

Calling 911 for personal emergencies

Know your full address and major cross streets. Remain calm. Answer the questions. Stay on the line.

Prepare for community-wide emergencies

Have a plan and a kit ready. Consult the **Emergency Preparedness** page on **halton.ca** to download the Emergency Preparedness Guide, learn about how to prepare and how Halton Region manages Emergencies.

- List all contacts (physician, family, pharmacist and friends).
- Use an **Emergency Information Vial** (call 311 to place a request) and Wallet Card to maintain up-to-date medical information.

Crisis Outreach and Support Team (COAST)

1-877-825-9011

You can contact the COAST team for risk intervention when dealing with difficult behaviours due to dementia/ mental health issues.

Community resources

Community resources can play an important role in providing care to residents in need. Do not be afraid to ask for help.

Ontario Health at Home

Call 310-2222 (no area code)
Service is available 24/7
www.ontariohealthathome.ca

Your link to:

- in-home nursing and personal support; long-term care homes
- adult day programs
- respite services
- therapy and specialized services

Caregiver resources

Health Connect Ontario (formerly Telehealth Ontario)

Call 811 (available 24/7)
www.health811.ontario.ca

- Online chat with a nurse
- Run a symptom check
- Find a Doctor
- Find a Health Service

The Ontario Caregiver Organization

Helpline 1-833-416-2273 (CARE)
(available 24/7)
www.ontariocaregiver.ca

Acclaim Health

1-800-387-7127
www.acclaimhealth.ca
Halton Dementia Guide for Caregivers,
TeleTouch, Friendly Visitors

Halton Regional Police Services

Older Adult Liaison Team
905-825-4777

Links 2 Care

519 853-3310 (Acton)
905 873-6502 (Georgetown)
905 844-0252 (Oakville)
www.links2care.ca

Mississauga Halton - Regional Learning Centre

905-829-7006
www.regionalllearningcentre.ca

Ontario Long Term Care Association

Ministry of Long Term Care Hotline
1-866-434-0144
www.oltca.com

For more information,
visit www.halton.ca or call 311.



halton.ca 311

Information for Caregivers



2025

Fast Facts

Older Adult Advisory Committee
(OAAC)



Stay informed and develop a care plan

- Keeping up friendships and family connections will provide good support. Talk openly with others as you develop your caregiving plan.
- Develop a caregiving plan with family, friends and the person who needs care. Record important information (contacts, emergency plan, medical information and so on).
- Aging and illness can change people. Learning more can help everyone understand these changes.
- Encourage daily activities and foster as much independence as possible.
- Discuss any concerns or problems with the person needing care.
- Get to know everyone providing services (physicians, nurses, pharmacists, and so on). Before appointments, jot down any questions/concerns. Note the name of the person you are speaking with and ask who to call for further assistance. Look for creative solutions. Be aware of the end of life wishes for the person receiving care.

Keep track of important documents and information

Information should be easily accessible (notebook, calendars).

Key information

- Ontario health card
- Additional health coverage card
- Medical history including allergies and immunizations
- Current medications and/or medications in original bottles
- Contact information for community resources such as physicians and service providers
- Phone numbers of family members and friends

Important documents

- Release of information (authorization to release private information to a third party)
- Continuing Power of Attorney for property (for all financial matters)*
- Power of Attorney for Personal Care*
- Current Will*
- Funeral arrangements (if pre-planned)

* Documents above are discussed in the Fast Facts “Will/Powers of Attorney”

Caregiving is demanding

Anger, guilt and obligation are all natural responses to your daily challenges. Rewards are smiles, memorable conversations and achievements.

- Share your feelings, frustrations and triumphs with a trusted friend.
- Try to find caregiving options that provide a break (Adult day programs, respite care, friendly visitors). When able, schedule some time off for yourself. Even just an hour can help.
- Look for ways to relax, such as reading or listening to music.
- Try to maintain your health: eating balanced meals, getting some exercise regularly and rest.
- Find a caregiver support group to share ideas with others in a similar situation.
- Accept help when it is offered.
- Maintain healthy boundaries. It’s okay to say “no”.

Mental Health Support is available free of charge through the Ontario Caregiver Organization.

Contact them via their helpline at Helpline 1-833-416-2273 (Available 24/7) or at www.ontariocaregiver.ca

Helpful tips for when a caregiver is not there

- Set up a schedule for regular care, visits and calls from family and friends, specialized services, medication delivery, etc.
- Subscribe to an emergency medical response system. Some providers offer GPS enabled technology to support enhanced safety both in and outside the home.
- Consider installing an internet enabled camera system.

Project Lifesaver, offered by Halton Regional Police Services, can help to protect family members who might unexpectedly wander away from home

.....905-825-4810

