

## At a Glance: Guide to Services for Seniors

### About this Guide

This Guide has been prepared by the Pastoral Care Team at Leaside United Church to assist us in our work and provide resources to older adults and their partners in care in our community. The focus is on services available in East York, North and East Toronto, North York and Scarborough.

Please note that by listing these services, we are in no way endorsing them, rather providing information about potential services one can access for specific types of help.

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This Guide begins with some **General Resources** helpful for seniors and caregivers in navigating the system and moves on to **Additional Services** that meet more specific needs.

### General Resources: Good to Know!

#### Directories

- The City of Toronto's **Services for Seniors Living in Toronto**. It is available on <http://www1.toronto.ca>. Enter 'service guides seniors' in the search box.
- **211 Toronto**, <http://www.211toronto.ca> and select **Older Adults**.
- **A Guide to Programs and Services for Seniors in Ontario**. Order from Service Ontario Publications or call the **Seniors' INFOLine**, 1-888-910-1999, for assistance. Includes information on many topics: active living; caregiving; finances; housing, etc.

#### Advocacy

- **CARP** (<http://www.carp.ca>). Advocates for financial security and improved healthcare. Local Toronto area chapters.
- **The Senior Pride Network** (<http://seniorpridenetwork.com/>). A helpful listing of resources and services, from social to health, for LGBTQ 50+, Toronto and beyond.

#### Important Phone Numbers!

##### Toronto Senior's Help Line

If you are concerned about an older person's health and safety, call this number:

**416 217-2077**

**Telehealth Ontario**. Free Medical Advice, 24/7

1-866-797-0000

## At a Glance: Guide to Services for Seniors

### *Financial Benefits for Seniors*

#### **Guaranteed Income Supplement (GIS)**

You may qualify for income in addition to OAS. The GIS provides a monthly non taxable benefit to low income OAS recipients. For guidance in applying, visit:

<http://www.esdc.gc.ca/en/cpp/oas/gis/index.page>

#### **Ontario Public Drug Programs** (<http://www.health.gov.on.ca/en/public/programs/drugs/>)

For residents of Ontario with a valid Ontario Health Card.

Includes:

#### **Ontario Drug Benefit (ODB) Program**

Qualify if 65 and older (with exceptions).

**New as of September 2016!** Low income Seniors Co Payment Program. To apply, check with your pharmacist.

#### **Trillium Drug Program**

Check into this if you are not eligible for ODB, for example, if you are under 65.

### *Definitions helpful in navigating this Guide.*

**Compassionate Care Benefits** – allow family caregivers six weeks of paid leave from work to care for a dying relative

**Hospice Care** – in home or hospital-based

**Short-stay Respite Programs** – offered by some LTC Homes and Retirement Homes

**Adult Day Programs** – part-of-the-day supervised programming in a group setting for dependent adults

**Support Groups** – opportunity to learn with and from peers; often facilitated by social worker/counselor

**Additional Services:** Listed below under the following headings.

- Service Gateways
- In Depth Personalized Services
- Day Programs / Recreational & Support Services
- Services for Specific Health Conditions
- Decluttering / Moving Services
- Legal Assistance
- Meals Assistance
- Mental Health Services
- Palliative Care & Hospice
- Transportation

## At a Glance: Guide to Services for Seniors

### *Service Gateways*

#### **Toronto Central CCAC** (Community Care Access Centre)

<http://healthcareathome.ca/torontocentral/en>

Toronto Central: East Office: 416 506-9888

Central East CCAC: Scarborough Office: 416 750-2444

Central CCAC (includes North York): 416 222-2241

**CCACs** assist seniors and caregivers in navigating the system. Provide a variety of services and information about, to name a few:

- Long term Care
- Supportive Living
- Retirement Homes
- Day Programs

#### **SPRINT Senior Care** (<http://sprintseniorcare.org>)

416 481-6411

A not-for-profit community support service agency offering a variety of low cost services aimed at:

- keeping seniors as independent as possible, and
- supporting their caregivers.

#### **Woodgreen Community Services** (<http://woodgreen.org/OurServices/Seniors.aspx>)

416 645-6000 x1262

Variety of programs and supports for seniors and caregivers to help seniors live independently, including:

- Day Programs
- Caregiver Support Program
- Psycho-geriatric Services

### *Offering in depth, personalized services*

such as: non-medical home care, private in home nursing care, caregiving advice, etc.

