



A Guide for Older Adults, Caregivers and Service Providers

Halton Older Adults' Directory 2016-2017







Message from the Halton Regional Chair

Halton Region is committed to ensuring that older adults have access to the quality health care services they need, now and in the future. According to Halton Region's *Best Planning Estimates*, the number of older adults (65+) in Halton will nearly double to 127,000 by 2031. The Region seeks to enhance the quality of life for older adults through meaningful engagement, strengthened community partnerships and client-centred integrated service delivery.



The *Halton Older Adults' Directory* is a key resource that has provided valuable information to older adults, caregivers and service providers since 1988. Halton Region's Older Adult Advisory Committee (OAAC) has updated this directory to provide a user-friendly reference guide that highlights the extensive range of services available to older adults in Halton. The 2016-2017 Edition has been enhanced to provide a comprehensive listing of contact information, including several websites that offer more detailed information online.

In addition to the online *Halton Older Adults' Directory*, the OAAC also offers a number of other informative publications that can be accessed at halton.ca/oaac. I encourage older adult residents and their families to visit our website for information about the Region's long-term care homes, adult day programs and assisted living/supportive housing programs.

Congratulations to the OAAC for the work they do each day on behalf of older adults in Halton. Thank you for helping to make Halton a great place to live, work, raise a family and retire.

Sincerely,

A handwritten signature in black ink that reads "Gary Carr". The signature is written in a cursive, flowing style.

Gary Carr
Halton Regional Chair

Halton Older Adults' Directory

Important Phone Numbers

Doctor _____

Pharmacy _____

Dentist _____

Bank _____

Other _____

The *Halton Older Adults' Directory*, first published in 1988, is an informative guide for older adults, caregivers and service providers. Services listed include those operated by government funded and non-profit agencies.

Services not available through the non-profit sector may be included if they have been in business in Halton for at least five years.

Halton Region's Older Adult Advisory Committee (OAAC) updates the directory every two years. The 2016 edition has been enhanced to make it accessible for online use by including websites that provide detailed information on services in Halton.

To minimize duplication, this edition also includes references to more detailed guides or resources that can be obtained through other governments or agencies in the community.

Inclusion of any agency or service in this directory does not constitute an endorsement of the service.

How to use this directory

This directory can be used to obtain information about a variety of resources and services. You will also find helpful tip boxes throughout the directory that provide helpful hints when you are looking for supports in your community.

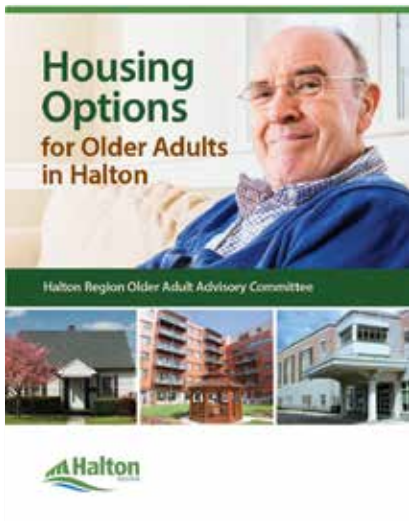
There are a number of OAAC publications that compliment information in the directory. These publications provide information on specific topics and local resources. They can be found throughout the directory.

311
Dial 311 or visit
www.halton.ca/311

OAAC Publications

Housing Options for Older Adults in Halton

This booklet provides information about housing options ranging from non-profit and market rent accommodations to housing with care services.



Need Help in Halton

These resources provide a snapshot of key programs in your local community (Burlington, Halton Hills, Milton and Oakville).



OAAC Fast Facts

These pamphlets provide information on a number of topics including:

- Coverage of Drug Costs
- Downsizing Belongings
- Employment for Older Workers
- Funerals
- Government Income Sources for Older Adults
- Healthy Aging
- Information for Caregivers
- Older Adults Continence
- Safe Driving for Older Adults
- Transportation Choices for Older Adults
- Wills/Power of Attorneys

You can access a copy of any of these publications by visiting www.halton.ca/oaac or dialing 311.



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Emergency Information

Emergency Services

Ambulance, Fire, Police 911

Crisis Numbers

COAST (Crisis Outreach and Support Team)
Crisis/Toll free 1-877-825-9011

www.halton.cmha.ca

Sexual Assault & Violence Intervention
Services (SAVIS) of Halton
Crisis Line 905-875-1555

www.savisofhalton.org

Halton Women's Place, Emergency Shelters
North Halton 905-878-8555
South Halton 905-332-7892

www.haltonwomensplace.com

Lighthouse Shelter (Oakville)
.....Dial 311

www.salvationarmyoakville.ca

Distress Centres

North Halton Distress Centre
..... 905-877-1211

www.distresscentrenorthhalton.ca

Oakville Distress Centre
..... 905-849-4541

www.distresscentreoakville.com

TeleCare Crisis Line (Burlington)
..... 905-681-1488

www.telecareburlington.com

Poison Information

Ontario Poison Centre
Toll free 1-800-268-9017
TTY 1-877-750-2233

www.ontariopoisoncentre.ca

Non-Emergency Contacts

Police

Halton Regional Police Service
..... 905-878-5511

www.haltonpolice.ca or

www.hrps.on.ca

Ontario Provincial Police
Toll free 1-888-310-1122

www.opp.ca

Fire Departments

The fire department provides and installs
smoke alarms free of charge for older
adults, residents with disabilities and
individuals on fixed incomes.

Burlington 905-637-8207

Halton Hills 905-877-1133

Milton 905-878-9251

Oakville 905-845-7114

Hospitals and Medical Information

Patient Transfers (non-emergency)

Halton Region Paramedic Services

Toll free 1-800-668-7821

For a list of private transfer services, dial 211.

