



Perth
Huron
Oxford

Seniors Scene

EMPOWERING SENIORS THROUGH INFORMATION



Connecting you with care
Votre lien aux soins

South West
CCAC CASC

Community
Care Access
Centre

Centre d'accès
aux soins
communautaires
du Sud-Ouest

SouthWesthealthline.ca

Perth-Huron-Oxford

About Seniors Scene

If you're a senior, the programs and services listed in this booklet are designed to help you stay active and deal with any health issues that may come up.

It outlines services available in your community to help you stay as safe and independent as possible. It talks about the importance of having a family doctor and where to go if you don't have one.

This booklet also provides numbers to call for information on fitness, recreation and social gatherings. In addition, it gives a list of agencies that can help you manage your money.

Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement.

A more complete listing of services is available online at **www.southwesthealthline.ca** or call the **South West Community Care Access Centre** at **310-2222**.



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Family Doctors

Family doctors treat patients of all ages for a variety of health problems. When necessary, they make referrals to specialist doctors. Because family doctors follow their patients over long periods for a wide range of health issues, they often play a role in coordinating their patients' care.

People without family doctors may have to go to walk-in clinics or emergency departments to get medical attention. Doctors at these locations may not be fully aware of all the health issues these patients face. Sometimes treating one problem in isolation may unintentionally complicate another problem. This can be a serious issue for seniors who have multiple health conditions.

Finding a Family Doctor

Health Care Connect helps people without a family doctor to find one. You may want to consider registering for the program if:

- You are actively looking for a regular doctor for ongoing family health-care needs
- You are not currently enrolled with a family doctor according to Ministry of Health and Long-Term Care records

To register with **Health Care Connect**, simply call 1-800-445-1822. You will need a pen, some paper and a valid OHIP card when you call. You can also register online at www.ontario.ca/healthcareconnect. Priority is given to people with the greatest health needs.

If you do not have a valid Ontario Health Insurance Plan (OHIP) card, call the Service Ontario INFO line at 1-866-532-3161 / TTY 1-800-387-5559 and someone will assist you.

If You Have a Family Doctor

Your family doctor may be working on his or her own or as part of a group like a Family Health Team. If your family doctor is part of a group, there may be other health professionals in the office whom

you can see when necessary. These might include nurses, nurse practitioners, social workers or dietitians. Doctors who practice as part of a group often have other doctors back them up after hours or when they are on vacation. You can check into this with the staff in your doctor's office.

A doctor's referral is needed for a few of the services in this booklet. Your family doctor may not know about all services available in your community. You can use this booklet to point out services you're interested in.

Hospitals

Hospitals provide a variety of inpatient and outpatient programs and services. Most services are covered by OHIP and a medical referral is often required.

Alexandra Hospital 29 Noxon St, Ingersoll www.alexandrahospital.on.ca	519-485-1700
Alexandra Marine and General Hospital 120 Napier St, Goderich www.amgh.ca	519-524-8323
Clinton Public Hospital 98 Shipley St, Clinton www.hpha.ca	519-482-3447
Listowel Memorial Hospital 255 Elizabeth St E, Listowel www.lwha.ca	519-291-3120
Seaforth Community Hospital 24 Centennial Dr, Seaforth www.hpha.ca	519-527-1650
South Huron Hospital Association 24 Huron St W, Exeter www.shha.on.ca	519-235-2700

St Marys Memorial Hospital 267 Queen St W, St Marys www.hpha.ca	519-284-1330
Stratford General Hospital 46 General Hospital Dr, Stratford www.hpha.ca	519-272-8210
Tillsonburg District Memorial Hospital 167 Rolph St, Tillsonburg, ON www.tillsonburghospital.on.ca	519-842-3611
Wingham and District Hospital 270 Carling Terrace, Wingham www.lwha.ca	519-357-3210
Woodstock General Hospital 310 Juliana Dr, Woodstock www.wgh.on.ca	519-421-4211
Woodstock Private Hospital 369 Huron St, Woodstock	519-537-8162

Discharge From Hospital

If you have to stay in a hospital due to an illness, you may not be feeling back to normal when it's time for you to leave. You may be unsure how well you will cope at home. Not only that, you may be asked to make a number of big decisions very quickly about your follow-up care. At times like these, it can be helpful to talk with someone who understands your situation and the services that might best meet your needs.

If you're likely to need nursing or personal care in your home, a **South West Community Care Access Centre (CCAC) Care Coordinator** can be particularly helpful. CCAC Care Coordinators aren't employees of the hospital, but they can often be found on site. You can ask to speak with one before your discharge, or you can call the CCAC directly at 310-2222.

CCAC Care Coordinators are familiar with many of the services listed in this booklet and can help you sort out which ones might work best for you.

If you're not able to return home after your hospital stay, a CCAC Care Coordinator can help you understand your options.

Home Health Care

Home health care agencies provide a range of in-home services from nursing to therapy to personal support and homemaking.

Personal support includes care such as grooming, dressing, bathing, care in bed, help with medication, and respite care/caregiver relief. This care is usually done by a personal support worker (PSW). Homemaking services may include home management, meal preparation, friendly visiting, light housekeeping, going with someone to appointments, shopping and errands. Additional health-care services may also be available such as foot care and palliative care.

The cost of home health-care services may be covered under OHIP or private insurance. The South West Community Care Access Centre (CCAC) coordinates publicly-funded home health care. Contact them first at 310-2222 to see if you're eligible.

If you're looking to pay for services yourself, you may wish to contact one or more of the following agencies directly. They all provide nursing, homemaking and personal care services.

ONE CARE Home & Community Support Services (Huron, Perth)

1-877-502-8277

www.onecaresupport.ca

Personal support and homemaking.

Pace Homecare Services (Huron, Perth, Oxford)

519-576-3570

1-866-904-9904

www.pacehomecare.com

Nursing, therapy and homemaking services.

ParaMed Home Health Care – Perth

519-273-7911

1-800-265-5768

www.paramed.com*Personal support services.***Red Cross Care Partners – Huron-Perth**www.redcrosscarepartners.ca

519-357-3010

1-800-668-4326

*Nursing and therapy.***Red Cross Care Partners – Huron-Perth –
Dynamic Therapy Solutions Inc.**

519-826-9161 (Dial 0 for office staff)

1-866-226-2250

*Therapy.***Red Cross Care Partners – Oxford/Norfolk/Elgin**

519-633-6080

Tillsonburg: 519-688-1853

1-800-443-4615

*Nursing, personal support and homemaking.***Saint Elizabeth Health Care**www.saintelizabeth.com

- Huron: 1-888-823-1626 (24 hour)

Nursing, personal support and homemaking.

- Oxford: 519-539-9807, 1-877-892-2997

*Nursing.***Tillsonburg & District Multi-Service Centre**

519-842-9000

www.multiservicecentre.com*Personal support and homemaking.***Victorian Order of Nurses – Oxford**

519-539-1231

1-888-641-5197

www.vonoxford.com*Nursing and homemaking.***Victorian Order of Nurses – Perth-Huron**

519-271-7997

1-800-265-5176

www.von.ca*Nursing.*

Additional home health care providers can be found online at www.southwesthealthline.ca or by calling the South West Community Care Access Centre (CCAC) at 310-2222.

Making Physical Changes to Your Home

Your home may need to be renovated if your health changes. The following programs provide information and/or financial help:

Home and Vehicle Modification Program

Ontario March of Dimes

(delivered on behalf of the Government of Ontario)

519-642-3700

1-877-369-4867

TTY: 519-642-3700

291 King St, 3rd Floor, London N6B 1R8

www.marchofdimes.ca

Canada Mortgage and Housing Corporation

613-748-2000

TTY: 1-800-309-3388

www.cmhc-schl.gc.ca

Disabled and Seniors Property Tax Relief

Municipal Property Assessment Corporation

1-866-296-6722

TTY: 1-877-889-6722

785 Wonderland Road S, Unit 252, London N6K 1M6

Special Equipment and Services

You may need special equipment because of an illness, surgery, or a disability. Professionals are available to help you figure out what equipment you need.

Sometimes equipment must be bought. Funds may be available to support some of the cost. Other times equipment may be rented or borrowed.

The South West Community Care Access Centre (CCAC) provides medical supplies and rental equipment to eligible patients.

For private medical equipment suppliers, visit www.southwesthealthline.ca or look under "Hospital Equipment" or "Medical Equipment and Supplies" in the Yellow Pages.

**Assistive Devices and Home Oxygen Program
Ontario Ministry of Health and Long-Term Care**

1-800-268-6021

TTY: 1-800-387-5559

www.health.gov.on.ca

Assistance with the purchase of necessary medical equipment and supplies for Ontario residents with long-term physical disabilities. The Home Oxygen Program covers oxygen and oxygen delivery equipment.

Assistive Devices Program – March of Dimes Canada

519-642-3700

1-866-765-7237

TTY: 519-642-3700

291 King St, 3rd Floor, London

www.marchofdimes.ca

Assists adults with disabilities with funding for the purchase, repair and maintenance of a wide variety of mobility or assistive devices such as wheelchairs and scooters.

