexander Street
Campbellton, NB
(506) 753-3709

FIRST NATIONS COMMUNITIES

In New Brunswick, First Nations communities are leading significant efforts to support their older members. By prioritizing culturally grounded services and expanding programs that promote safety, social connection, and independence, they are helping elders age at home with dignity, surrounded by their culture and compassionate care.

Ugpi'ganjig Health Centre

Founded in 2016, the Ugpi'ganjig Health Centre plays an essential role in supporting the health and well-being of the community by offering a range of programs and services. The centre also extends beyond the region by providing presentations and workshops to neighbouring communities, schools, and professional networks to promote awareness and cultural understanding.



11 Main Street, Unit 201
Eel River Bar First Nation, NB

Its services include chronic disease prevention, mental health counseling, as well as home care and community support programs aimed at improving quality of life and fostering independence. For more information, please call **(506) 684-5002**.

Indigenous Client Navigators

The Indigenous Client Navigator program follows the Two-Eyed Seeing approach, which values different ways of understanding health. Navigators assist patients and their families in navigating the healthcare system, accessing appropriate services, and receiving support throughout their care. They can also help with discharge planning and ensure that care is culturally safe, so that each person feels respected and supported.

For any questions or additional information, contact us by phone at **(506) 789-5000** or by email at **IPN@Vitalitenb.ca**.

Hope for Wellness Help Line

The Hope for Wellness Help Line is a support service available to all Indigenous people in Canada, 24 hours a day, 7 days a week. Trained, culturally sensitive counsellors are available by phone or online chat in a safe, non-judgmental space. Whether you want to talk about your feelings, difficult situations, or simply explore available resources for your well-being, this service is here to support you. To learn more or access support right away, **visit www.hopeforwellness.ca** or call **1-855-242-3310**.

WHAT TO DO IF I FALL WHEN ALONE?

While everyone should take steps to prevent falls, it is also important to know what to do if a fall occurs when you are alone.

Before Trying to Get Up

- Catch your breath. Take your time. Remain calm.
- Complete a head-to-toe scan of your body. Do you see any injuries? Feel any discomfort?
- If you are injured, feel discomfort, or are unable to get up:
    - Call out for help. Make any noise to attract attention.
    - Use an emergency call device or a telephone to ask for help.
    - Wait for assistance to arrive. In the meantime, place yourself in the most comfortable position you can. Try to remain warm and calm.
- If you are **NOT** injured, refer to the section "How to Get Up from a Fall"

How to Get Up from a Fall

Remember to stay calm.



Lie on your side and lift yourself onto your elbows or hands.

Pull yourself toward a chair or another sturdy object.

From a kneeling position, place both hands on the chair or object.

Take as much time as you need in between steps



Place your stronger leg in front, holding on to the chair or object..

Push up with your arms and legs to stand up.

Carefully pivot your bottom around and sit down.

After Getting Up

- Never underestimate the seriousness of a fall and the potential harm it may have caused. It's always better to mention your fall(s) when visiting your primary care provider. They can assess the situation and see if it's linked to medication or other fall risk factors.
- Fall-related injuries are not always immediately noticeable. Some issues may only appear after a few hours or days.
- Consult with family, friends, caregivers, health care providers and other health care professionals for the development of a personal care plan to help prevent another fall.

FALL PREVENTION RESOURCES

Finding Balance NB

Trauma NB is dedicated to making fall prevention easier and more accessible for everyone. To support this effort, the Finding Balance NB website offers a wide range of practical resources.

This includes posters, fact sheets, and toolkits to help inform and guide you when taking measures to avoid falls by Understanding Your Fall Risk, Watching Your Step, and Taking Care of Your Health. For more information, **visit www.FindingBalanceNB.ca** or visit your local library.