#### **Elizz - a caregiver support service of St Elizabeth Health Care**

(<https://elizz.com/#explore>)

1-855-275-3549

#### **Here to Care for Seniors** (<http://heretocare.com>)

647 499-4409

#### **Integra Care** (<http://integracare.on.ca>)

416 421-4243

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**Living Assistance Services (Seniors Zen)** (<http://www.seniorszen.com>)  
1-888-484-5282

**Mosaic Home Care Services** (<http://www.mosaichomecare.com>)  
416 322-7002

**Senior Care Connect** (<http://seniorcareconnect.ca>)  
416 645-9960

**SPARK Direct Health** (<http://www.sparkdirecthealth.com>)  
416 444-7598

### *Day Programs / Recreational & Support Services*

**Central Eglinton Community Centre, Older Adult Program**  
(<http://www.centraleglinton.com/>)  
416 392-0551

**Cummer Lodge Adult day Program**  
416 392-9486

**Harmony Hall Centre for Seniors (Call-A-Service, Inc.)** (<http://www.call-a-service.com>)  
Transportation may be provided  
416 752-0101

**Neighbourhood Link Community Services** (<http://neighbourhoodlink.org>)  
416 698-5908

**Providence Community Centre**  
416 285-3803

**Second Mile club, Orchard View Branch**  
416 481-4416 [secondmileclub@bellnet.ca](mailto:secondmileclub@bellnet.ca)

**SPRINT Senior Care Day Program** (Active Living Centre)  
416 481-6411

**St. Clair O'Connor Community Inc.** (<http://scoc.ca>)  
416 757-8757

**Woodgreen Community Services** (<http://woodgreen.org>)  
416 645-6000 x1262

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### *Services for Specific Health Conditions*

**Alzheimer Society of Toronto** (<http://alz.to/get-help/>)  
416 322-6560

**Aphasia Institute** (<http://www.aphasia.ca>)  
416 226-3636

**Arthritis Rehabilitation and Education Program**  
Head Office: 416 979-7228  
Throughout Ontario. Free. Physician referral required.

**Canadian Hearing Society.** Offers **Hearing Healthcare and Home** service  
<http://hearinghealthcare.chs.ca/hhc-hearing-healthcare-home>  
416 928-2502

**Canadian National Institute for the Blind (CNIB)** (<http://www.cnib.ca>)  
416 486-2500

### *Decluttering / Moving Services*

**Visiting Homemakers Association** (<http://www.vha.ca>)  
416 489-2500 x4367 or x4780  
Offers: decluttering, hoarding support, deep cleaning.

**Downsizing Diva** (<http://www.movingseniors.net>)  
1-866-836-6999  
Directs you to seniors moving services in many Ontario locations.

**ElderMoves** (<http://www.irisforseniors.com/eldermoves.html>)  
A service of **Iris Consulting for Seniors** 416 444-7598

**Red Coats Moving** (<http://www.redcoatsmoving.com>)  
416 920-1317

**Senior Moving Services** (<http://www.seniormoving.ca>)  
416 908-1181

### *Legal Assistance*

**The Advocacy Centre for the Elderly (ACE):** (<http://www.advocacycentreelderly.org>)  
1-855-598-2656 or 416 598-2656  
A community based legal service for low income seniors.

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### *Meals Assistance*

**Meals on Wheels - East York**  
416 424-3322

**Meals on Wheels – SPRINT Senior Care**  
416 481-6411

### *Mental Health Services*

**ConnexOntario** (<http://www.connexontario.ca>)

Offers three helplines and online directories of services by population and region / LHIN.  
Try population: Older Adults or Psychogeriatric.

- Mental Health Helpline 1-866-531-2600
- Drug and Alcohol Helpline 1-800-565-8603
- Problem Gambling Helpline 1-888-230-3505

Many of the Mental Health services require referral from a family physician. There may be a program in the hospital near you!

**Cota Inspires** (<http://www.cotainspires.ca>)

416 785-9230 Outside GTA: 1-888-785-2779

Offers a range of services to support for adults living with cognitive and mental health challenges.

**Living Life to the Full.** CMHA – A program for caregivers.

<http://ontario.cmha.ca/public-policy/living-life-to-the-full/living-life-full-caregivers-55/>

416 977-5580 x4135

**Woodgreen Community Centre Full Circle Program**

416-645-6000 ext. 1262

### *Palliative Care & Hospice*

(CCACs will assist)

**Toronto Central Palliative Care Network**

416 910-9993

### *Transportation*

**Toronto Ride (a SPRINT Senior Care partner)**

416 481-5250

for those not eligible for Wheel-Trans

## At a Glance: Guide to Services for Seniors

**Wheel-Trans** (TTC Customer Service)  
416 393-4111

**New Transportation Inc.: Wheelchair Accessible Service**  
416 300-4360  
Non-Emergency Patient Transfer