Adult Wheelchair and Seating Program

Parkwood Hospital, 801 Commissioners Rd E, Rm B217, London

519-685-4292 ext 42199

www.sjhc.london.on.ca/wheelchairseating

Assesses and prescribes wheelchair and related seating equipment. (The program does not accept referrals for walkers or scooters.)

Canadian Red Cross – Stratford/Huron-Perth Branch

519-273-9339

1-877-528-8802

Crisis: 1-866-579-4357

www.redcross.ca**Canadian Red Cross – Woodstock/Oxford Branch**

519-539-0265

1-866-280-1735

www.redcross.ca**Ingersoll Services for Seniors**

519-485-2269

www.ingersollseniors.com**Royal Canadian Legion – Ontario Provincial Command**

905-841-7999

www.on.legion.ca

Many Royal Canadian Legion branches operate medical equipment loan cupboards. The Provincial Command maintains a directory of branches.

Accessible Media Inc

1-800-567-6755

www.ami.ca

Broadcast reading service makes local, national and international news and information accessible to Canadians who are blind or have low vision. AMI-tv broadcasts popular programming with Open Described Video and Closed Captioning.

Bell Canada – Accessibility Services Centre

1-800-268-9243

TTY: 1-800-268-9242

www.bell.ca/Accessibility_services

Advises on special equipment that assists people with hearing, speech, sight or physical disabilities.

War Amps of Canada

1-877-622-2472

www.waramps.ca

Financial assistance to an amputee for the purchase of artificial limbs.

Getting Around

Low-cost or subsidized transportation is available through public transportation services and community organizations. These services provide trips to work, shopping, appointments and errands. Some offer transportation by volunteers in their own vehicles. Wheelchair accessible services are marked below with an asterisk (*).

If you need someone to travel with you, check with agencies in the Home Health Care section.

Public and Community Transportation

First Student Canada – Lions Seniors' Bus – Goderich

519-524-5316

Ingersoll Paratransit *

519-485-6663

www.ingersoll.ca/ForResidents/Paratransit.aspx

Ritz Lutheran Villa – Mitchell and Area Community Outreach – Mitchell and Area Mobility Bus *

519-348-9765

<http://www.ritzlutheranvilla.com/maco/home.html>

St Marys Mobility Service *

519-284-4010

Stratford Transit

519-271-0250 ext 340

www.city.stratford.on.ca/transit/transit.asp

Stratford – Mobility Bus *

519-271-4000

TTY: 519-271-5241

www.stratfordcanada.ca

Tillsonburg & District Multi-Service Centre *

519-842-9000

www.multiservicecentre.com

Victorian Order of Nurses – Perth-Huron *

519-291-5898

1-800-265-5176

www.von.ca

Woodstock Transit

Info Line: 519-539-1291 ext 3104

Para Transit *: 519-539-1291 ext 2510

www.woodstocktransit.ca

Volunteer Transportation

Canadian Red Cross – Woodstock/Oxford Branch

519-539-0265

1-866-280-1735

www.redcross.ca

Transportation for medical and therapy appointments as well as day programs and social trips.

Ingersoll Services for Seniors

519-485-2269

www.Ingersollseniors.com

Non-emergency transportation to local medical appointments and regular activities such as grocery shopping and social gatherings.

**ONE CARE Home & Community Support Services –
EasyRide (Huron, Perth)***

519-272-9875

1-877-502-8277

www.onecaresupport.ca

Non-emergency transportation to local medical appointments and regular activities such as shopping, errands and social activities.

St Marys and Area Home Support Services

519-284-3272

Non-emergency transportation for older adults to go shopping.

Victorian Order of Nurses – Perth-Huron (North Perth)

519-291-5898

1-800-265-5176

www.von.ca

Non-emergency transportation to local and out of town appointments.

Canadian Cancer Society

• Huron-Perth Unit 519-271-4270

• Oxford Unit 519-537-5592, 1-877-577-7797

*Transportation to cancer-related appointments for those needing assistance * transportation services depend on availability of drivers and weather conditions*

Getting Home from Hospital

Trained attendants can meet and transport you home from hospital. They can pick up groceries, prescriptions or medical equipment on the way home. They can also prepare a meal for you when you get home.

Call the South West Community Care Access Centre (CCAC) at 310-2222 to arrange these services or contact one of the agencies listed below.

Canadian Red Cross (Oxford)

1-519-273-9339 ext 7280

1-877-528-8802

www.redcross.ca

ONE CARE Home & Community Support Services (Huron, Perth)

1-877-502-8277

www.onecaresupport.ca

Tillsonburg & District Multi-Service Centre

519-842-9000

www.multiservicecentre.com

Transportation with Medical Attendants

Transportation companies offer non-urgent patient transfers between hospital, home and residential facilities and are staffed with medical attendants.

(For emergency medical transportation to hospital or emergency medical services, call 911.)

Huron Patient Transfer Service (Huron, Perth, Oxford)

519-235-3786

1-877-286-5906

www.huronpatienttransfer.com**London Medical Transportation Systems (Huron, Perth, Oxford)**

519-659-4809

1-866-827-5687

www.lmts.ca**Voyageur Patient Transfer Service (Huron, Perth, Oxford)**

519-455-1390

1-855-263-7163

www.voyageurtransportation.ca

Driving

Government licensing and driver assessment services are listed below. Ontario's driver and vehicle licensing offices are now part of Service Ontario (see the Accessing Government Services section of this booklet for local offices).

For courses to refresh driving skills, contact businesses listed in the Yellow Pages under "Driving Instruction."

Ontario Ministry of Transportationwww.mto.gov.on.ca

- Senior Driver Renewal Program: 1-800-396-4233

Beginning April 21, 2014, senior drivers, 80 years and over, are required to complete a vision test, a driver record review, take part in a group education session, and two short, in-class screening exercises every two years. Some may be required to take a road test to have their in-car skills assessed.

- Driver and Vehicle Licensing: 1-800-387-3445
- Road Test Booking: 1-888-570-6110
TTY: 1-866-471-8929
- Accessible Parking Permit Program:
Service Ontario, PO Box 9800, Kingston K7L 5N8
This permit, issued to an individual, entitles the vehicle in which it is displayed to be parked in a designated disabled parking space. Applications must be accompanied by proper medical certification. Application forms are available online, at Service Ontario offices or by mail from the above address.

DriveABLE Driving Assessment Program

519-685-4070

Parkwood Hospital

801 Commissioners Rd E, London

www.sjhc.london.on.ca/driveable

Comprehensive evaluation of driving competence for seniors with cognitive issues that includes a medical assessment and road evaluation.

Community Support Services

The following services help people to live independently in their own homes by assisting with things like meal delivery and dining programs, homemaking and home help, transportation services, community dining and friendly visits. See the Home Health Care section for more services. See the Money Matters section for municipal programs that help pay for nursing and homemaking services for eligible residents.

Foot Care

The VON provides foot care in the home and at public clinics held at various locations in Huron, Perth, Oxford and Norfolk. To find additional providers, go to the Home Health Care section of this booklet, call the South West Community Care Access Centre (CCAC) at 310-2222, or look online at www.southwesthealthline.ca under "Foot Care" or "Chiropody Clinics."

Victorian Order of Nurses – Oxford

519-539-1231

1-888-641-5197

www.vonoxford.com**Victorian Order of Nurses – Perth-Huron**

519-271-7991

1-800-265-5176

www.von.ca

Meal Delivery Services

These services deliver hot or frozen meals to seniors or individuals with disabilities who have difficulty preparing meals for themselves. Special dietary requirements may be accommodated.

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com**Knollcrest Lodge – Community Outreach Services (Milverton)**

519-595-8755

www.knollcrestlodge.com**ONE CARE Home & Community Support Services (Huron, Perth)**

1-877-502-8277

www.onecaresupport.ca**Ritz Lutheran Villa – Mitchell and Area Community Outreach**

519-348-9765

<http://www.ritzlutheranvilla.com/maco/home.html>**St Marys and Area Home Support Services**

519-284-3272

www.townofstmarys.com**Tillsonburg & District Multi-Service Centre**

519-842-9000

www.multiservicecentre.com**Victorian Order of Nurses – Oxford**

519-539-1231

1-888-641-5197

www.vonoxford.com**Victorian Order of Nurses – Perth-Huron (North Perth)**

519-291-5898

1-800-265-5176

www.von.ca

West Huron Care Centre – Community Connections Outreach Services (Zurich)

519-236-4373 ext 631

www.bwrh.ca/westhuroncarecentre.html

Dining with Others

Congregate dining offers seniors the opportunity to dine and interact with other community members outside of their home. Participants gather together on a pre-arranged date for a meal and social activities at various locations.

