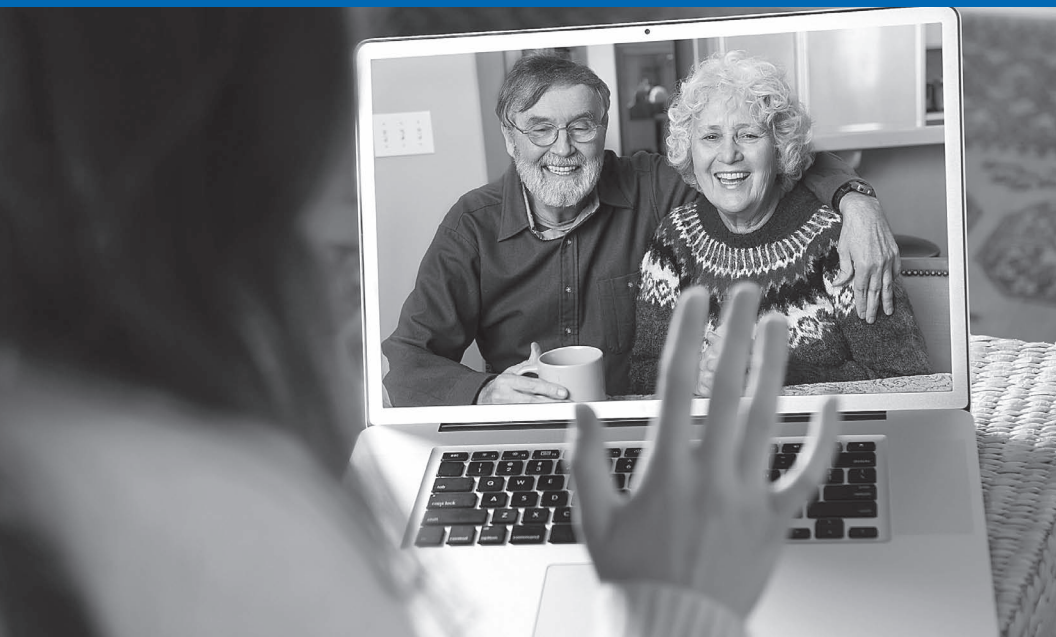


Grey
Bruce

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

Grey Bruce

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**.



*Connecting you with care
Votre lien aux soins*

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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 practise 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.

Grey Bruce Health Services

www.gbhs.on.ca

- Owen Sound 519-376-2121
1800 8th St E
- Lion's Head 519-793-3424
22 Moore St
- Markdale 519-986-3040
55 Isla St
- Meaford 519-538-1311
229 Nelson St W
- Southampton 519-797-3230
340 High St
- Wiarton 519-534-1260
369 Mary St

Hanover and District Hospital

90 7th Ave, Hanover
www.hdhospital.ca

519-364-2340

South Bruce Grey Health Centre

www.sbghc.on.c

- Chesley 519-363-2340
39 2nd St SE

- Durham 519-369-2340
320 College St N
- Kincardine 519-396-3331
43 Queen St
- Walkerton 519-881-1220
21 McGivern St

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 provide nursing, personal support, homemaking or therapy services.

ParaMed Home Health Care

1-800-265-5768

www.paramed.ca

Personal support and homemaking services.

Red Cross Care Partners

www.redcrosscarepartners.ca

Personal Support

519-376-5372

1-800-265-3710

Nursing

519-376-5021

1-800-486-3488

Victorian Order of Nurses (VON) – Grey Bruce

519-376-5895

1-800-265-3138

www.von.ca

Nursing, personal support and homemaking services.

Closing the Gap Healthcare Group

519-370-2165

1-866-990-9901

www.closingthegap.ca

Therapy services.

Home and Community Support Services of Grey Bruce

www.hcss-gb.ca

Homemaking services:

- Bruce Peninsula

519-534-1728

1-800-696-1458

- East Grey

519-986-7537

1-866-986-7537

- Owen Sound and North Grey
519-371-0667 1-800-267-3798
- Saugeen Central
519-364-6002 1-888-881-4808
- Shoreline Area
519-396-9555 1-877-396-9555

Participation Lodge

519-794-3201 1-888-353-5542

www.participationlodge.ca

Home care, respite care and supportive housing programs for adults with disabilities.

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. County Housing departments may also provide grants or loans.