Understanding Your Fall Risk



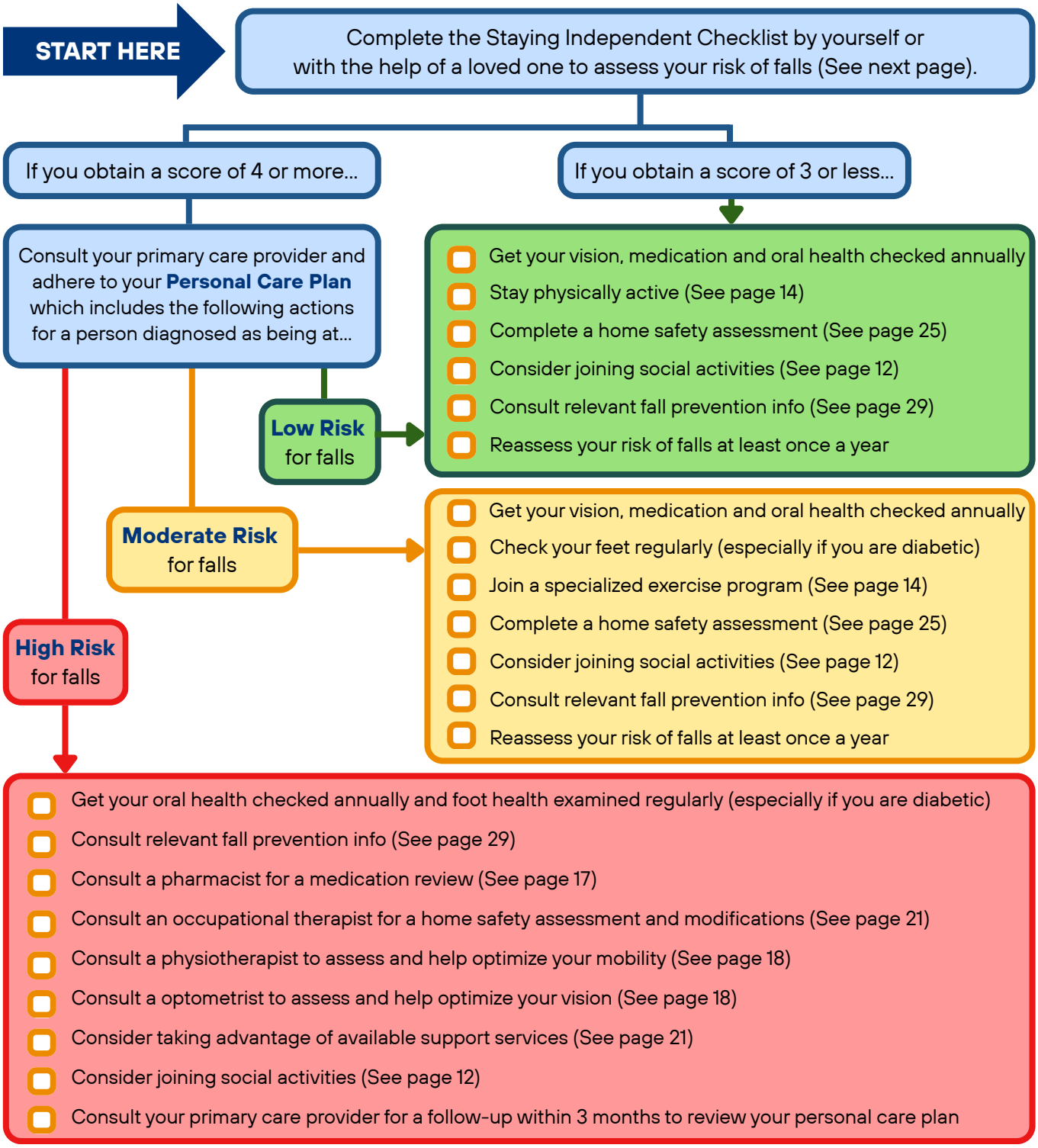
Watching Your Step



Taking Care of Your Health

FALL PREVENTION DECISION TREE

We encourage you to use this Decision Tree as a simple, practical guide to help reduce your risk of falls. While you are waiting for your appointment with your primary care provider, you can begin taking action right away by following the steps in the **Personal Action Plan** (see page 32). Even small, proactive changes today can make a big difference in preventing falls and keeping your independence as you age.



Staying Independent Checklist

Regularly using this checklist can help you identify areas where you may need support to stay independent and reduce your risk of falls. Discuss any concerns with your primary care provider at least once a year.