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com

Knollcrest Lodge – Community Outreach Services (Milverton)

519-595-8755

www.knollcrestlodge.com

Mackay Centre for Seniors (Goderich)

519-524-6660

www.mackaycentreforseniors.com

ONE CARE Home & Community Support Services (Huron, Perth)

1-877-502-8277

www.onecaresupport.ca

Ritz Lutheran Villa – Mitchell and Area Community Outreach

519-348-9765

<http://www.ritzlutheranvilla.com/maco/home.html>

St Marys and Area Home Support Services

519-284-3272

www.townofstmarys.com

Victorian Order of Nurses – Perth-Huron

519-291-5898

1-800-265-5176

www.von.ca

Friendly Visiting, Telephone Reassurance/ Security Checks

Friendly visiting programs provide friendship and shared activities, for individuals who feel socially isolated, or have a medical condition for whom companionship offers additional emotional and practical support. See also the Home Health Care section for more services.

Telephone reassurance programs provide regular phone calls to seniors and people with disabilities who live alone to check on their health and safety. Security check programs involve someone visiting the home and are performed by trained and screened volunteers.

Alzheimer Society of Oxford County

519-421-2466

www.alzheimer.ca/oxford

Knox Presbyterian Church – Goderich – Caring Visitors

519-524-7512

Ritz Lutheran Villa – Mitchell and Area Community Outreach

519-348-9765

<http://www.ritzlutheranvilla.com/maco/home.html>

St Marys and Area Home Support Services

519-284-3272

www.townofstmarys.com

Stonebridge Community Services (Tillsonburg)

519-842-3200

1-855-842-3200

www.stonebridgecs.com

Victorian Order of Nurses – Oxford

519-539-1231

1-888-641-5197

www.vonoxford.com

Victorian Order of Nurses – Perth-Huron

519-291-5898

1-800-265-5176

www.von.ca

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com**Knollcrest Lodge – Community Outreach Services (Milverton)**

519-595-8755

www.knollcrestlodge.com**ONE CARE Home & Community Support Services (Huron, Perth)**

1-877-502-8277

www.onecaresupport.ca**Rotary Club of Tillsonburg – Phone Check Service**

519-685-6474

Tillsonburg, ON

Spruce Lodge Long Term Care (Stratford)

519-271-4090

www.sprucelodge.on.ca**St Marys and Area Home Support Services**

519-284-3272

www.townofstmarys.com

Home Maintenance and Repair Referral

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com**Knollcrest Lodge – Community Outreach Services (Milverton)**

519-595-8755

www.knollcrestlodge.com**ONE CARE Home & Community Support Services (Huron, Perth)**

1-877-502-8277

www.onecaresupport.ca**Stonebridge Community Services (Tillsonburg)**

519-842-3200

1-855-842-3200

www.stonebridgecs.com

Tillsonburg & District Multi-Service Centre

519-842-9000

www.multiservicecentre.com**Victorian Order of Nurses – Perth-Huron**

519-291-5898

1-800-265-5176

www.von.ca

Care for the Caregiver and Respite

If you are looking after a relative, friend or neighbour who is sick, frail or disabled, it can take a lot out of you, no matter how willingly you offer your help. Over time it may even affect your health. And if you get sick, you won't be there for the person who is counting on you.

The best advice is to get help from others and not try to do it all on your own. Having some time to yourself is important. Here are some services that may be useful to you. See Employment Insurance in the Money Matters section for compassionate care benefits.

www.caregiverexchange.ca

519-660-5910

Website provides caregivers with information about programs, services and supports in Ontario.

Share The Care™ Stations

- Huron-Perth
Mitchell & Area Community Outreach Services –
Ritz Lutheran Villa, #4118A Road 164, R.R.# 5, Mitchell
519-348-9765
- Oxford
VON Sakura House Residential Hospice
715180 County Rd 4, Woodstock
519-539-1231 1-888-641-5197

www.caregiverexchange.ca

Supportive program helps caregivers pool their talents, time and resources.

The following services provide caregiver support through counselling, groups and information.

Stonebridge Community Services (Tillsonburg)

519-842-3200 1-855-842-3200

www.stonebridgecs.com

Victorian Order of Nurses – Oxford

519-539-1231 1-888-641-5197

www.vonoxford.com

Victorian Order of Nurses – Perth-Huron

519-271-7991 1-800-265-5176

www.von.ca

Adult Day Programs

Adult day programs provide supervised programming in a group setting for dependent adults, individuals with Alzheimer's or with disabilities and may also offer a meal, personal hygiene, basic health or foot care, while caregivers benefit from some time for themselves.

Visit www.southwesthealthline.ca to view videos of the Adult Day Programs in your area. To access these programs, call the South West Community Care Access Centre (CCAC) at 310-2222.

ONE CARE Home & Community Support Services (Huron)

1-877-502-8277

www.onecaresupport.ca

Victorian Order of Nurses – Oxford

519-539-1231 ext 226 1-888-641-5197 ext 226

www.vonoxford.com

Victorian Order of Nurses – Perth-Huron (Perth)

519-271-0728 1-800-265-5176

www.von.ca

Short-Stay Respite Care

Respite gives caregivers a much-needed break from their caregiving duties. Many of the services listed in this booklet provide an opportunity for caregivers to get away for a few hours. If a longer break is needed (days or weeks), the person being looked after can

go for a short stay at a place staffed by health care workers who are trained to look after their needs.

Call the South West Community Care Access Centre (CCAC) at 310-2222 for an assessment. The CCAC coordinates admission for short-stay respite care. Refer to the listing of long-term care homes in the Looking for a New Home section to see which homes offer short-stay beds.

Many retirement homes offer private-pay respite, as do some long-term care homes.

Complex Care – Respite Care Program

519-685-4015

Parkwood Hospital, 801 Commissioners Rd E, London

www.sjhc.london.on.ca/complex-care/respite-care

For people living at home with complex chronic conditions and for caregivers requiring a break from caregiving. Application form available on the website.

Looking for a New Home

Many housing options exist, whether you're looking for rent-geared-to-income, seniors housing or housing with supports in the event that staying safe in your own home has become a challenge.

Housing Programs

The Ontario Landlord and Tenant Board regulates and provides information about landlord and tenant rights and obligations for rental properties, including rent control guidelines. Other organizations listed here help individuals with low and moderate incomes to find affordable housing.

Landlord and Tenant Board

1-888-332-3234

150 Dufferin Ave, Ste 400, London

www.ltb.gov.on.ca

Huron County Housing Services

519-482-8505 1-888-371-5718

www.huroncounty.ca/housing/**Oxford County Housing**

519-539-9800 1-800-265-1015

After Hours Emergency Contact: 519-533-0011

www.oxfordcounty.ca**City of Stratford – Social Services Department – Housing Division**

519-271-3773 ext 245 1-800-669-2948

TTY: 519-271-5241

After Hours: 519-533-0152 1-866-906-0152

www.stratfordcanada.ca*Provides and administers various public and social housing programs throughout Perth County.***Family Services Perth-Huron – Program for Older Adults and their Caregivers**

519-273-1020

Information and service to seniors and their families with regard to decisions in changing accommodation, legal, financial issues and counselling.

Seniors Apartments

Seniors apartments are generally for seniors who are able to live independently. Rent-geared to income and market-rate options are available. Some seniors apartments provide support services such as meals and leisure opportunities.

Huron County Apartments

Birchwood Apartments..... 519-236-4373

www.bwrh.ca

Highland Apartments..... 519-887-9267

www.huroncounty.ca/homesaged/

Heartland Apartments..... 519-482-3451

www.huroncounty.ca/homesaged/

Maplewood Apartments 519-236-437
www.bwrh.ca

Perth County Apartments

Fairhill Residence 519-284-2921
www.kingswaylodge.com

Greenwood Court 519-273-4662
www.tcmhomes.com/greenwood/greenwood.html

Perth Meadows 519-418-4100
www.perthmeadows.ca

Ritz Manor Apartments 519-348-8612
www.ritzlutheranvilla.com

Windmill Gardens Community 519-271-7386

Woodland Towers 519-271-4090

Oxford County Apartments

Basil Ostas Seniors Apartments 519-539-7019

Cambrocourt Manor 519-475-4533

Canterbury Towers 519-746-3033

Countryside Manor 519-458-4994

Innerkip Seniors Apartments 519-469-3733
 After Hours: 519-469-3460

Kentwood Towers 519-746-3033

Maple Grove Seniors Apartments 519-463-5822

Maple Lane Seniors Residence 519-842-4890
 PO Box 203, Tillsonburg

Townview Terrace 519-842-4890
www.town.tillsonburg.on.ca

Supportive Housing

Supportive housing units offer safe and independent living for seniors who need daily support to live independently. Personal support is provided on-site and available up to 24 hours a day and may include help with homemaking, bathing, grooming and meal preparation. Recreational programs may also be available. Rent is usually paid by the client; however, most health care services are government-funded.

Call the South West Community Care Access Centre at 310-2222 to see if you're eligible. Visit www.southwesthealthline.ca to view videos of Supportive Housing programs.