TIP: Paramedics will ensure that you are transported to the most appropriate hospital for your condition; for example, stroke to a designated stroke centre, specific types of heart attacks to a designated hospital. Any patient in an immediate life-threatening situation will be transported to the closest hospital.

Hospitals

Halton Region

Joseph Brant Hospital (Burlington)
..... 905-632-3730

www.josephbranthospital.ca

Halton Healthcare Services

Georgetown Hospital 905-873-0111

Milton District Hospital.... 905-878-2383

Oakville Trafalgar Memorial Hospital
..... 905-845-2571

www.haltonhealthcare.com

Hamilton

Hamilton Health Sciences

Chedoke Hospital..... 905-521-2100

Hamilton General Hospital
..... 905-521-2100

Juravinski Hospital..... 905-389-4411

Juravinski Cancer Centre ... 905-387-9495

www.jcc.hhsc.ca

St. Peter's Hospital 905-777-3837

www.hhsc.ca

St. Joseph's Healthcare Hamilton

Charlton Campus 905-522-4941

King Campus 905-522-1155

West 5th Campus 905-388-2511

.....or 905-522-1155

www.stjosham.on.ca

Brampton/Mississauga

William Osler Health System

Brampton Civic Hospital ... 905-494-2120

www.williamoslerhs.on.ca

Trillium Health Partners

The Credit Valley Hospital .. 905-813-2200

Mississauga Hospital 905-848-7100

Queensway Health Centre. . 416-259-6671

www.trilliumhealthpartners.ca

Guelph

St. Joseph's Health Centre Guelph

..... 519-824-6000

www.sjhcg.ca

Guelph General Hospital. 519-822-5350

www.gghorg.ca

Walk-In Clinics

Visit **www.hipinfo.info** or see contact information on page 10.

Where to Find a Doctor

Health Care Connect

This service provides assistance to individuals searching for a health care provider.

Toll free 1-800-445-1822

www.ontario.ca/healthcareconnect

Community Information

Halton Government Services

Visit **www.halton.ca** or dial 311 for non-emergency access to Halton Region government services. Services include Assisted Housing, Services for Seniors, Public Health Programs, Social Services (including Ontario Works), Waste Collection and much more.

Address 1151 Bronte Road, Oakville

Phone.....Dial 311 or 905-825-6000

Toll Free.. 1-866-442-5866 (1-866-4HALTON)

TTY 905-827-9833

Fax..... 905-825-9010

Email: accesshalton@halton.ca

Note: Telephone service is available in multiple languages. Carefully consider the use of electronic communication for sensitive information.

Hours: 8:30 a.m. - 4:30 p.m. on regular business days (excluding statutory holidays). Walk-in service is available from 8 a.m. to 5 p.m.

Halton Information Providers (HIP)

Local centres provide community information and referral services by phone, online or in-person.

Information Burlington

..... 905-639-3611, ext. 1222

Information Halton Hills

..... 905-873-2681, ext. 2511

Information Milton

..... 905-875-2665, ext. 3234

Information Oakville..... 905-815-2046

www.hipinfo.info

Community Care Access Centre (CCAC) Healthlines

Burlington 905-639-5228

Toll free 1-800-810-0000

www.hnhbhealthline.ca

Halton Hills, Milton, Oakville

..... 905-855-9090

Toll free 1-877-336-9090

www.mississaugahaltonhealthline.ca

Halton Seniors Helpline

Senior Volunteers from S.A.L.T. (Seniors and Law-Enforcement Together) provide peer counselling (Monday to Friday, 11 a.m. to 2 p.m.).

Toll free 1-866-457-8252

www.haltoseniorshelpline.ca

Telehealth Ontario

Free, confidential health advice and information from a registered nurse (24 hours a day, 7 days a week).

Toll free 1-866-797-0000



Government Programs/ Pensions/Financial Aid

Federal Programs

For general information about Government of Canada programs and services, call Service Canada at 1-800-622-6232 or visit

www.servicecanada.gc.ca

For more information, refer to *A Guide to Programs and Services for Seniors in Ontario* (see back page for information) or OAAC's *Government Income Sources for Older Adults*.

TIP: For assistance with any federal programs or forms visit Service Canada offices in Oakville, Burlington, Milton or Georgetown.



Income Security Programs

Information on federal income security programs

Toll free 1-800-277-9914

www.servicecanada.gc.ca

Old Age Security (OAS)

Monthly benefit

www.servicecanada.gc.ca

Guaranteed Income Supplement (GIS)

Monthly non-taxable benefit to low-income (OAS) recipients living in Canada

www.servicecanada.gc.ca

Allowance

Monthly benefit for low-income older adults (aged 60-64) whose spouse or common-law partner is eligible for or is currently receiving OAS and GIS.

www.servicecanada.gc.ca

Allowance for Survivor

Monthly benefit to low-income widows or widowers (aged 60-64).

www.servicecanada.gc.ca

Canada Pension Plan (CPP)

Retirement Pension

Monthly taxable benefit to retired contributors who are 65 years old or between 60-65 years of age if certain requirements are met.

www.servicecanada.gc.ca

International Pension Benefits

Social security (pension) benefits if you or your deceased spouse or common-law partner lived or worked in another country.

Toll free 1-800-454-8731

www.servicecanada.gc.ca

Survivor Benefits

- Death Benefit: one time payment
- Survivor's Pension: monthly payment to spouse
- Children's Benefit: monthly payment to dependent children

Veterans Affairs Canada

Information on war veterans allowance/pensions/services and benefits.

Toll free 1-866-522-2122

www.veterans.gc.ca

For more information, refer to *A Guide to Programs and Services for Seniors in Ontario* (see back page for information).