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

945 3rd Ave E, Suite 212, Owen Sound N4K 2K8

www.mpac.ca

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 Fl, 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 – Home Equipment Loan Program

519-376-7579

Nortowne Plaza, 1139 2nd Ave E, Owen Sound

www.redcross.ca**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.

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 the agency listed below.

Canadian Red Cross – Owen Sound/Bruce Grey Branch

1-877-528-8802

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

1-877-286-5906

www.huronpatienttransfer.com

London Medical Transportation Systems

1-866-827-5687

www.lmts.ca

Voyageur Patient Transfer Service

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 Transportation

www.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

Closing the Gap Healthcare Group

519-370-2165

733 9th Ave E, Unit 4, Owen Sound

www.closingthegap.ca

Comprehensive evaluation of driving competence for seniors with cognitive issues 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, 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.

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.

Home and Community Support Services of Grey Bruce

www.hcss-gb.ca

- East Grey
519-986-7537 Toll-Free 1-866-986-7537
- Saugeen Central
519-364-6002 Toll-Free 1-888-881-4808

ONE CARE Home & Community Support Services – Teeswater

Toll-Free 1-877-502-8277

www.onecaresupport.ca

Golden Agers – Owen Sound Salvation Army

519-376-5699 ext 105

www.salvationarmyowensound.com

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.

Beaver Valley Outreach – Friendly Visiting

519-599-2577 or 519-599-5804

www.bvo.ca

Home and Community Support Services of Grey Bruce

www.hcss-gb.ca

- Bruce Peninsula
519-534-1728 1-800-696-1458
- East Grey
519-986-7537 1-866-986-7537
- Owen Sound and North Grey
519-371-0667 1-800-267-3798
- Saugeen Central
519-364-6002 1-888-881-4808
- Shoreline Area
519-396-9555 1-877-396-9555

Salvation Army – Hanover – Friendly Visiting

519-364-3450

www.salvationarmy.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 South West Ontario.

Share The Care™ Station

- Grey-Bruce Geriatric Education Cooperative
c/o Alzheimer Society Grey-Bruce
519-376-7230 1-800-265-9013
753 2nd Ave E, Owen Sound

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.

Dove Loft Respite Care Suite – Grey Bruce Palliative Care Hospice Association

519-376-0419

1-800-304-0080

St Francis Place, 340 10th St E, Suite 100B, Owen Sound

Respite care available for individuals with life-threatening or chronic illness by trained volunteers.

Home and Community Support Services of Grey Bruce – Overnight Relief Program

- Bruce Peninsula

519-534-1728

1-800-696-1458

Gateway Haven, 671 Frank St, Wiarton

- Saugeen Central

519-364-6002

1-888-881-4808

Hanover and District Hospital, 90 7th Ave, Hanover

Offers overnight respite for older adults with cognitive impairments, dementia, neurological disorders and other health issues.

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, Suite 400, London

www.ltb.gov.on.ca

Bruce County Housing

Housing Registry: 519-396-3450 ext 104

1-877-396-3450

Administration: 519-396-3439

1-800-265-3022

325 Lambton St, Kincardine

www.brucecounty.on.ca

Manages housing units and offers rent-geared-to-income and market rent. Manages funding for people with low incomes to find and maintain affordable housing, and provides home ownership and home repair assistance.

Grey County Housing

519-376-5744

1-800-567-4739

County Administration, 595 9th Ave E, Owen Sound

www.grey.ca

Manages rent-geared-to-income and market rent housing units. Affordable housing program includes nonprofit housing rental units, home ownership loans and assistance to establish or maintain affordable housing.

YMCA of Owen Sound Grey Bruce – Housing Support

519-371-9230

1-800-265-3711

648 2nd Ave E, Owen Sound

www.ymcaowensound.on.ca

Provides assistance in finding housing alternatives or in maintaining current living situations. Posts a housing list on the website.

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.