Canadian Red Cross– Stratford/Huron-Perth (Perth)

1-519-273-9339

1-877-528-8802

www.redcross.ca

Cheshire (Huron, Perth, Oxford)

519-439-4246

1-800-265-4758

www.cheshirelondon.ca

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com

Kingsway Lodge Long-Term Care – Fairhill Residence and Supportive Housing (St Marys)

519-284-2921

www.kingswaylodge.com

ONE CARE Home & Community Support Services (Huron)

1-877-502-8277

www.onecaresupport.ca

Spruce Lodge Long Term Care – Woodland Towers Non-Profit and Supportive Housing (Stratford)

519-271-4090

www.sprucelodge.on.ca

Tillsonburg & District Multi-Service Centre

519-842-9000

www.multiservicecentre.com

Retirement Residences

Like supportive housing, retirement residences offer safe and independent living for seniors who need daily support to live independently. However, the services provided by retirement residences are not funded by the government. Residents typically pay a monthly fee that includes rent, housekeeping, meals, recreational activities and help with medications. Emergency assistance is available 24 hours a day. Some retirement residences provide extra help with personal care, although there may be additional charges for this.

Retirement Homes Regulatory Authority

1-855-275-7472

www.rhra.ca

This not-for-profit organization oversees the regulation and licensing of retirement homes in Ontario.

Retirement residences licensed under the Retirement Homes Regulatory Authority of Ontario are marked with an asterisk (*).

Huron County Retirement Residences

Anfield Manor * 519-606-4663

26 Joseph St, Clinton

Braemar Retirement Centre – Retirement Home..... 519-357-3430

RR 1, Wingham

www.braemar-rc.com

Exeter Villa – Retirement Home 519-235-1581

155 John St E, Exeter

www.atkcareinc.ca/exeter.htm

Gilbert Hall Retirement Home * 519-357-1940

22 Veterans Rd, Wingham

Goderich Place Retirement Residence * 519-524-4243

30 Balvina Dr E, Goderich

Maplewood Manor * 519-527-1440

13 Church St, Seaforth

Queensway Retirement Living 519-262-2830

100 Queen St E, Hensall

www.pltchomes.com

South West Seniors Scene

Seaforth Manor Retirement Living and
 Long Term Care – Retirement Home * 519-527-0030
 100 James St, Seaforth
www.pltchomes.com

Perth Retirement Residences

Anne Hathaway Residence * 519-275-2125
 480 Downie St, Stratford

Caessant Care Listowel – Retirement Home 519-291-1041
 710 Reserve Ave S, Listowel
www.caessantcare.com

Cedarcroft Place Retirement Residence * 519-273-0030
 260 Church St, Stratford
www.allseniorscare.com

Country Meadows Retirement Residence * 519-595-8903
 6124 Ana St, Brunner

Countryview Retirement Residence * 519-291-5027
 RR3, Listowel

Greenwood Court – Retirement Residences 519-273-4662
 90 Greenwood Dr, Stratford
www.tcmhomes.com/greenwood/greenwood.html

Hamilton Place * 519-291-2424
 After Hours: 519-492-3894 or 519-292-9192
 469 Main St W, Listowel

Kingsway Lodge Long-Term Care –
 Retirement Home * 519-284-2921
 RR 6, St Marys
www.kingswaylodge.com

Livingstone Manor Retirement Home * 519-291-2370
 480 Main St W, Listowel

Ritz Lutheran Villa – Thames River Place 519-348-8612
 184 Napier St, Mitchell
www.ritzlutheranvilla.com

River Gardens Retirement Residence * 519-272-2773
 After Hours: 226-921-4046
 10 Romeo St N, Stratford
www.rivergardens.ca

Royal Palisade * 519-271-9800
 200 McCarthy Rd, Stratford
www.royalpalisade.com

Wildwood Care Centre – Retirement Home * 519-284-3628
 100 Ann St, St Marys
www.wildwoodcarecentre.com

Oxford Retirement Residences

Caessant Care Woodstock – Retirement Home..... 519-539-6461
 81 Fyfe Ave, Woodstock
www.caessantcare.com

Dayspring Residence * 519-842-7805
 1-866-824-8856
 332787 Plank Line, Tillsonburg
www.dayspring-residence.ca

Harvest Retirement Community 519-688-0448
 15 Harvest Ave, Tillsonburg
www.harvestrc.c

Langdon Retirement Villa * 519-537-6446
 196 Ferguson Dr, Woodstock

Maples Home for Seniors – Retirement Home 519-655-2344
 94 William St S, Tavistock
www.caessantcare.com/nursinghomes/nursing_maples.html

Oxford Manor Retirement Residence * 519-485-0350
 276 Oxford St, Ingersoll
www.chartwell.com

Park Place Retirement Centre * 519-539-0219
 1-877-489-1501
 126 Graham St, Woodstock
www.chartwellreit.ca

Tillsonburg Retirement Centre *	519-688-0347
183 Rolph St, Tillsonburg	
www.chartwellreit.ca	
Trillium Retirement Home *	519-863-2588
25 Main St E, Norwich	
Village of Oxford Gardens *	519-537-7733
1-866-921-7733	
423 Devonshire Ave, Woodstock	
www.oxfordgardens.ca	
Walnut Grove Retirement Living	519-863-6648
25 Clyde St, Norwich, ON	

Long-Term Care Homes

Long-term care homes provide nursing and personal care to individuals who are no longer able to live independently. These residences are for people who require daily supervision and nursing care. Basic services such as meals, housekeeping and laundry are included. Residents pay a flat daily rate for accommodation, and the government pays a portion of the nursing care and supportive services.

Call the South West Community Care Access Centre (CCAC) at 310-2222 for an assessment. The CCAC coordinates admission to long-term care homes.

Homes with publicly-funded respite beds are shown with an asterisk (*). See Short-Stay Respite Care in the Care for the Caregiver and Respite section of this booklet for more information.

Visit www.southwesthealthline.ca for video tours of the Long-Term Care Homes in your area and for waitlist information.

Huron County Long-Term Care Homes

Braemar Retirement Centre	519-357-3430
RR 1, Wingham	
www.braemar-rc.com	

Exeter Villa	519-235-1581
155 John St E, Exeter	
www.atkcareinc.ca/exeter.htm	

- Fordwich Village Nursing Home 519-335-3168
 After Hours: 1-519-292-1100
 3063 Adelaide St, Fordwich
www.atkcareinc.ca/fordwich.htm
- Huronlea Home for the Aged 519-887-9267
 820 Turnberry St S, Brussels
www.huroncounty.ca/homesaged/
- Huronview Home for the Aged 519-482-3451
 Hwy 4 S, RR 5, Clinton, ON
www.huroncounty.ca/homesaged/
- Maitland Manor * 519-524-7324
 290 South St, Goderich
- Queensway Retirement Living and
 Long Term Care * 519-262-2830
 100 Queen St E, Hensall
www.pltchomes.com
- Seaforth Manor Retirement Living and
 Long Term Care * 519-527-0030
 100 James St, Seaforth
www.pltchomes.com
- West Huron Care Centre – Blue Water Rest
 Home 519-236-4373
 RR 3, Zurich
www.bwrh.ca
- Perth County Long-Term Care Homes**
- Caessant Care Listowel 519-291-1041
 710 Reserve Ave S, Listowel
www.caessantcare.com
- Greenwood Court 519-273-4662
 90 Greenwood Dr, Stratford
www.tcmhomes.com/greenwood/greenwood.html
- Hillside Manor Long Term Care 519-393-5132
 RR 5, Stratford
www.reveraliving.com/hillside

Kingsway Lodge Long-Term Care * 519-284-2921
 RR 6, St Marys
www.kingswaylodge.com

Knollcrest Lodge * 519-595-8121
 50 William St, Milverton
www.knollcrestlodge.com

peopleCare Stratford * 519-271-4440
 198 Mornington St, Stratford
www.peoplecare.ca

Ritz Lutheran Villa 519-348-8612
 4118A Road 164, RR 5, Mitchell
www.ritzlutheranvilla.com

Ritz Lutheran Villa – Mitchell Nursing Home 519-348-8861
 184 Napier St, Mitchell
www.ritzlutheranvilla.com

Spruce Lodge Long Term Care 519-271-4090
 643 West Gore St, Stratford
www.sprucelodge.on.ca

Wildwood Care Centre 519-284-3628
 100 Ann St, St Marys
www.wildwoodcarecentre.com

Norfolk County Long-Term Care Home

Caessant Care Courtland 519-688-0710
 4850 County Rd 59, Courtland
www.caessantcare.com

Oxford County Long-Term Care Homes

Bonnie Brae Health Care Centre 519-655-2420
 55 Woodstock St N, Tavistock

Caessant Care Woodstock 519-539-6461
 81 Fyfe Ave, Woodstock
www.caessantcare.com

Leisureworld Caregiving Centre – Oxford * 519-485-3920
 263 Wonham St S, Ingersoll
www.leisureworld.ca

Maples Home for Seniors 519-655-2344
 94 William St S, Tavistock
www.caessantcare.com/nursinghomes/nursing_maples.html

Maple Manor Nursing Home * 519-842-3563
 73 Bidwell St, Tillsonburg

peopleCare Tavistock * 519-655-2031
 28 William St N, Tavistock
www.peoplecare.ca

Woodingford Lodge – Ingersoll 519-485-7053
 325 Thames St. S. Ingersoll
www.oxfordcounty.ca/ServicesforYou/LongTermCare/AboutWoodingford.aspx

Woodingford Lodge – Tillsonburg * 519-688-4874
 52 Venison St W, Tillsonburg
www.oxfordcounty.ca/ServicesforYou/LongTermCare/AboutWoodingford.aspx

Woodingford Lodge – Woodstock * 519-421-5556
 300 Juliana Dr, Woodstock
www.oxfordcounty.ca/ServicesforYou/LongTermCare/AboutWoodingford.aspx

The following programs monitor residential care standards and/or advocate on behalf of facility residents.