TIP: For a list of federal benefits visit canadabenefits.gc.ca

Provincial Programs

Call Service Ontario for general information on all provincial government programs and services including Senior's Info Line and Ontario Ministry of Health and Long-Term Care.

Toll free 1-800-267-8097

www.ontario.ca

For more information refer to *A Guide to Programs and Services for Seniors in Ontario* (see back page for information).

TIP: For assistance with provincial programs visit your local Service Ontario office.

Ontario Health Insurance Plan (OHIP)

Provides medical and hospital coverage. OHIP health card is used as identification for coverage. If card is lost, damaged or expired, a photo identification health card is issued.

ServiceOntario 1-866-532-3161

www.health.gov.on.ca

Ontario Disability Support Program (ODSP)

Persons aged 65+ with no eligibility for Old Age Security (OAS) may be eligible.

Ontario Ministry of Community and Social Services

North Halton 1-800-567-6388

South Halton 905-637-4500

TTY 905-681-0720

www.mcass.gov.on.ca

Guaranteed Annual Income System

Guaranteed Annual Income System (GAINS) ensures a guaranteed minimum income for Ontario senior citizens by providing monthly payments to qualifying pensioners.

Ontario Ministry of Finance

Toll free 1-866-668-8297

www.fin.gov.on.ca

Ontario Drug Benefit Program

For information, refer to *A Guide to Programs and Services for Seniors in Ontario* (see back page for information) or OAAC's *Coverage of Drug Costs*.

Assistive Devices Program (ADP)

Helps people with long-term physical disabilities obtain equipment and supplies such as wheelchairs, walkers, hearing and communication devices, diabetic equipment and supplies, home oxygen, respiratory products.

Toll free 1-800-268-6021

www.health.gov.on.ca

Help with your Taxes

Learning about Taxes

Free online course to help you file a basic form.

www.cra-arc.gc.ca

You can also refer to *A Guide to Programs and Services for Seniors in Ontario* (see back page for information).

Free Income Tax Clinics

Clinics are held in various locations. Contact your local Halton Information Providers (HIP) - see page 10.

TIP: For a complete list of provincial benefits visit **www.ontario.ca**.

TIP: Both the federal and provincial governments collect taxes through Canadian income tax forms and also provide opportunities to apply for various rebates.

TIP: Filling out your income tax return automatically renews pension benefits such as GIS and GAINS.

Tax Credits and Benefits

Disability Tax Credit

For persons with a severe and prolonged impairment in physical or mental function.

www.cra-arc.gc.ca/disability

Compassionate Care Benefits

Employment Insurance (EI) benefits paid to people who must leave work temporarily to provide care/support to an ill family member.

www.servicecanada.gc.ca

Provincial Tax Credits and Refunds

Ontario Ministry of Finance

General inquiries 1-866-668-8297

TTY 1-800-263-7776

www.fin.gov.on.ca

Ontario Trillium Benefit

General inquiries 1-866-668-8297

Combines the Ontario Sales Tax Credit with the Energy and Property Tax Credit.

www.ontario.ca/trilliumbenefit

Ontario Senior Homeowners' Property Tax Grant

Grants up to \$500 for property taxes for residents 64 years or older who own their homes and meet income requirements.

www.ontario.ca/seniortaxgrant

Healthy Homes Renovation Tax Credit

Helps with the cost of making your home safer and more accessible.

Toll free..... 1-866-668-8297

www.ontario.ca/healthyhomes

Older Adults and/or Persons with Disabilities Property Tax Relief

For property owners who modify their homes to accommodate a person with a disability.

Municipal Property Assessment Corporation

Toll free 1-866-296-6722

www.mpac.ca

Provincial Land Tax Deferral Program for Low-Income Older Adults and Persons with Disabilities

Annual deferral of part of the provincial land tax and education tax increases.

Toll free 1-866-400-2122

www.ontario.ca/rva

Regional Programs

Emergency Assistance

Halton Region provides emergency/short-term assistance for food, shelter, dental care, eye care, medical aids, hearing aids, transportation, funerals and rent arrears to those who qualify.

Halton Region.....Dial 311

TTY 905-827-9833

www.halton.ca

Older Adult Tax Deferral Program

Halton Region in partnership with the Local Municipalities has developed the Older Adult Tax Deferral Program. The program supports older adults who need financial help, to live in their own homes longer. The program enables older adults (65+) with a total income below \$ 43,200 (before tax) to defer their annual property tax payments. The Region will implement the program in 2016.

Local Municipalities

City of Burlington ..905-335-7777, ext. 2193

www.burlington.ca

Town of Halton Hills 905-873-2601

www.haltonhills.ca

Town of Milton 905-878-7252

www.milton.ca

Town of Oakville 905-338-4222

www.oakville.ca

Local Municipalities may also offer property tax grants or rebates to older adults.

Other Financial Information

Halton Consumer Credit Counselling Services

Operated by Halton Family Services, this program provides money management planning, budgeting advice and counselling concerning credit and debt matters (fees may apply).

..... 905-845-3811

www.haltonfamilyservices.org

Free Local Directory Assistance

This service is provided by Bell Canada if you have a disability that prevents you from using a telephone directory.

Bell Canada Accessibility Services Centre

Toll free 1-800-268-9243

TTY 1-800-268-9242

TIP: Many local businesses, such as grocery stores and taxi services, provide discounts to older adults. Special offers are also given to older adults by many credit unions, banks and trust companies.

Home and Community Support Programs

The Home & Vehicle Modification® Program

The Home & Vehicle Modification® Program provides funding for basic home and/or vehicle modifications to enable adults with disabilities that restrict mobility to continue living safely in their homes, avoid job loss and participate in their communities.