Bruce County Housing

Housing Registry: 519-396-3450 ext 104

1-877-396-3450

325 Lambton St, Kincardine

www.brucecounty.on.ca

Manages and coordinates applications for seniors public housing apartments in various communities. Bruce County also manages applications for rent-geared-to-income units in non-profit housing listed below. For market-rent inquiries, please apply directly to the non-profit housing corporation:

- Golden Dawn, Lion's Head 519-793-3433
- Valleyview Terrace, Formosa 519-367-5499

Grey County Housing

519-376-5744

1-800-567-4739

County Administration, 595 9th Ave E, Owen Sound

www.grey.ca

Manages and coordinates the applications for seniors public housing apartments in towns across Grey County. Grey County also manages the applications for rent-geared-to-income units in non-profit housing corporations. For market-rent inquiries, please apply directly to the non-profit housing corporation:

- Golden Town Residential Community,
Meaford 519-538-5270
- Hillside Manor, Neustadt 519-799-5959
- St. Francis' Place, Owen Sound 519-371-4224

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.

Victorian Order of Nurses (VON) – Grey Bruce

519-376-5895 1-800-365-3138

1280 20th St E, Owen Sound

www.von.ca

Communities served include: Kincardine, Meaford, Owen Sound, Port Elgin, Southampton, Thornbury and Wiarton.

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 (*).

Abbeyfield Houses of Durham

519-369-1112

165 Cross St S, Durham

www.abbeyfielddurham.ca

Central Place Retirement Home *

519-371-1968

855 3rd Ave E, Owen Sound

www.cpretirement.ca

Choices Living Retirement Residence *

519-506-9000

326 12th St, Hanover

www.choicesliving.com

Country Care Seniors' Residence 7771 Highway 21, Allenford	519-934-2875
Elgin Abbey Retirement Lodge * 380 First Ave N, Chelsey	519-363-3195
Errinrung Residence Retirement Living * 67 Bruce St S, Thornbury www.PLTChomes.com	519-599-2737
Halliday House * 166 First Ave N, Chesley www.hallidayhouse.com	519-708-0758
Hampton Court Retirement Lodge * 49 Albert St, Southampton	519-797-2000
Hannah Walker Place * 846 2nd Ave W, Owen Sound www.owensoundretirement.com	519-371-1664
Hanover Care Centre – McVean Lodge * 700 19th Ave, Hanover www.cancarecentres.ca	519-364-3700
Inglewood Villa Retirement Home 1731 8th Ave E, Owen Sound	519-371-1217
John Joseph Place * 854 2nd Ave W, Owen Sound www.owensoundretirement.com	519-371-3240
Kelso Pines Retirement Home * 1685 3rd Ave W, Owen Sound www.owensoundretirement.com	519-372-9400
Kelso Villa Retirement Home * 1475 2nd Ave W, Owen Sound www.kelsovilla.com	519-371-0440
Kingsway Arms at Elgin Lodge * 551 Mary St, Port Elgin www.kingswayarms.com	519-389-5457
Malcolm Place Retirement Residence *	519-396-5800

255 Durham St, Kincardine
www.malcolmplace.ca

Maple Court Villa Retirement Residence * 519-881-2233

5 Fourth St, Walkerton
www.chartwellreit.ca

New Horizons Manor * 519-534-3357

598 Gould St, Wiarton

Nine Mile Villa Retirement Community * 519-528-5466

469 Inglis St, Ste 24, Lucknow
www.ninemilevilla.weebly.com

RVilla Retirement Living * 519-395-0225

22 Park St, Ripley
www.rvillaretirement.com

Seasons Owen Sound Retirement Community * 519-371-5115

1389 16th Ave E, Owen Sound
www.seasonsretirement.com

Sepoy Manor * 519-812-1166

543 Gough St, Lucknow
www.sepoymanor.com

Serenity Assisted Living * 519-369-3990

618 William St N, Durham
www.cancarecentres.ca

Sprucewood Court Lodge (Village Seniors) * 519-364-4320

101 10th St, Hanover
www.reveraliving.com

Summit Place Retirement Lodge * 519-376-3456

850 4th St E, Owen Sound
www.reveraliving.com

Tiverton Park Manor * 519-368-8800

24 King St N, Tiverton
www.tivertonparkmanor.com
ext 105

Trillium Court Retirement Community * 519-396-4400

550 Philip Place, Kincardine
www.reveraliving.com

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 Centres (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.