Long-Term Care ACTION Line

1-866-434-0144 TTY: 1-800-387-5559

www.health.gov.on.ca

A toll-free government service providing information about long-term care homes in Ontario. Handles concerns and complaints about facilities and provides public reports on individual homes and their records of care.

Concerned Friends of Ontario Citizens in Care Facilities

1-855-489-0146

www.concernedfriends.ca

Culturally-Sensitive Support Services

Aboriginal Health Services and Programs

The services listed here offer health-related programs for Canada's Aboriginal peoples.

Southwest Ontario Aboriginal Health Access Centre

519-672-4079 1-877-672-4079

425-427 William St, London

www.soahac.on.ca

Newcomer Services

If you've moved to Canada from a different country, these services can help you adjust to a new culture and possibly a new language. For example, they may help you manage your money, or get ready for your citizenship test, or find a job, or find a place to live. To connect with specific ethnocultural groups or English/French as a second language services, visit www.southwesthealthline.ca.

Canada Citizenship and Immigration

1-888-242-2100 TTY: 1-888-576-8502

417 Exeter Rd, London

www.cic.gc.ca

Government information about immigrating to and settling in Canada and Canadian citizenship. Processes and regulates the entry and stay of visitors and immigrants into Canada. The Court of Canadian Citizenship handles applications for citizenship.

Across Languages Translation and Interpretation

519-642-7247 1-866-833-7247

129 & 131 Wellington St, London

www.acrosslanguages.org

**Association canadienne-française de l'Ontario – London-Sarnia
Regional Council**

519-850-2236

495 Richmond St, Unit 200, London

www.acfo-ls.org

Helps French-speaking individuals in the region to organize and participate actively in their community's development.

Safety and Security

Personal safety and security are essential components of healthy living whether at home, school, at work or while participating in leisure activities. There are several community resources available by phone and online to help keep you safe.

Canadian Anti-Fraud Centre

1-888-495-8501

www.antifraudcentre-centreantifraude.ca

Information service and call centre established to report fraud complaints.

Medical Alarms and Medicalert

Emergency response systems can be set up in your home to let you quickly call for help in a personal or medical emergency. You can buy or rent personal emergency response systems from many hospitals and private companies. Call the South West Community Care Access Centre at 310-2222, or visit www.southwesthealthline.ca.

Canadian Medicalert Foundation

1-800-668-1507

TTY: 1-800-668-1507

www.medicalert.ca

Provides an emergency identification bracelet, necklace or ID with information about an individual's primary medical/health condition or special needs, with a unique identification number. A 24-hour emergency hotline is immediately available to health care professionals and first responders in an emergency situation.

Responding to Elder Abuse and Neglect

Elder abuse and neglect can take many forms. Physical abuse includes pushing, hitting or confining a senior. Neglect includes denying adequate nutrition or medical attention, or leaving a senior in an unsafe or isolated place. Financial abuse includes stealing, withholding money, forcing sales of assets or the wrongful use of Power of Attorney. All forms of abuse can be considered a crime and charges can be laid. Common signs include depression, unexplained injuries, social withdrawal, changes in hygiene and nutrition, lack of necessities and failure to meet financial obligations.

If you are in an abusive situation, contact one of the services listed below for help.

If you recognize a situation that is or may become abusive, reach out to the person in need or contact the services listed. Call police or 911 in an emergency.

Senior Safety Line

Ontario Network for the Prevention of Elder Abuse

1-866-299-1011

www.onpea.org

Victim Support Line

Ontario Ministry of the Attorney General

1-888-579-2888

TTY: 416-325-4935

www.attorneygeneral.jus.gov.on.ca

Victim Assistance Services of Oxford County

519-537-2824

615 Dundas St, Woodstock, ON N4S 1E1

www.vasoc.on.ca

Victim Services Bruce, Grey, Perth – Stratford Site

519-271-9998

Crisis: 1-866-376-9852

17 George St, Stratford ON N5A 7V4

www.victim-services.com

Victim Services of Huron County

519-524-4108

1-866-863-4108

Crisis: 519-235-1060

www.victimservices.cc

**Office of the Public Guardian and Trustee
Ontario Ministry of the Attorney General**

519-660-3140 1-800-891-0504

199 Dundas St, Ste 100, London

www.attorneygeneral.jus.gov.on.ca

The Guardianship Investigations Unit will investigate situations where an incapable person may be at risk of abuse or neglect.

Police

Police services provide crime prevention, detection, apprehension and traffic safety services. Call 911 in an emergency.

Ontario Provincial Police

1-888-310-1122 TTY: 1-888-310-1133

www.opp.ca

Huron Detachment: 519-524-8314

Oxford Detachment: 519-688-6540

Perth Detachment: 519-393-6123

Stratford Police Service

Non Emergency Calls: 519-271-4143

www.stratfordpolice.com

Wingham Police Services

519-357-1214

www.northhuron.ca/emergency_services.php?area=de09

Woodstock Police Service

519-421-2800

www.woodstockpolice.ca

Legal Services and Information

Lawyer Referral and Legal Aid

Organizations in this section assist in resolving legal issues.

Lawyer Referral Service, Law Society of Upper Canada

1-800-268-8326

TTY: 416-644-4886

www.lsuc.on.ca*Makes referrals to participating local lawyers and paralegals. Includes a free 30-minute consultation.***Legal Aid Ontario**

1-877-449-4001

TTY: 1-866-641-8867

www.legalaid.on.ca*Access to a lawyer is based on ability to pay and area of law.*

Community Legal Clinics

Community legal clinics offer assistance in matters related to specific areas of law such as disability support, pensions and other government programs.

Huron Perth Community Legal Clinic

519-271-4556

1-866-867-1027

59 Lorne Ave E, Stratford, ON N5A 6S4

www.huronperthlegalclinic.ca

Powers of Attorney and Advance Care Planning

A Power of Attorney is a legal document naming a specific person to act on your behalf in case you become incapable of making your own decisions. Powers of Attorney are available for personal care management and short-term or long-term financial affairs management. Advance care directives let the person you name to act on your behalf know your specific wishes for medical treatment if you become incapacitated because of illness or injury.

Office of the Public Guardian and Trustee**Ontario Ministry of the Attorney General**

519-660-3140

1-800-891-0504

199 Dundas St, Ste 100, London

www.attorneygeneral.jus.gov.on.ca*Administers the provincial Powers of Attorney program. Free kits are available.*

**Advance Care Planning
Canadian Hospice Palliative Care Association**

www.advancecareplanning.ca

Information, tools and resources for an advance care plan, so end-of-life wishes can be shared with family, health care providers, financial and legal professionals.

Dying with Dignity Canada

1-800-495-6156

www.dyingwithdignity.ca

Information about living wills and advocacy for issues of death and dying.

Trillium Gift of Life Network

1-800-263-2833

www.giftoflife.on.ca

Ontario's central organ and tissue donation agency.

London Transplant Gift of Life Association

519-641-7549

www.londontransplantgiftoflife.org

Advocates for the London Health Sciences Centre (LHSC) organ transplant programs and provides support for patients, families and donors.

Social Action and Advocacy

These organizations advocate, monitor and enforce regulations related to seniors or act in an advisory capacity to different levels of government. Some offer recognition of the contributions of seniors to society and develop policies that improve and promote the welfare of seniors. See Long Term-Care Homes and Retirement Residences in the Looking for a New Home section for organizations that advocate on behalf of residents in residential facilities.

Health Services Appeal and Review Board

1-866-282-2179

TTY: 1-877-301-0889

www.hsarb.on.ca

Independent review board handles appeals involving health care services in Ontario, including OHIP coverage.