Ontario March of Dimes . . . 1-877-369-4867
www.marchofdimes.ca/hvmp

Home and Community Support Programs

Access and Information

Community Care Access Centre (CCAC)

Your link to various in-home services and community programs that help you continue to live independently in your home (see contact information on back page).

Adult Day Programs

Provide therapeutic and recreational activities for adults with special needs and relief to caregivers. To apply, call the Community Care Access Centre (CCAC) (see contact information on back page).

*Acclaim Health Alzheimer Seniors Day Programs

Burlington 905-632-8168
Oakville 905-847-9559
Toll free 1-800-387-7127
www.acclaimhealth.ca

Halton Region's Adult Day Programs

* Friends' Landing, Milton Place, (Milton)
Silver Creek Place (Georgetown)
Halton Region Dial 311
www.halton.ca

S.E.N.A.C.A. Seniors Day Programs

Oakville (Bond St.) 905-337-8937
Oakville (Dundas St.) 905-847-3394
www.senaca.ca

Senior Activation Maintenance Program (SAMS) 905-689-5244

Seniors Life Enhancement Centres 905-279-9061

Notre Dame Centre, 1921 Snake Rd.,
Waterdown
www.samprogram.ca

Wellness House

Burlington 905-632-5358
www.josephbranthospital.ca

* Programs designed to meet the needs of persons with Alzheimer's or memory problems.

Home and Community Support Programs

Attendant Care

March of Dimes Canada, Halton Outreach Attendant Services

Trained outreach attendants provide personal care, prepare meals, etc.

Toll free 1-866-631-9683

Oakville 905-845-7412

www.marchofdimes.ca

Continence Clinics and Resources

For information, refer to OAAC's *Older Adults Continence* Fast Facts brochure.

Dial 311 for information or visit

www.halton.ca/oaac

Dental Care

Community Care Access Centre (CCAC) provides access to information and oral health services. They will also help with referrals to accessible dental treatment services - Burlington residents only (see back page for contact information).

Halton Region's Dental Care Counts Fund provides financial assistance for dental treatment to eligible older adults age 65 and older and for eligible adults with special needs.

Halton Region.....Dial 311

www.halton.ca

Emergency Response System

ConnectCARE - Halton Healthcare Services and Joseph Brant Hospital

Toll free 1-800-665-7853

www.connectcarehalton.ca

Exercise and Falls Prevention

Information and assessments

Community Care Access Centre (CCAC) provides intakes and assessments (see back page for contact information).

Safety at Home Program (St. Joseph's Healthcare - Burlington only)

Toll free 1-800-463-6612

Home Support Exercise Program (HSEP)

March of Dimes Canada

..... 905-687-8484, ext. 246

Strong and Steady Exercise Program at Oakville Trafalgar Memorial Hospital (Physician referral)..... 905-338-4362

Falls Prevention and Exercise Classes

Call your Local Health Integration Network (LHIN) for more information.

Burlington..... 905-945-4930, ext. 4212

Halton Hills, Milton and Oakville

..... 289-237-8677

Toll free..... 1-877-696-1620

Stand Up! Burlington

(Saint Elizabeth Healthcare)

Toll free 1-877-972-0800

Home and Community Support Programs

Food/Meal Programs

Meals On Wheels

Nutritious hot meals and/or frozen prepackaged meals delivered by volunteers.

Fees apply and subsidies may be available.

Acton (Links2Care) 519-853-3310

Georgetown (Links2Care).... 905-873-6502

www.links2care.ca

Burlington (Canadian Red Cross)
..... 905-637-5664

www.burlingtonredcross.ca

Milton Meals on Wheels 905-878-6699

www.miltonmow.com

Oakville (Kiwanis) 905-842-1411

www.oakvillemealsonwheels.com

Wheels to Meals

Combines lunch with a social outing.
Transportation is provided.

Acton (Links2Care) 519-853-3310

Georgetown (Links2Care)
..... 905-873-6502

www.links2care.ca

Milton..... 905-878-6699

www.miltonmow.com

Friendship Luncheons (Oakville)

Combines lunch with a social outing.
Transportation is provided.

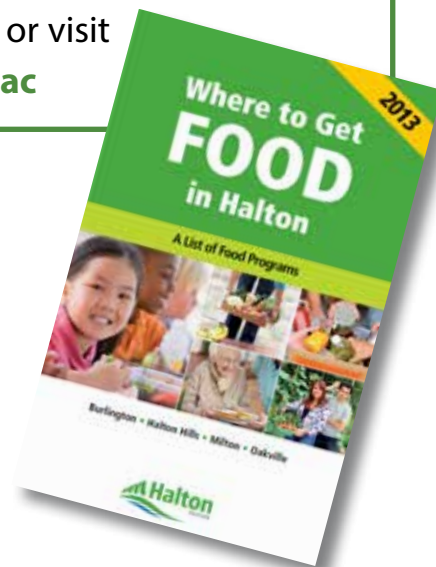
Iroquois Ridge Older Adult Centre
..... 905-338-4255, ext. 3745

Oakville Senior Citizens' Recreation Centre
..... 905-815-5966

Sir John Colborne Recreation Centre for
Seniors..... 905-815-5960

www.oakville.ca

For Information on food programs, delivery services, food banks and bus programs see *Where to Get Food in Halton* brochure. To get a copy, dial 311 or visit www.halton.ca/oaac



Home and Community Support Programs

Foot Care

Contact the Community Care Access Centre (CCAC) for information about in-home foot care (see back cover for contact information).