Brucelea Haven Long-Term Care 519-881-1570
41 McGivern St W, Walkerton
www.brucecounty.on.ca

Country Lane Long Term Care Residence 519-794-2244
317079 Highways 6 and 10, Chatsworth
www.country-lane.ca

Elgin Abbey Continuing Care Residence 519-363-3195
380 First Ave N, Chelsey

Errinrung Residence * 519-599-2737
67 Bruce St S, Thornbury
www.PLTChomes.com

Gateway Haven 519-534-1113
671 Frank St, Warton
www.brucecounty.on.ca

Georgian Heights Health Care Centre 519-371-1441
1115 10th St E, Owen Sound
www.georgian-heights.ca

Golden Dawn Senior Citizen Home 80 Main St, Lion's Head www.goldendawn.ca	519-793-3433
Grey Gables 206 Toronto St S, Markdale www.grey.ca	519-986-3010
Hanover Care Centre 700 19th Ave, Hanover www.cancarecentres.ca	519-364-3700
Lee Manor 875 6th St E, Owen Sound www.grey.ca	519-376-4420
Maple View Long-Term Care 1029 4th Ave W, Owen Sound www.reveraliving.com	519-376-2522
Meaford Long Term Care Centre * 135 William St, Meaford www.meafordlongtermcare.com	519-538-1010
Parkview Manor Health Care Centre 98 3rd St SE, Chesley www.parkview-manor.ca	519-363-2416
Pinecrest Manor 399 Bob St, Lucknow www.reveraliving.com	519-528-2820
Rockwood Terrace 575 Saddler St E, Durham www.grey.ca	519-369-6035
Southampton Care Centre * 140 Grey St S, Southampton www.jarlette.com	519-797-3220
Summit Place Long Term Care 850 4th St E, Owen Sound www.reveraliving.com	519-376-3212

Trillium Court

519-396-4400

550 Philip Place, Kincardine
www.reveraliving.com

Village Long Term Care

519-364-4320

101 10th St, Hanover
www.reveraliving.com

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

519-376-5508

1025 2nd Ave W, Owen Sound
www.soahac.on.ca

Chippewas of Nawash Unceded First Nation Health Centre

519-534-0373

247 Prairie Rd, Neyaashiinigmiing
www.nawash.ca

M'Wikwedong Native Cultural Resource Centre

519-371-1147

1723 8th Ave E, Owen Sound

www.mwikwedong.com**Métis Nation of Ontario Community Wellness Program**

519-370-0632

380 9th St E, Lower Level, Owen Sound

www.metisnation.org**Saugeen First Nation – Mino Bimaadsawin Health Centre**

519-797-3792

57 Mason Dr, Southampton

www.saugeenfirstnation.ca

Newcomer Services

If you've moved to Canada from a different country, the following service can assist with Canadian citizenship. 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.

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. Also manages the Safely Home program for individuals with Alzheimer's disease or other dementias. 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 Services Bruce Grey Perth

519-376-7474

Crisis: 1-866-376-9852

Court House, 611 9th Ave E, Owen Sound

www.victim-services.com

Office of the Public Guardian and Trustee

Ontario Ministry of the Attorney General

519-660-3140

1-800-891-0504

199 Dundas St, Suite 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.

Hanover Police Service

519-364-2411

www.hanover.ca/police

Ontario Provincial Police

1-888-310-1122

TTY: 1-888-310-1133

www.opp.ca

- Bruce Peninsula Detachment: 519-534-1323
- Collingwood and
The Blue Mountains Detachment: 705-445-4321
- Grey Detachment: 519-794-7827
- South Bruce Detachment: 519-396-3341

Owen Sound Police Serviceswww.owensoundpolice.com

519-376-1234

Saugeen Shores Police Servicewww.saugeenshorespolice.com

519-832-2500

West Grey Police Servicewww.westgreypolice.ca

519-369-3046

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

1-800-668-8258

TTY: 1-866-641-8867

Offices located in: Owen Sound and Walkerton Court Houses.

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.

Grey-Bruce Community Legal Clinic

519-370-2200

1-877-832-1435

945 3rd Ave E, Suite 2, Owen Sound

www.gblegalclinic.com

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.

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.

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.***Grey-Bruce Geriatric Education Cooperative**

519-376-7230

1-800-265-9013

*Provides input and a direct voice to policy and governance organizations to advocate for Grey-Bruce seniors.***Seniors Advocacy and Awareness Network (SAAN)**

c/o United Way of Bruce Grey

519-376-1560

*Assists in the prevention of abuse through advocacy and awareness in the community.***CARP, Georgian Bay Chapter**

705-888-9204

1-800-363-9736

www.carp.ca/georgianbay*National association advocates for older adults.*

Veterans' Services

Veterans Affairs Canada

1-866-522-2122

TTY: 1-800-567-5803

Heritage Place Shopping Centre, 1350 16th St E, Owen Sound

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 in South West Ontario.