Human Rights Tribunal of Ontario

1-866-598-0322

TTY: 1-866-607-1240

www.hrto.ca*Resolves discrimination and harassment claims filed under the Ontario Human Rights Code.***Ombudsman Ontario**

1-800-263-1830

TTY: 1-866-411-4211

www.ombudsman.on.ca*Investigates complaints about Ontario government organizations.***Ontario Seniors' Secretariat**

1-888-910-1999

TTY: 1-800-387-5559

www.seniors.gov.on.ca*Influences and supports policy development in the Ontario government on behalf of seniors.***National Seniors Council**

1-800-622-6232

TTY: 1-800-926-9105

www.seniorscouncil.gc.ca*Advises the federal government on matters related to the health, well-being and quality of life of seniors.***CARP**

1-888-363-2279

www.carp.ca*National association advocates for seniors.***United Senior Citizens of Ontario**

1-888-320-2222

www.uscont.ca*Advocates on behalf of seniors in Ontario and assists in the formation of senior citizens clubs.***Advocacy Centre for the Elderly**

416-598-2656

www.ancelaw.ca*Specialty community legal clinic provides a range of legal services to seniors with low incomes and focuses on elder law issues. Provides publications on elder abuse, home care, long-term care, powers of attorney, retirement homes and other legal topics.*

Veterans' Services

Veterans Affairs Canada

1-866-522-2122

TTY: 1-800-567-5803

417 Exeter Rd, London

www.veterans.gc.ca

Local office provides access to services and benefits for veterans and their dependents, including financial help for shelter and health care, pensions and burial assistance. Free counselling and legal service on the Pensions Act is offered to veterans at 1-877-228-2250.

Last Post Fund

1-800-465-7113

www.lastpostfund.ca

Financial assistance for the burial and funeral of war veterans or civilians who meet wartime service eligibility criteria.

Veterans Care Program

519-685-4000 ext 44053

Parkwood Hospital, 801 Commissioners Rd E, London

www.sjhc.london.on.ca

Health services to assist and support veterans and their families.

Royal Canadian Legion – Ontario Provincial Command

905-841-7999

www.on.legion.ca

Provincial Command has a listing of more than 400 Royal Canadian Legion branches in Ontario.

Armed Forces Pensioners'/Annuitants' Association of Canada

613-432-9491

www.afpaac.ca

Voluntary association promotes and protects the interests of Canadian Forces retirees and their survivors.

Mental Health and Addictions

The programs listed in this section provide mental health support and addictions services. Some services specifically address the health needs of seniors.

Mental Health

Mental Health Helpline

1-866-531-2600

www.mentalhealthhelpline.ca

Confidential telephone information and referral service for Ontario.

Canadian Mental Health Association – Huron-Perth Branch

519-273-1391

1-888-875-2944

540 Huron St, Stratford

www.cmha-hp.on.ca

A full range of services for persons with a serious mental illness.

Canadian Mental Health Association – Middlesex Branch

519-668-0624

534 Queens Ave, London

www.cmhamiddlesex.ca

Community-based support for individuals with mental illness living in Huron.

Canadian Mental Health Association – Oxford County Branch

519-539-8055

1-800-859-7248

Crisis: 519-539-8342 or 1-877-339-8342 (24 hour)

522 Peel St, Woodstock

www.oxfordcounty.cmha.ca

A full range of services for persons with a serious mental illness.

Huron Perth Seniors Mental Health and Addictions Response Team – Huron-Perth Healthcare Alliance

Stratford: 519-272-8210 ext 2570

Seaforth: 1-866-527-8421 ext 4821

Crisis: 1-888-829-7484

28 Centennial Dr, Seaforth

www.hpha.ca

Assessment and treatment for older adults experiencing depression, anxiety, confusion, cognitive impairment and changes in behaviour.

Seniors Mental Health and Addictions Response Team Mental Health Services of Oxford County

519-421-4223 ext 2342 (Intake)

310 Juliana Dr, Woodstock

For individuals 65 years and over with a cognitive impairment or mental health issue and a responsive behaviour and to individuals under 64 with an age related cognitive impairment and a responsive behavior.

Oxford Self Help Network

519-421-2980

1-877-464-3571

554 Princess St, Woodstock

www.ocl.net/projects/selfhelp/

Mental health consumer agency helping people help themselves.

Addictions

Drug and Alcohol Helpline of Ontario

1-800-565-8603

www.drugandalcoholhelpline.ca

Confidential information and referral service.

Addiction Services of Thames Valley

519-673-3242

200 Queens Ave, Ste 260, London

www.adstv.on.ca

Providing assessment, treatment and referrals of people with substance abuse and problem gambling issues living in Oxford County.

Alcoholics Anonymous – London (Perth, Huron, Oxford)

24-Hour Help Line: 519-438-1122

Information Line: 1-800-706-9833

201 Consortium Crt, London

www.aalondon.org

Support group meetings for people dealing with alcoholism.

**Choices For Change: Alcohol, Drug & Gambling
Counselling Centre (Perth, Huron)**

519-271-6730

1-877-218-0077

Festival Square Building, 10 Downie St, 3rd Floor, Stratford

www.choicesforchange.ca

**Ingersoll Nurse Practitioner-Led Clinic – Substance Abuse
Services**

519-926-6752

19 King St E, Ingersoll

www.ingersollnplc.ca

Narcotics Anonymous – London

1-888-811-3887

www.glana.ca

Mutual support groups for people dealing with addiction to mood-altering substances.

Other Health Care Services

Here are some other health care services you may find helpful.

Geriatric Services

Geriatric services provide specialized care of older persons, including assessment and treatment of functional, medical, and psychosocial aspects of illness and disability.

**Specialized Geriatric Services – Family Services Perth-Huron –
Program for Older Adults and their Caregivers**

519-273-1020

1-800-268-0903

142 Waterloo St S, Stratford

Information and service to seniors and their families with regard to

decisions in changing accommodation, legal, financial issues and counselling, elder abuse assist and referral.

Southwestern Ontario Geriatric Assessment Network

Centralized Intake and Triage: 519-685-4046

St Joseph's Health Care, London

Parkwood Hospital, 801 Commissioners Rd E, London

www.sjhc.london.on.ca/parkwood/programs/sgs/sgs.htm

Specialized Geriatric Services

St Joseph's Health Care London

Parkwood Hospital

519-685-4028

Intake: 519-685-4046

801 Commissioners Rd E, London

www.sjhc.london.on.ca/parkwood/programs/sgs/sgs.htm

Palliative Care, Loss and Grief Support

Palliative care provides comfort, support and care to individuals who are living with a progressive, life-threatening illness and to their families and caregivers. Pain management, symptom relief, and spiritual and social supports are provided in the home, hospice, or institution.

Many hospitals provide palliative care (see Hospitals section) as do long-term care homes (see Long-Term Care Homes in the Looking for a New Home section). Home health care agencies also provide palliative care in the home (see Home Health Care section). The South West Community Care Access Centre (CCAC) coordinates publicly-funded palliative care in the home. You can contact them at 310-2222.

See Powers of Attorney and Advance Care Planning in the Legal Services and Information section for additional information.

Emotional support, information and guidance are available for people who have recently lost a loved one. Counselling programs may provide individual or group support.

www.swpalliativecare.ca

The South West Hospice Palliative Care Network website provides local program information and other resources.

Complex Care Palliative Care Program

Parkwood Hospital

519-685-4035

801 Commissioners Rd E, London

www.sjhc.london.on.ca/complex-care/palliative-care*Inpatient care within a special unit.***Canadian Virtual Hospice**

1-866-288-4803

www.virtualhospice.ca*Website with information about palliative and end-of-life care, loss and grief.***Family Services Perth-Huron – Hospice Services**

519-273-1020

1-800-268-0903

142 Waterloo St S, Stratford

Huron Hospice Volunteer Service

519-527-0655

24 Centennial Dr, Seaforth

www.huronhospice.ca**North Perth Community Hospice**

519-291-5141

135 Main St E, Unit 105, Listowel

www.northperthcommunityhospice.org**Victorian Order of Nurses – Oxford – Hospice Services**

519-539-1231

1-888-641-5197

570 Ingersoll Ave, Woodstock

www.vonoxford.com**Victorian Order of Nurses – Perth-Huron – Palliative Care Volunteer Program**

519-235-2510

1-800-265-5176

24 Huron St W, B 105, Exeter

www.von.ca

Help for Specific Health Conditions

Help is available to seniors and their families to cope with specific health problems. A few of the associations that provide information, education and support are listed here. For more, including Diabetes Education Programs, call the South West Community Care Access Centre (CCAC) at 310-2222, or visit www.southwesthealthline.ca.

Help is available to seniors and their families to cope with specific health problems. A few of the associations that provide information, education and support are listed here. For more, including Diabetes Education Programs, call the South West Community Care Access Centre (CCAC) at 310-2222, or visit www.southwesthealthline.ca.

South West Self-Management Program 1-855-463-5692

www.swselfmanagement.ca

Free workshops on living a healthy life with chronic conditions.

Alzheimer Society of Huron County 519-482-1482

1-800-561-5012

www.alzheimer.ca/huroncounty

Alzheimer Society of Oxford County 519-421-2466

www.alzheimer.ca/oxford

Alzheimer Society of Perth County 519-271-1910

1-888-797-1882

www.alzheimerperthcounty.com

Arthritis Society 1-800-321-1433

www.arthritis.ca

Canadian Cancer Society – Huron-Perth Unit 519-271-4270

1-800-294-0086

www.cancer.ca

Canadian Cancer Society – Oxford Unit 519-537-5592

1-877-577-7797

www.cancer.ca

Canadian Diabetes Association 1-800-226-8464

www.diabetes.ca

Heart and Stroke Foundation of Ontario – Huron/Perth/Oxford	519-273-5212
1-888-287-7775 www.heartandstroke.com	
Ontario Lung Association	1-800-972-2636
www.on.lung.ca	Huron-Perth 519-271-7500
Osteoporosis Canada	1-800-463-6842
www.osteoporosis.ca	
Parkinson Society Southwestern Ontario	1-888-851-7376
www.parkinsonsociety.ca	

Staying Active

The following programs can help you stay active, fit and socially connected.