The following provide services in Halton for a fee:

Clinics at local seniors' centres

Burlington..... 905-335-7888
Georgetown..... 905-877-6444
Oakville 905-845-6601, ext. 3976

Oakville Trafalgar Memorial Hospital Foot Care and Orthotic Centre 905-338-4669
www.haltonhealthcare.on.ca

We Care Home Health Services (in-home)
Toll free 1-866-877-8688

Health Equipment

Assessments

(Assessment, Rental or Purchase)

For information about equipment and assessment of equipment needs, call the Community Care Access Centre (see back page for contact information).

Home Maintenance/Repair

Agencies offering house cleaning/seasonal maintenance (fees apply).

Links2Care

Burlington/Oakville/Milton
..... 905-844-0252
Halton Hills (Acton/Georgetown)
..... 905-873-6502
www.links2care.ca

Seniors for Seniors (private, no snow removal)

Burlington..... 905-572-6162
Oakville 905-276-1140
www.seniorsforseniors.ca

TIP: To get help with the cost of assistive devices and equipment, refer to Assistive Devices Program (ADP) on page 13.

In-Home Services

Services include nursing, personal care, rehabilitation services, companion care, and respite care.

Community Care Access Centre (CCAC) provides information about and access to services in the home, community, and other residential settings (see back page for information).

Supports for Daily Living/Caregiver RECHARGE Program (in-home respite)
For Halton Hills, Milton and Oakville
..... 905-281-4443
www.centralregistry.ca

Home and Community Support Programs

Immunization Information

Halton Region.....Dial 311
www.halton.ca/immunize

Intervention and Assistance Programs

Provide support in critical situations to vulnerable and at-risk individuals with disabilities and/or their caregivers.

Links2Care

Burlington/Oakville/Milton
..... 905-844-0252
Halton Hills 905-873-6502
www.links2care.ca

Moving Assistance

For information on downsizing, dial 311, visit www.halton.ca/oaac or refer to OAAC's *Downsizing Belongings* Fast Facts brochure.

Agencies

Fees apply.

Organized Transitions 905-599-1816
www.organizedtransitions.ca

Red Coats Moving Solutions Inc
..... 416-920-1317
www.redcoatsmoving.com

Relocation Planning Services
..... 416-996-8621
www.rpscanada.ca

Solutions 2 Organize U 905-691-4414
www.solutions2organizeu.ca

Palliative/Hospice/End of Life Care

Contact CCAC for information about palliative care services (see back page for information).

Acclaim Health Hospice Volunteer Visiting Program
Toll free 1-800-387-7127
www.acclaimhealth.ca

Carpenter Hospice..... 905-631-9994
www.thecarpenterhospice.com

Ian Anderson House 905-337-8004
www.ianandersonhouse.com

Palliative Care Consultation Program
Toll free 1-800-426-9666
www.palliativecareconsultation.ca

Reassurance Programs

Tele-Touch (Acclaim Health)
Toll free 1-800-387-7127
www.acclaimhealth.ca

Letter Carriers Alert - Links2Care
Halton Hills (Acton/Georgetown)
..... 905-873-6502
www.links2care.ca

Sexual Health Clinics

Halton Region.....Dial 311
www.halton.ca/sexualhealth

Volunteer Visiting

Acclaim Health Volunteer Support
Programs
(Friendly Visiting, Special Steps, Hospice)
Toll free 1-800-387-7127
www.acclaimhealth.ca

Links2Care

Burlington/Oakville/Milton . 905-844-0252
Halton Hills 905-873-6502
www.links2care.ca



Housing

Emergency Housing

Dial 311 or go to
www.halton.ca/housing

For additional housing information, refer to
OAAC's *Housing Options for Older Adults in
Halton* at www.halton.ca/oaac

Legal/Advisory/Advocacy

Legal Services

Dial 311 or go to www.halton.ca/oaac and
refer to OAAC's *Make the Law Work for You*,
Fast Facts brochure.

Advisory/Advocacy

Advocacy Centre for the Elderly (ACE)
..... 416-598-2656

www.advocacycentreelderly.org

Burlington Seniors' Advisory Committee
..... 905-335-7698

www.burlington.ca

CARP - Halton Chapter - A New Vision in
Aging 905-319-7345

www.carp.ca/halton

Canadian Caregiver Coalition
www.ccc-ccan.ca

Canadian Pensioners Concerned
Toll free1-800-264-2784

www.canpension.ca

Community Development Halton
..... 905-632-1975

North Halton..... 905-878-0955
Toll free 1-855-395-8807
www.cdhalton.ca

Concerned Friends of Ontario Citizens in
Care Facilities Inc..... 1-855-489-0146
www.concernedfriends.ca

Halton Region – Advisory Committees
.....Dial 311
www.halton.ca

Halton Regional Police Service
Community Mobilization Unit
Seniors Liaison 905-825-4747, ext. 5345
or..... 905-878-5511, ext. 5345
www.haltonpolice.ca

Office of the Ontario Ombudsman
Toll free 1-800-263-1830
www.ombudsman.on.ca

Ontario Association of Non-Profit Homes
and Services for Seniors (OANHSS)
..... 905-851-8821
www.oanhss.org

Ontario Coalition of Senior Citizens
Organizations (OCSCO)
Toll free 1-800-265-0779
www.ocSCO.ca

Ontario Retirement Communities
Association (ORCA)
Toll free 1-888-263-5556
www.orcaretirement.com

Ontario Seniors' Secretariat
Toll free 1-888-910-1999
www.seniors.gov.on.ca

Seniors Working Action Group (Oakville)
..... 905-815-5960

United Senior Citizens of Ontario
Toll free 1-888-320-2222
www.uscont.ca

Tenant Advice

Centre for Equality Rights in
Accommodation
Toll free 1-800-263-1139
www.equalityrights.org