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.

Operational Stress Injury Social Support

519-371-6501

1-800-883-6094

139152 Valour Rd, Meaford

www.osiss.ca

Information and support for Veterans and Canadian Forces members affected by operational stress.

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 Helpline

1-866-531-2600

www.mentalhealthhelpline.ca

Confidential telephone information and referral service for Ontario.

Drug and Alcohol Helpline of Ontario

1-800-565-8603

www.drugandalcoholhelpline.ca

Confidential information and referral service.

Canadian Mental Health Association – Grey Bruce

519-371-3642

Crisis: 1-877-470-5200

1024 2nd Ave E, Owen Sound

www.gb.cmha.ca

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

Community Mental Health Teams of Grey Bruce

1-877-888-5855

www.mhagb.ca

Multi-agency teams provide services to adults with a serious mental illness, and their families, across Grey Bruce.

Grey Bruce Health Services

www.gbhs.on.ca

- Mental Health Services

519-376-2121

1-888-525-0552

Crisis Line: 1-877-470-5200

1800 8th St E, Owen Sound

Hospital and community-based mental health services for individuals with a serious mental illness. An in-patient psychogeriatric unit provides services to patients over age 65.

- Community Addiction Treatment Services

519-376-3999

1-888-525-0552

495 9th Ave E, Owen Sound

Outpatient addiction treatment, referral and follow-up services.

Geriatric Services

Geriatric services provide specialized care of older persons, including assessment and treatment of functional, medical, and psychosocial aspects of illness and disability. The Family Health Teams in Brockton, Hanover and Owen Sound provide geriatric assessments for rostered patients, as does the Community Care Access Centre.

Grey Bruce Health Services

519-376-2121 Ext. 2436

www.gbhs.on.ca

Assessment services are provided in the client's home or at Grey Bruce Health Services sites.

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/specializedgeriatrics

Inpatient, outpatient and outreach services.

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.

Bruce Peninsula Hospice

519-534-1260 ext 5612

www.bphospice.ca

Provides volunteer visiting hospice service and bereavement support.

Residential Hospice of Grey Bruce

519-371-5115

1565 16th St E, Unit 3, Owen Sound

www.greybrucehospice.com

Residential hospice where clients of all ages receive end-of-life care.

Victorian Order of Nurses (VON) – Grey Bruce

519-376-5895

1-800-265-3138

www.von.ca

Hospice volunteer visiting and bereavement support.

Canadian Virtual Hospice

1-866-288-4803

www.virtualhospice.ca

Website with information about palliative and end-of-life care, loss and grief.

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.

South West Self-Management Program

1-855-463-5692

www.swselfmanagement.ca

Free workshops on living a healthy life with chronic conditions.

Alzheimer Society Grey-Bruce www.alzheimer.ca/greybruce	1-800-265-9013
Arthritis Society www.arthritis.ca	1-800-321-1433
Canadian Cancer Society Bluewater Unit www.cancer.ca	1-800-430-6228
Canadian Diabetes Association www.diabetes.ca	1-800-226-8464
Heart and Stroke Foundation of Ontario www.heartandstroke.com	519-371-0083
Ontario Lung Association www.on.lung.ca	1-800-972-2636
Osteoporosis Canada www.osteoporosis.ca	1-800-463-6842
Parkinson Society Southwestern Ontario www.parkinsonsociety.ca	1-888-851-7376

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.

South East Grey Community Health Centre
519-986-2222 1-855-519-2220
55 Victoria Ave, Markdale
www.segchc.ca

**Victorian Order of Nurses (VON) – Grey Bruce
SMART™ Exercise Program**

519-376-5895 ext 236 1-800-265-3138
1280 20th St E, Owen Sound
www.von.ca

YMCA of Owen Sound Grey Bruce

519-376-0484
700 10th St E, Owen Sound
www.ymcaowensound.on.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 VON for times and places of local programs near you.