Fitness and Recreation

These services offer fitness programs designed specifically for seniors as well as social and recreational opportunities. Many municipal governments, community agencies and sports clubs offer additional recreational opportunities for seniors.

Goderich-Huron YMCA

- Goderich Branch 519-524-2125
- Clinton Branch 519-482-3655

www.ymcaswo.ca

Knollcrest Lodge – Community Outreach Services (Milverton)

519-595-8755

www.knollcrestlodge.com

ONE CARE Home & Community Support Services (Huron, Perth)

1-877-502-8277

www.onecaresupport.ca

Ritz Lutheran Villa – Mitchell and Area Community Outreach

519-348-9765

www.ritzlutheranvilla.com

St Marys and Area Home Support Services

519-284-3272

www.townofstmary.com**Victorian Order of Nurses – Oxford**

519-5391231

1-888-641-5197

www.von.ca**Victorian Order of Nurses – Perth-Huron (North Perth)**

519-291-5898

1-800-265-5176

www.von.ca**Canadian Centre for Activity and Aging**

519-661-1603

1-866-661-1603

1490 Richmond St, London

www.uwo.ca/actage/**West Huron Care Centre – Community Connections Outreach Services (Zurich)**

519-236-4373 ext 631

www.bwrh.ca/westhuroncarecentre.html**YMCA of Stratford-Perth**

- Stratford Branch 519-271-0480
- St. Marys Branch 519-284-2500

www.stratfordperthymca.com**YMCA of Western Ontario – Woodstock Branch**

19-539-6181

www.ymcawo.ca

Group Exercise and Falls Prevention Classes

Group exercise and falls prevention classes help seniors and people with disabilities living in the community stay healthy and active. These classes are free and held at various community locations. Contact the organizations below for times and places of local programs near you.

ONE CARE Home & Community Support Services (Huron, Perth)

1-877-502-8277

www.onecaresupport.ca

Knollcrest Lodge – Community Outreach Services (Milverton)

519-595-8755

www.knollcrestlodge.com**Ritz Lutheran Villa – Mitchell and Area Community Outreach**

519-348-9765

www.ritzlutheranvilla.com**Spruce Lodge Long Term Care (Stratford)**

519-271-4090

www.sprucelodge.on.ca**St Marys and Area Home Support Services**

519-284-3272

www.townofstmary.com**Stonebridge Community Services (Tillsonburg)**

519-842-3200 or 1-855-842-3200

www.stonebridgecs.com**Victorian Order of Nurses – Oxford**

519-539-1231

www.von.ca**Victorian Order of Nurses – Perth-Huron**

519-271-7991

1-800-265-5176

www.von.ca

Healthy Aging Programs

These programs promote the health and well-being of seniors through wellness and healthy aging programs, social and recreational activities and support groups.

Ingersoll Services for Seniors

519-485-2269

www.ingersollseniors.com**Knollcrest Lodge – Community Outreach Services (Milverton)**

519-595-8755

www.knollcrestlodge.com

St Marys and Area Home Support Services

519-284-3272

www.townofstmary.com**ONE CARE Home & Community Support Services (Huron, Perth)**

1-877-502-8277

www.onecaresupport.ca**Mitchell and Area Community Outreach**

519-348-9765

www.ritzlutheranvilla.com/maco/home.html**Stonebridge Community Services (Tillsonburg)**

519-842-3200 or 1-855-842-3200

www.stonebridgecs.com**West Huron Care Centre – Community Outreach Services (Zurich)**

519-236-4373

Seniors Centres

These centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers.

Dungannon Senior Citizen Centre

78 Albert St, Dungannon

Ingersoll Services for Seniors

519-485-2269

Recreation Centre for Older Adults: 519-485-3869

250 Ingersoll St S, Ingersoll

www.ingersollseniors.com**Mackay Centre for Seniors**

519-524-6660

10 Nelson St E, Goderich

www.mackaycentreforseniors.com**South Gate Centre**

519-539-9817

191 Old Wellington St S, Woodstock

www.southgatectr.ca

St Marys and Area Friendship Centre

519-284-3272

317 James St S, St Marys

www.townofstmarys.com**Stratford Lakeside Active Adults Association**

519-271-4310

Kiwanis Community Centre, Stratford

Tillsonburg Senior Centre

519-688-2520

45 Hardy Ave, Tillsonburg

www.tillsonburgseniors.ca

Seniors Clubs

People age 55 and over meet regularly for recreational activities, such as cards, potlucks, outings and entertainment. Small membership fees may be charged and are used to offset club costs and special events.

Clinton Seniors

Secretary (Alma Caldwell): 519-482-7049

Betty Cardno Centre, 317 Huron Rd, Clinton

North Perth Seniors

Coordinator (Linda Pike): 519-291-1490

Listowel

ONE CARE Home & Community Support Services (Huron)

1-877-502-8277

www.onecaresupport.ca

Continuing Education

Continuing education is lifelong learning instruction to adults for personal growth and professional development. Many boards of education and special organizations provide opportunities for people to continue their education or participate in special interest courses. Participants may earn a certificate, diploma or professional accreditation.

Adult Learning Program of Perth

519-284-4408

Education and Employment Resource Centre

26 Wellington St S, St Marys, ON

www.adultlearningprogramsofperth.com**Conestoga College – Stratford Campus – Academic Upgrading**

519-271-5700 ext 7227

1-800-463-0796 ext 7227

130 Youngs St, Stratford

www.conestogac.on.ca**Contact North – Stratford**

519-271-1894

1-877-999-9149

130 Youngs St, Room 52A, Stratford

www.contactnorth.ca**Fanshawe College**

Tillsonburg

519-842-9000 ext 225

Tillsonburg Centre, Livingston Centre, 90 Tillson Ave, Tillsonburg

www.fanshawec.ca/tillsonburg/

Woodstock

519-421-0144

369 Finkle St, Woodstock

www.fanshawec.ca/woodstock/**Independent Learning Centre (Huron, Perth, Oxford)**

416-484-2737

1-800-387-5512

TTY: 1-800-265-0454

After Hours: Automated Telephone System for general information

www.ilc.org**Lake Huron Learning – Goderich**

519-524-4154

MacKay Centre, 10 Nelson St E, Goderich

www.lakehuronlearning.ca

Thames Valley District School Board – Adult, Alternative and Continuing Education – Adult High School Diploma Program

Woodstock

519-537-0109

Blossom Park Education Centre, Blossom Park

391 Blossom Park Rd, Woodstock

www.tvdsb.on.ca/ace

Tillsonburg

519-842-9000 ext 309

The Livingston Centre, 90 Tillson Ave, Tillsonburg

www.tvdsb.ca/AAEducation.cfm

Libraries

Public libraries offer large print, audio books, music, DVDs and other resources. Services for seniors include information sessions, computer classes and reading clubs. Some libraries deliver books to those who can't easily leave home.

For a complete listing of library branches, visit your library's website or call the number for the central branch below.

Huron County Library

519-482-5457

www.huroncounty.ca/library/

Branches located in: Bayfield, Blyth, Brussels, Clinton, Exeter, Goderich, Hensall, Howick, Kirkton, Seaforth, Wingham, Zurich.

North Perth Public Library

519-291-4621

www.northperth.library.on.ca

Branches located in: Atwood, Listowel, Monkton.

Oxford County Library

519-539-9800

www.ocl.net

Branches located in: Brownsville, Burgessville, Embro, Harrington, Ingersoll, Innerkip, Mount Elgin, Norwich, Otterville, Plattsville, Princeton, Tavistock, Thamesford, Tillsonburg.

Perth East Public Library (Milverton)

519-595-8395

www.pertheast.library.on.ca

St Marys Public Library www.stmarys.library.on.ca	519-284-3346
Stratford Public Library www.stratford.library.on.ca	519-271-0220
West Perth Public Library (Mitchell) www.westperth.library.on.ca	519-348-9234
Woodstock Public Library www.woodstock.library.on.ca	519-539-4801

Volunteering

Volunteering can help you meet other people, build skills, increase your social network and give back to the community. Volunteer Referral Networks connect volunteers and organizations with each other.

VolunteerConnection.ca (Huron, Perth)

Phone: 211 1-866-743-7818
 TTY: 1-888-485-6086
 www.volunteerconnection.ca

Money Matters

Here are some services that can help you manage your money.

Budget and Debt Counselling

Budget and debt counselling helps people take control of their finances with support from a professional counsellor. Counselling will help establish a plan for managing money and dealing with debt and credit problems. Most community organizations offer these services free of charge or at low cost.

Family Services Perth-Huron

519-273-1020 1-800-268-0903
 142 Waterloo St S, Stratford

Pensions and Benefits

These government programs provide benefits and pensions to eligible seniors.