Landlord and Tenant Board
Toll free 1-888-332-3234
www.ltb.gov.on.ca

Ontario Human Rights System

Human Rights Tribunal of Ontario
Toll free 1-866-598-0322
TTY 1-866-607-1240
www.hrto.ca

Human Rights Legal Support Centre
Information on human rights applications
and related legal support services.
Toll free 1-866-625-5179
TTY 1-866 612-8627

Ontario Human Rights Commission
Toll free 1-800-387-9080
www.ohrc.on.ca

Leisure/Education

Continuing Education

Elder Technology Assistance Group (ETAG)
..... 416-844-1471
www.etagonline.ca/vtap

Halton District School Board
Toll free 1-877-618-3456
www.hdsb.ca

Halton Catholic District School Board
Toll free 1-800-741-8382
www.hcdsb.org

McMaster University, Centre for Continuing
Education 1-800-463-6223
www.mcmaster.ca

Mohawk College of Applied Arts and
Technology 1-888-385-4295
www.mohawkcollege.ca

Sheridan Institute of Technology and
Advanced Learning 905-845-9430
www.sheridancollege.ca

University of Toronto School of Continuing
Studies (Oakville lecture series and online
learning) 416-978-2400
www.learn.utoronto.ca

Municipal Recreation Departments

Burlington 905-335-7736
Halton Hills 905-873-2601
Milton 905-878-7252
Oakville 905-338-4250

Public Libraries

Special services may include large print,
talking books, home delivery

Acton 519-853-0301
Burlington 905-639-3611
Georgetown 905-873-2681
Milton 905-875-2665
Oakville 905-815-2042

Sheridan Elder Research Centre (SERC)

Learn more or become involved in research
to improve the day-to-day lives of older
adults and their families.

.....905-845-9430, ext.8617
www.sheridancollege.ca

Senior Citizens Recreation Centres

Burlington Seniors Centre ... 905-335-7888
Toll free 1-877-213-3609

Hillsview Active Living Centre

Acton 519-853-5951
Georgetown 905-877-6444

- Milton Senior Activity Centre
..... 905-875-1681
- Oakville Senior Citizens' Recreation Centre
Oakville 905-815-5966
- Sir John Colborne Recreation Centre for
Seniors..... 905-815-5960
- Iroquois Ridge Older Adults Centre
..... 905-338-4255, ext. 3745
- River Oaks Mature Adults Club
..... 905-338-4186

Older Adults Programs

For information on Older Adults Programs dial 211.

Mall Walks

For information on Mall Walks dial 311
or go to www.halton.ca/walkable

Service Clubs

Service Clubs offer a variety of opportunities to socialize and volunteer. Call your local Halton Information Providers (HIP) (see page 10) or visit:

Probus Clubs
www.probus.org/canada.htm

Rotary Clubs
www.rotary.org/rotarycanada

Lions Clubs
www.lionsclubs.org

Canadian Federation of University Women
www.fcfd.org

Volunteering

Community Development Halton/Volunteer Halton
South Halton 905-632-1975
North Halton 905-878-0955
Toll free 1-855-395-8807
www.volunteerhalton.ca

YMCA/YWCA

Burlington 905-632- 5000
www.ymcahbb.ca

Oakville 905-845-3417
www.ymcaofOakville.com

Multicultural Services

Halton Government Services

For free, multilingual assistance (to anyone calling from within Halton), contact Halton Region by dialing 311.

www.halton.ca

HMC Connections

Community agency dedicated to enabling every individual to participate as active members of the community by fostering mutual respect and understanding. Provides services such as settlement services, transitional housing, interpretation and translation, language training, volunteer opportunities and raising children with special needs.

Seniors Programs

- English Conversation Circle for seniors
- Social group for Spanish speaking seniors
- Social group for Chinese speaking seniors
- Social group for Filipino seniors

Burlington 905 631-1048

Milton..... 905-864-6565

Oakville 905-842-2486

North Oakville..... 905-257-1555

www.hmconnections.com

Citizenship and Immigration Canada (CIC)

Federal department screens and approves immigrants, foreign students, visitors and temporary workers. Also helps settle refugees and assists newcomers adapt to Canadian society and become Canadian citizens. Monday to Friday 8 a.m. to 4 p.m.
Toll free 1-888-242-2100
TTY 1-888-576-8502
www.cic.gc.ca

Newcomer Information Centre

Provides information and referrals to community and government programs and services such as employment, education and training, credential assessment and free Commissioner of Oath services.

Programs for seniors include:

- computer training for those over 55.
- services available in Arabic, Bulgarian, English, French, German, Polish and Russian. Arrangements can be made for services in Cantonese, Macedonian, Mandarin, Spanish and Urdu.

Toll free. 1-866-277-5462, ext. 1266

www.tcet.com/nic

Safety

Community Safety Programs

Canadian Anti-Fraud Centre
Toll free 1-888-495-8501
www.antifraudcentre.ca

Canadian Red Cross First Aid
North Halton 905-875-1459
Oakville 905-845-5241
www.redcross.ca/what-we-do/first-aid-and-cpr

Crime Stoppers of Halton (Anonymous Tips on Crime) 1-800-222-8477
www.canadiancrimestoppers.org

Emergency Information Vials
Halton Region Dial 311
www.halton.ca/emergencyvial

Letter Carriers Alert Program
Acton 519-853-3310
Georgetown 905-873-6502
Toll free 1-866-920-6502
www.links2care.ca

MedicAlert 1-800-668-1507
www.medicalert.ca

Seniors and Law Enforcement Together (S.A.L.T) 905-878-5511
or 905-825-4777
www.haltonsalt.com



Safe Driving

For information, refer to OAAC's *Safe Driving for Older Adults*. Dial 311 for a copy or visit **www.halton.ca/oaac**