Circle "Yes" or "No" for each statement below			Why it matters
Yes (2)	No (0)	I have fallen in the past 6 months.	People who have fallen once are likely to fall again.
Yes (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.	People who have been advised to use a cane or walker may already be more likely to fall.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.	Unsteadiness or needing support while walking are signs of poor balance.
Yes (1)	No (0)	I steady myself by holding on to furniture when walking at home.	This is also a sign of poor balance.
Yes (1)	No (0)	I am worried about falling.	People who are worried about falling are more likely to fall.
Yes (1)	No (0)	I need to push with my hands to stand up from a chair.	Strengthening your leg muscles can reduce your risk of falling and being injured.
Yes (1)	No (0)	I have some trouble stepping up onto a curb.	This is also a sign of weak leg muscles.
Yes (1)	No (0)	I often have to rush to the toilet.	Rushing to the bathroom, especially at night, increases your chance of falling.
Yes (1)	No (0)	I have lost some feeling in my feet.	Numbness in your feet can cause stumbles and lead to falls.
Yes (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.	Side effects from medicines can sometimes increase your chance of falling.
Yes (1)	No (0)	I take medicine to help me sleep or improve my mood.	These medicines can sometimes increase your chance of falling.
Yes (1)	No (0)	I often feel sad or depressed.	Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls.
Total _____		Answer the statements above then add up the number of points for each "Yes" answer. If you scored **4 points or more**, you may be at risk for falling. Remember to bring this checklist to your primary care provider to discuss your risk factors.	

This checklist was developed by the Greater Los Angeles VA Geriatric Research Education Clinical Center and affiliates and is a validated fall risk assessment tool. (Rubenstein et al. J Safety Res; vol. 42, n°6, 2011, p. 493-499). Adapted with permission of the authors.

PERSONAL ACTION PLAN

Now that you've reviewed this toolkit, we invite you to put your ideas into action. Please use this Personal Action Plan to help you get started. Consider how you will integrate the following tips and steps into your daily routine and lifestyle. If you're unsure, consider consulting a health care provider or another qualified expert for guidance.

- [ ] Complete the Staying Independent Checklist at least once a year (see page 26).
- [ ] Follow-up with your primary care provider to inform them of any previous falls or concerns.
- [ ] Complete a home safety assessment at least once a year.
- [ ] Fix and remove fall hazards in your home.
- [ ] Do at least 2.5 hours of moderate aerobic activity each week (sessions of 10 min. or more).
- [ ] Add muscle and bone strengthening activities at least twice a week.
- [ ] Consult a health professional if unsure about what activity is most appropriate for you.
- [ ] Reduce your recreational screen time to no more than 3 hours per day.
- [ ] Get good-quality sleep on a regular basis, with consistent bed and wake-up times.
- [ ] Review your medication with your primary care provider or pharmacist at least once a year.
- [ ] Get an annual eye exam.
- [ ] Have your hearing checked.
- [ ] Consult a podiatrist for foot issues and/or foot pain.
- [ ] Consult a dentist for an oral health assessment at least once a year.
- [ ] Maintain a healthy diet and stay hydrated.
- [ ] Wear supportive footwear inside and outside of the home.
- [ ] Do brain-stimulating activities.
- [ ] Stay socially connected. Consider participating in community activities.

We wish you well on your Actively Aging journey!

Notes

Notes

Share Your Feedback

If you are over the age of 65 and had a chance to explore this toolkit, please take a few minutes to tell us what you think.

Your feedback can help us improve this toolkit and make it even more useful for you and others.

SCAN HERE TO BEGIN THE ONLINE SURVEY





This toolkit is specifically designed with the services and programs available in Restigouche in mind. If you are interested in helping to develop a similar toolkit for residents in your community, we encourage you to contact Trauma NB at *www.nbtrauma.ca*.

Trauma NB

Commission de services régionaux RESTIGOUCHE Regional Service Commission

New Nouveau Brunswick CANADA

RÉSEAU DE SANTÉ vitalité HEALTH NETWORK