Public Pensions and Disability Benefits Employment and Social Development Canada

1-800-277-9914

TTY: 1-800-255-4786

www.servicecanada.gc.ca

Federal pensions and benefits include the Canada Pension Plan (CPP), Old Age Security (OAS), Disability Benefits, and Survivor Benefits. For Service Canada centres, see the Accessing Government Services section.

GST / HST Credit, Canada Revenue Agency

1-800-959-1953

TTY: 1-800-665-0354

Tax Inquiries: 1-800-959-1956

451 Talbot St, London

www.cra-arc.gc.ca

The GST/HST credit assists people with modest incomes. The amount of the credit is based on the previous year's tax return. Persons with disabilities may qualify for tax credits and tax exemptions. Please contact the CRA for more information about eligibility and application forms.

Credits, Benefits and Incentives

Ontario Ministry of Finance

1-866-668-8297

TTY: 1-800-263-7776

www.fin.gov.on.ca/en/credit/

Various tax credit, benefit and incentive programs are available for seniors. The Guaranteed Annual Income System provides additional financial assistance for seniors who also qualify for Old Age Security and the Guaranteed Income Supplement.

Basic Income Support

Ontario Works

This program provides income support for food, shelter, household and personal needs. Employment assistance is also offered. Special allowances and health benefits may be available.

Huron, County of

519-482-8505 1-888-371-5718

RR 5, Clinton

www.huroncounty.ca/ontarioworks/

Stratford, City of

519-271-3773 1-800-669-2948

TTY: 519-271-5241

City Hall Annex, 82 Erie St, Stratford

www.stratfordcanada.ca

Provides service to the County of Perth.

Oxford, County of

519-539-9800 1-800-265-1015

Oxford County Administrative Building

21 Reeve St, Woodstock

www.oxfordcounty.ca

Ontario Disability Support Program (ODSP)

Ministry of Community and Social Services

The Ontario Disability Support Program provides income and employment support services to adults with a disability.

www.mcscs.gov.on.ca

Stratford

519-271-1530 1-800-565-5762

TTY: 519-271-0124

63 Lorne Ave E, Ste 1A, Stratford, ON N5A 6S4

Woodstock

519-537-5579 1-800-461-7296

TTY: 519-537-8492

480 Peel St Ste 2, Woodstock, ON N4S 1K2

Other Financial Assistance

Discretionary Benefits

Some municipalities offer various types of emergency financial assistance and discretionary benefits to assist with utilities, nursing and homemaking, child care and other needs.

Stratford, City of

519-271-3773

1-800-669-2948

TTY: 519-271-5241

City Hall Annex, 82 Erie St, Stratford, ON N5A 2M4

www.stratfordcanada.ca

Provides service to the County of Perth.

Huron, County of

519-482-8505

1-888-371-5718

RR 5, Clinton, ON N0M 1L0

www.huroncounty.ca/ontarioworks/

Oxford, County of

519-539-9800

1-800-265-1015

Oxford County Administrative Building

21 Reeve St, Woodstock, ON N4S 7Y3

www.oxfordcounty.ca

Salvation Army - Family Services

www.salvationarmy.ca

- Tillsonburg 519-842-4447
- St. Marys 519-284-2760
- Woodstock 519-539-6166
- Wingham 519-357-3757

Call for information and referral.

- Clinton 519-482-8586
- Goderich 519-524-2950
- Mitchell 519-348-0734

Employment Assistance

Employment Ontario

1-800-387-5656

www.tcu.gov.on.ca/eng/employmentontario/

Federal employment programs are available through Service Canada and include:

Employment Insurance

1-800-206-7218

TTY: 1-800-529-3742

Basic income protection and re-employment benefits to unemployed workers. Benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

Employment Services

1-800-622-6232

TTY: 1-800-926-9105

www.jobbank.gc.ca

Accessing Government Services

These contacts can answer your questions about government services.

Service Ontario and Service Canada Sites

These main service sites provide information about government services and help people apply for, renew or replace personal documents. Service Canada handles employment insurance, pensions and social security cards. Service Ontario handles birth, death and marriage certificates, driver and vehicle licensing and Health Card services.

Service Canada

1-800-622-6232

TTY: 1-800-926-9105

www.servicecanada.gc.ca

Local Service Canada Service Centres:

- Goderich Service Canada Centre, 52 East St
- Listowel Service Canada Centre
Federal Building, 210 Main St E
- Stratford Service Canada Centre
61 Lorne Ave E, Unit 2
- Tillsonburg Service Canada Centre
Livingston Centre, 96 Tillson Ave
- Woodstock Service Canada Centre
959 Dundas St E, Ste101

Service Ontario

1-800-267-8097

TTY: 1-800-268-7095

www.serviceontario.ca

- Stratford Centre, 5 Huron St
- Woodstock Centre, 925 Dundas St
- Clinton Centre, 65 Albert St
- Goderich Centre, 38 North St
- Tillsonburg Centre, 1 Library Lane, Unit 102

Elected Representatives

Elected representatives provide their constituents with information about government programs and address concerns about government services and public policy. For information on municipal representatives and services, visit www.southwesthealthline.ca.

Huron-Bruce – Ben Lobb – Goderich Office

519-524-6560

1-877-524-6560

www.benlobb.com

Oxford – Dave MacKenzie

- Ingersoll Office 519-485-5225
1-888-644-0637
- Tillsonburg Office 519-688-3620
1-888-644-0637
- Woodstock Office 519-421-7690
1-888-644-0637

www.davemackenzie.ca

Perth-Wellington – Gary Schellenberger

1-866-303-1400 519-273-1400
www.schellenberger.ca

Provincial Representatives

Huron-Bruce – Lisa M Thompson – Blyth Office 519-523-4251
www.lisathompsonmpp.ca

Oxford – Ernie Hardeman 519-537-5222
1-800-265-4046
www.erniehardemanmpp.com

Perth-Wellington – Randy Pettapiece 519-272-0660
1-800-461-9701
www.pettapice.ca

Information Services

The services listed here provide health information or referral to services available in the community.

Information and Referral

South West Community Care Access Centre 310-2222
www.healthcareathome.ca/southwest

Information and referral to health and social services from anywhere in Ontario.

www.southwesthealthline.ca

Online information about health and community services in South West Ontario and across Ontario.

211 Ontario

Phone: 211

TTY: 1-866-488-9311

www.211ontario.ca

Phone-based community information and referral service.

Health Information

Health Care Options**Ontario Ministry of Health and Long-Term Care**

www.health.gov.on.ca

Website providing information about health care in Ontario including information on wait times, finding a doctor, and a directory of health care services.

Telehealth Ontario**Ontario Ministry of Health and Long-Term Care**

1-866-797-0000

TTY: 1-866-797-0007

www.health.gov.on.ca

Free, 24-hour confidential phone line provides access to nurses who provide general health information and advice.

Drugs and Health Products Information – Health Canada

1-866-234-2345

TTY: 1-800-267-1245

www.hc-sc.gc.ca/

Website posts information and advisories about consumer, drug and health products in Canada. Telephone line collects information about adverse drug reactions.

EatRight Ontario

1-877-510-5102

www.eatrightontario.ca

Registered Dietitians provide information through telephone or email about healthy eating, healthy weights and disease prevention.

Ontario Poison Centre

1-800-268-9017

TTY: 1-877-750-2233

www.ontariopoisoncentre.com

Seniors Information

Seniors' INFOnline – Ontario Seniors' Secretariat

1-888-910-1999

TTY: 1-800-387-5559

www.seniors.gov.on.ca

Provides information and referral services to programs, services and activities for Ontario seniors.

www.seniors.gc.ca

www.seniors.gc.ca

Online resource for seniors with information on federal, provincial, territorial and some municipal government benefits and services.

Public Health Agency of Canada – Division of Aging and Seniors

613-952-7606

TTY: 1-800-267-1245

www.phac-aspc.gc.ca/seniors-aines/

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South West Community Care Access Centre

The South West Community Care Access Centre (CCAC) gets people the care they need to stay well, heal at home and stay safely in their homes longer. They have provided you with this booklet as a resource to help you achieve each of those things.

The South West CCAC cares for more than 60,000 patients, or one in every 17 people in the region, each year. Through personal visits and regular check-ins, they will work hand-in-hand with you and your loved ones to understand your challenges, build a trusting relationship and determine the right care and support to help you enjoy the best possible quality of life.

Contact the South West CCAC if you (or a loved one):

- Need information about care and support services and programs in your community
- Need support to live safely at home
- Are considering a move to long-term care or another housing option
- Need help managing one or more chronic conditions
- Need to find a family doctor
- Have a health concern and aren't sure where to turn

If you'd like to speak to someone directly about how to find services that are right for you, you can call **310-CCAC (310-2222)**. Or you can send an email to **gethelp@sw.ccac-ont.ca**.



*Connecting you with care
Votre lien aux soins*

**South West
CCAC CASC**

Community
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Centre

Centre d'accès
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du Sud-Ouest

www.healthcareathome.ca/southwest