Elder Abuse Prevention

Any senior can experience elder abuse. It can be physical, neglect, financial or psychological. If you suspect abuse, call any of the resources below:

Halton Regional Police Service
Community Mobilization Unit
Seniors Liaison 905-825-4747, ext. 5345
or 905-878-5511, ext. 5345
www.haltonpolice.ca

SAVIS (Sexual Assault and Violence Intervention Services of Halton)
Toll free 1-877-268-8416
www.savisofhalton.org

Elder Abuse Ontario Seniors Safety Line
Toll free 1-866-299-1011
www.elderabuseontario.com

Crime Stoppers (Anonymous tips)
Toll free 1-800-222-8477
www.canadiancrimestoppers.org

Halton Family Services
..... 905-845-3811
www.haltonfamilyservices.org

Halton Women's Place
North..... 905-878-8555
South..... 905-332-7892
www.haltonwomensplace.com

Support Groups, Information and Counselling Services

Programs listed may provide any or all of the following services:

- General information/resources
- Self-help peer support groups
- Support groups supported by professional staff
- Personal or family counselling

Amyotrophic Lateral Sclerosis (ALS) Society

ALS Society of Canada..... 1-800-267-4257
www.als.ca

Alzheimer's/Dementia/Related Diseases

Acclaim Health Resource Centre and Support Groups 1-800-387-7127
www.acclaimhealth.ca

Alzheimer Society of Hamilton and Halton

Hamilton/Burlington 1-888-343-1017
Oakville Office..... 289-837-2310
www.alzhh.ca

Arthritis Society

Hamilton..... 905-632-9390
Brampton 905-455-6273
Ontario 1-800-321-1433
www.arthritis.ca/on

Bereavement

Acclaim Health Bereavement Services
..... 905-827-8800
www.acclaimhealth.ca

Bereaved Families of Ontario Halton/Peel
..... 905-848-4337
Toll free 1-877-826-3566
www.bereavedfamilies.ca

Halton Family Services..... 905-845-3811
www.haltonfamilyservices.org

SAVIS (Sexual Assault and Violence Intervention Services of Halton)
Toll free 1-877-268-8416
www.savisofhalton.org

The Women's Centre (Peer Counselling)
..... 905-847-5520
www.haltonwomenscentre.org

Blindness and Vision Impairment

Canadian National Institute for the Blind
(CNIB) Helpline
Toll free 1-800-563-2642
www.cnib.ca

Cancer

Breast Cancer Support Services Inc.
Toll free 1-800-465-1902
www.breastcancersupport.org

Canadian Breast Cancer Network
Toll free 905-634-2333
www.cbcn.ca

Canadian Cancer Society
Acton/Guelph 519-824-4261
Georgetown/Brampton 905-451-4460
Oakville/Burlington/Milton
..... 905-845-5231
www.ancer.ca

Cancer Assistance Services of Halton Hills
..... 905-702-8886
www.cancerassistance.org

Carpenter Hospice..... 905-631-9994
www.thecarpenterhospice.com

Ian Anderson House (hospice)
..... 905-337-8004
www.ianandersonhouse.com

Juravinski Cancer Centre.... 905-387-9495
www.jcc.hhsc.ca

Prostate Canada Cancer Network
Hamilton/Burlington..... 905-332-7804
Oakville/Mississauga.....905- 847-8801
Toll free..... 1-888-255-0333
www.prostatecancer.ca

Wellspring Centres 1-877-499-9904
Oakville 905-257-1988
www.wellspring.ca

Diabetes

Diabetes Association Info Line
Burlington/Milton/Oakville
Toll free 1-800-226-8464
www.diabetes.ca

Halton Diabetes Program
Burlington..... 905-633-7070
Georgetown 905-873-0111, ext. 8502
Milton 905-878-2383, ext. 7410
Oakville 905-338-4437
www.haltonhealthcare.on.ca

Diogenes Syndrome (Hoarding)

Gatekeepers Program identifies and works
with older adults living in severe self-
neglect, known as Diogenes Syndrome.
..... 905-527-3823, ext. 254

Gambling

ADAPT

Burlington..... 905-639-6537
Halton Hills..... 905-873-2993
Milton..... 905-693-4250
Oakville 905-847-6548, ext. 221
Toll free..... 1-877-517-2237

www.haltonadapt.org

Halton Family Services..... 905-845-3811

www.haltonfamilyservices.org

Gamblers Anonymous

Burlington..... 905-912-9175
Other locations 416-366-7613

www.gamblersanonymous.org

Ontario Problem Gambling Help Line

Toll free 1-888-230-3505

www.problemgamblinghelpline.ca

Hearing Society

Tests, equipment sales and counselling.

Burlington..... 905-522-0755

Milton/Oakville/Halton Hills
..... 905-608-0271

www.chs.ca

Heart and Stroke

Halton Aphasia Centre..... 905-877-8805

www.haltonaphasiacentre.com

Heart Health (Chronic Disease Prevention)

Halton Region.....Dial 311

www.halton.ca

Heart and Stroke Foundation of Ontario

Halton Chapter (Burlington, Milton,
Oakville) 905-634-7732

Halton Hills..... 905-451-0021

www.heartandstroke.on.ca

Oakville Stokers 905-842-8791

www.oakvillestokers.com

Stroke Recovery Canada (Burlington

Chapter)