Victorian Order of Nurses (VON) – Grey Bruce

1-800-265-3138
www.von.ca

Seniors Centres

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

Owen Sound and Area Seniors' Centre

519-376-8304
McQuay Tannery Building, 1852 3rd Ave E, Owen Sound
www.seniorscentreowensoundandarea.com

Golden Agers Senior's Program – Owen Sound Salvation Army

519-376-5699 ext 105
365 14th St W, Owen Sound
www.salvationarmyowensound.com

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.

55-Plus Friendship Club

Meaford and St. Vincent Community Centre
151 Collingwood St W, Meaford
Tuesday 2 pm - 4:15 pm

Bruce Peninsula Seniors Connect

Municipal Building, 90 Main St, Lion's Head
Wednesday 10am-12noon
www.bpseniorsconnect.com

Chantry Seniors Centre

519-797-3096
35 Grey St S, Southampton
Hours vary

Chesley Happy Gang

Chesley Community Centre, 129 4th Ave SE, Chesley
First Wednesday and third Friday of the month 1:30 pm - 3:30 pm

Elmwood and District Seniors Club

Elmwood Fire Hall, Dirstien St S, Elmwood
Second and fourth Wednesday of the month, afternoons

Formosa Seniors Club

Valleyview Terrace Seniors Apartments, 41 John St
First Tuesday of the month 1:30 pm - 4:30 pm

Greenock Seniors

Pinkerton Church, Bruce Rd 15, RR2, Cargill
Last Monday of the month, hours vary

Harrison Park Seniors' Centre

519-371-0024
Harrison Park, 75 2nd Ave E, Owen Sound
Monday 1 pm - 3 pm, Tuesday, Wednesday 9 am - 3:30 pm
and Thursday 9 am -4 pm

Markdale Seniors Citizens Club

13 Toronto St N, Unit 5, Markdale

Monday - Saturday, hours vary

Maxwell Young at Hearts

Maxwell Community Hall, 408014 Grey Rd 4, Maxwell

First Tuesday of the month 12 noon - 3 pm

Mildmay Seniors Club

Mildmay Carrick Recreation Complex, 24 Vincent St

First Wednesday of the month 12 noon - 3 pm

Neustadt Edelweiss Seniors Club

Hillside Manor, 716 Queen St, Neustadt

Second Tuesday of the month 2 pm, Tuesday and Thursday 7:30 pm

Normanby Ayton Grey Seniors Club

Ayton Centennial Hall, 818 Albert St, Ayton

Third Monday of the month

PARC 55+

Rotary Hall, The Plex, 600 Tomlinson Dr, Port Elgin

Monday - Thursday, hours vary

Sauble Sandpipers

519-422-2521

Sauble Beach Community Centre, Sauble Beach

Hours vary

www.saublesandpipers.org

Senior Citizens Friendship Club of Hanover

519-364-4649

432 15th Ave, Hanover

Wednesday 1:30 pm - 3 pm

Silver Threads Senior's Club

Durham Town Hall, 185 George St W, Durham

Third Tuesday of the month 12 noon - 3 pm

South East Grey Leisure Group

Badjeros Community Centre, 269413 South Line, Badjeros

First Monday of the month: 1:30 pm - Summer, 7:30 pm - Winter

Walkerton Seniors Club

Bruce County Library, 253 Durham St, Walkerton

First Wednesday of the month 1:15 pm - 4 pm

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.

Bluewater Association for Lifelong Learning (BALL)

Box 1062, Owen Sound, Ontario N4K 6K6

www.bluewaterlearns.com

Meets at Bayshore Community Centre, 1900 3rd Ave E, Owen Sound.

Thursday 10 am - 12 noon

Bluewater District School Board

519-363-2014

1-800-661-7509

351 1st Ave N, Chelsey

www.bwdsb.on.ca

Contact North

519-396-5212

1-877-999-9149

385-A Queen St, Kincardine

www.contactnorth.ca

Georgian College – Owen Sound Campus

519-376-0840

1450 8th St E, Owen Sound

www.georgiancollege.ca

Lake Huron Learning

519-396-4146

385 Queen St, Kincardine

www.lakehuronlearning.ca

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.