Toll free 1-800-263-3463, ext. 7772

www.srcburlington.net

Regional Stroke Centres/ Secondary Prevention Clinics

Trillium Health Care Centre .. 905-848-7100

Hamilton General Hospital
..... 905-521-2100, ext. 74234

Huntington Society

Toll free 1-800-998-7398

www.huntingtonsociety.ca

Kidney Foundation

Toll free 1-800-387-4474

www.kidney.ca

Liver Foundation

Toll free 1-800-563-5483
www.liver.ca

Lung Association

Toll free 1-888-344-5864
www.lung.ca

Lupus Ontario

Toll free 1-877-240-1099
www.lupusontario.org

Medication, Alcohol & Drugs

Al-Anon 1-888-425-2666
www.al-anon.alateen.org

Alcoholics Anonymous

Burlington 905-631-8784
Halton Hills/Milton/Oakville
..... 905-845-5900
Toronto 416-487-5591
www.aa.org

ADAPT

Burlington 905-639-6537
Halton Hills 905-873-2993
Milton 905-693-4250
Oakville 905-847-6548, ext. 221
www.haltonadapt.org

Hope Place Centres

Addiction Counselling Oakville
Toll free 1-877-399-7299

Men's Residential Addiction Treatment
Toll free 1-877-761-6357

Women's Residential Addiction Treatment
(24 hours) 1-877-399-7299
www.hopeplacecentres.org

MedsCheck Program 1-866-255-6701

Mental Health

For general information, dial 311 or refer to
OAAC's *Healthy Aging* Fast Facts brochure at
www.halton.ca/oaac

Canadian Mental Health Association

Halton Hills 519-853-9793

Halton Region Branch 905-693-4270

Toll free 1-877-693-4270

Ontario 1-800-875-6213

www.ontariocmha.ca

COAST (Crisis Outreach and Support Team)
..... 1-877-825-9011

Halton Geriatric Mental Health Outreach Program

Burlington 905-681-8233, ext. 222

Halton Hills, Milton, Oakville

Toll free 1-866-429-7677

www.hgmhop.ca

Halton Healthcare Services Geriatric
Assessment Clinic 905-338-4362

Mental Health Program - Older Adults
..... 905-681-8233

Joseph Brant Hospital Outpatient/
Psychogeriatric Services 905-631-1939
www.josephbranthospital.ca

North Halton Mental Health Clinic
Halton Region Dial 311
www.halton.ca

Schizophrenia Society of Ontario
Toll free 1-800-449-6367
Oakville Branch 905-338-2112
www.schizophrenia.on.ca

Multiple Sclerosis Society

Halton Chapter 905-681-8770
Toll free 1-800-268-7582
www.mssociety.ca

Osteoporosis

Oakville Bone Centre/Oakville Support
Group 905-844-5677
www.oakvillebonecentre.com/support

Oakville Osteoporosis Group (Women's
Centre) 905-847-9104

Osteoporosis Canada
Toll free 1-800-463-6842
www.osteoporosis.ca

United Ostomy Association of Canada
Toll free 1-888-969-9698
www.ostomycanada.ca

Parkinson Society Canada

Toll free 1-800-565-3000
www.parkinson.ca

Stop Smoking

Halton Region Stop Smoking Clinic
Halton Region Dial 311
www.halton.ca/stopsmokingclinic

Smokers' Helpline 1-877-513-5333
www.smokershelpline.ca

Butt Out Smoking Cessation Program
. 905-338-4691

Womens' Support

Halton Women's Place, Emergency Shelters
North Halton 905-878-8555
South Halton 905-332-7892
www.haltonwomensplace.com

SAVIS (Sexual Assault and Violence
Intervention Services of Halton)
Toll free 1-877-268-8416
www.savisofhalton.org

The Women's Centre 905-847-5520
www.haltonwomenscentre.org

Transportation

Dial 311 for information or refer to OAAC's *Transportation Choices for Older Adults* at www.halton.ca/oaac



Parking Permits

Eligible veterans can park for free in municipal parking lots.

Burlington 905-335-7816

Oakville 905-845-6601, ext. 3310

Accessible Parking Permits

Call your local Driver and Vehicle Licensing Office to obtain forms/information regarding a accessible parking permit.

Burlington 905-681-7343

Georgetown 905-877-1102

Milton..... 905-878-5210

Oakville 905-337-8751

Accessible Rentals/Private Transportation

Many car rental providers offer hand-controlled vehicles. Call ahead to request.

For wheelchair accessible rentals, call:

Mobility Transportation 905-617-3737

Wheelchair Getaways (Toronto)

Toll free..... 1-800-642-2042

Kino Mobility (Toronto)

Toll free..... 1-888-495-4455

Wheelchair in Motion

Toll free..... 1-888-776-1102



Connecting You to Older Adult Services in Halton

The three listings below complement the Directory by providing supports, programs and services for older adults.

Halton Region

www.halton.ca

Dial 311

Halton Region provides a number of services for older adults such as Adult Day programs, financial assistance/supportive housing, healthy aging support, immunizations and much more. The Region can also link you to long-term care support and other community services.

A Guide to Programs and Services for Seniors in Ontario

www.publications.serviceontario.ca

For a copy call 1-800-668-9938.

Get a copy of this free guide for information about all provincial and federal programs, such as active living, caregiving, finances, housing, transportation and more.

Community Care Access Centre (CCAC)

www.ccac-ont.ca

Burlington 905-639-5228

Toll free 1-800-810-0000

Halton Hills, Milton, Oakville . . . 905-855-9090

Toll free 1-877-336-9090

CCAC connects you with the care you need at home and in your community. They can coordinate access to in-home services such as nursing, personal support, physiotherapy and more. They can also refer you to local community supports and can be your link to long-term care in your community when it becomes difficult for you to live independently.

Information and resources are also available through Halton Region's Older Adult Advisory Committee (OAAC), formerly Elder Services Advisory Committee (ESAC).

Visit www.halton.ca/oaac.



SCS-15030

halton.ca 311