Blue Mountains Public Library 519-599-3681

173 Bruce St S, Thornbury
www.thebluemountainslibrary.ca

Bruce County Public Library 519-832-6935

1243 McKenzie Rd, Port Elgin
www.library.brucecounty.on.ca

Branches located in:; Cargill, Chesley, Hepworth, Kincardine, Lion's Head, Lucknow, Mildmay-Carrick, Paisley, Port Elgin, Ripley, Sauble Beach, Southampton, Tara, Teeswater, Tiverton, Tobermory, Walkerton, Wiarton

Grey Highlands Public Library 519-924-2241

101 Highland Dr, Flesherton
www.greyhighlandspubliclibrary.com
Branches located in: Kimberley and Markdale

Hanover Public Library 519-364-1420

451 10th Ave, Hanover
www.hanoverlibrary.ca

Meaford Public Library 519-538-1060 ext 1123

15 Trowbridge St W, Meaford
www.meaford.ca/meaford-library-home.html

Owen Sound and North Grey Union Public Library 519-376-6623

824 1st Ave West, Owen Sound
www.owensound.library.on.ca

West Grey Public Library 519-369-2107

240 Garafraxa St N, Durham
www.westgreylibrary.com
Branches located in: Elmwood, Neustadt and Ayton

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

2-1-1

TTY: 1-888-435-6086

1-866-743-7818

275 First St, Collingwood

www.volunteerconnection.ca

A web-based volunteer service brings volunteers and volunteer opportunities together.

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.

United Way of Bruce Grey

519-376-1560

380 9th St E, Owen Sound

www.unitedwayofbrucegrey.com

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.

Canadian Alliance of British Pensioners

1-888-591-3964

www.britishpensions.com

Provides information on how to apply for a British pension.

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.

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

Bruce County
 519-881-0431 1-800-265-3005
 30 Park St, Walkerton
www.brucecounty.on.ca

Grey County
 519-376-7112 1-800-265-3119
 595 9th Ave E, Owen Sound
www.grey.ca

Ontario Disability Support Program (ODSP)

Ministry of Community and Social Services
 519-376-1951 1-800-265-3790
 TTY: 519-376-3307
 1400 1st Ave W, Owen Sound
www.mcass.gov.on.ca

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

Other Financial Assistance

United Way of Bruce Grey

519-376-1560
 380 9th St E, Owen Sound
www.unitedwayofbrucegrey.com
Winter warmth program provides funds for residents with low incomes to pay for utilities.

Employment Assistance

Employment Ontario

1-800-387-5656
www.tcu.gov.on.ca/eng/employmentontario/

vpi Complete Employment Solutions – Bruce County

519-881-4900 Toll-Free: 1-855-260-4900
 200 McNab St, Suite 203, Walkerton
www.vpi-inc.com

YMCA Employment Services – Grey County

519-371-9222

1450 1st Ave W, Ste 4A, Owen Sound

www.ymcaowensound.on.ca

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:

- Heritage Place Shopping Centre, 1350 16th St E, Owen Sound
- 200 McNab St, Walkerton

Service Ontario

1-800-267-8097

TTY: 1-800-268-7095

www.serviceontario.ca**Bruce Counters:**

- 63 First Ave S, Chesley
- 1802 Highway 21 N, Kincardine
- Unit 119, 559 Goderich St, Port Elgin
- 203 Cayley St, Walkerton
- 10175 Berford St S, Wiarton

Grey Counters:

- 154 Garafraxa St N, Durham
- 192 Tenth St, Hanover
- Unit 2, 1400 First Ave W, Owen Sound
- 26 Walker St N, Markdale
- Unit 5, 24 Trowbridge St W, Meaford

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.

Federal Representatives

Bruce-Grey-Owen Sound – Larry Miller

519-371-1059

www.larrymiller.ca**Huron-Bruce – Ben Lobb**

519-832-2999

www.benlobb.com**Simcoe-Grey – Dr Kellie Leitch**

1-866-435-1809

www.kellieleitch.ca

Provincial Representatives

Grey-Bruce-Owen Sound – Bill Walker

519-371-2421

www.billwalkermpp.com

Huron-Bruce – Lisa M Thompson

519-396-3007

www.lisathompsonmpp.ca

Simcoe-Grey - Jim Wilson

1-800-268-7542

www.jimwilsonmpp.com

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.

southwesthealthline.ca

www.southwesthealthline.ca

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

211 Ontario

Phone: 211

TTY: 1-888-435-6086

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/en/public/programs/hco/

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

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' INFOline – 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.***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

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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
Care Access
Centre

Centre d'accès
aux soins
communautaires

du Sud-Ouest

www.healthcareathome.ca/southwest