

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. The focus is services available in East York, North and East Toronto, North York and Scarborough. It is available electronically on our website (See Life Changes – Pastoral Care).

Note: Listing these services is not an endorsement. The purpose is to provide 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** organized by category to meet specific needs.

General Resources: Good to Know!

Directories & Hotlines

The City of Toronto's **Services for Seniors Living in Toronto**. It is available through <http://web.toronto.ca>. Enter 'seniors' in the search box and select from the options provided.

[A Guide to Programs and Services for Seniors in Ontario](#). For print, order from Service Ontario Publications or call the **Seniors' INFOLine**, 1-888-910-1999. Includes info on many topics: active living; caregiving; finances; housing. The current print edition is as of March 2018.

Toronto Seniors Helpline 416 217-2077 1-877-621-2077

Go to <http://4seniors.org/> for the service directory and locator.

Telehealth Ontario. 1-866-797-0000 Free Medical Advice, 24/7

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.

Toronto Council on Aging (<http://www.torontocouncilonaging.com>)

416 630-7000. Hosts educational Events

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
- Advance Care Planning: Contacts & Resources
- 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

Service Gateways

LHINs (Local Health Integration Networks, replacing former CCACs) assist seniors and caregivers in navigating the system. LHINs provide a variety of services, service referrals, and information about important services such as:

- Long-term Care
- Supported Living
- Access to Specialty Hospital Beds
- Palliative Care & Hospice
- Care Coordinators

Local LHINs

Toronto Central Home & Community Care: East Office: 416 506-9888

Central East: Scarborough Office: 416 750-2444

Central Local (includes North York and other parts of Northern Toronto): 416 222-2241

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 Seniors' Care & Wellness

(<https://www.woodgreen.org/OurServices/SeniorsCareandWellness.aspx>)

416 572-3575

Offers a variety of programs and supports for seniors and caregivers to help seniors live independently, including:

- Day Programs
- Caregiver Support Program
- Assisted Living services

Advance Care Planning: Contacts & Resources

Advance Care Planning Canada (<http://advancecareplanning.ca>)

See the Resource Library for Workbooks and Quick Guides, including ones specific to Ontario.

Advance Care Planning: Ontario Workbook. <http://www.makingmywishesknown.ca/>

Michael Garron Hospital: Advance Care Planning Information & Tools

(<https://www.tehn.ca/your-visit/patient-family-services/advance-care-planning>)

Offering In Depth, Personalized Services

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

Elizz (St. Elizabeth Health) (<http://elizz.com>)

866 948-8593

Caregiver Support & Home Health Care

Hepworth & Associates (<http://www.hepworth.ca>)

416 399-2673 (Etobicoke)

Personal Advocacy, Elder Planning & Family Support

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

877 365-2233

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

416 421-4243

Mosaic Home Care Services (<http://www.mosaichomecare.com>)

416 322-7002

Senior Care Connect (<http://seniorcareconnect.ca>)

416 645-9960

Seniors Zen (Living Assistance Services) (<http://www.seniorszen.com>)

1-888-484-5282

Searching tool for finding housing

Day Programs / Recreational & Support Services

Central Eglinton Community Centre, Older Adult Program

(<http://www.centraleglinton.com/>)

416 392-0511 x228

Cummer Lodge Adult day Program

416 392-9502

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>)

Offers Seniors Day Program plus other services.

416 691-7407

Providence Health Care (<https://www.providence.on.ca/programs-services>)

416 285-3803

Second Mile Club, Orchard View Senior Recreation Centre
416 597-1219 (Yonge St. & Eglinton W. location)

SPRINT Senior Care Day Program
416 481-6411

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

Woodgreen Community Services (<http://woodgreen.org>)
416 572-3575

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
1-800-321-1433 Locations throughout Ontario. Toronto Office: 416 979-7228
Free. Self-referral or through health care provider.

Canadian Hearing Society. (<https://www.chs.ca/>)
1-866-518-0000. Toronto Office. Offers hearing tests, counselling and supports.

Canadian National Institute for the Blind (CNIB) (<http://www.cnib.ca>)
1-800-563-2642

Decluttering / Moving Services

Visiting Homemakers Association (<http://www.vha.ca>)
416 489-2500
Offers: decluttering, hoarding support, and extreme cleaning.

Downsizing Diva (<http://downsizing-diva.com/>)
Several locations. Toronto East: 416 757-0319

ElderMoves (<http://www.eldermoves.ca/>)
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.

Meals Assistance

East York Meals on Wheels (<https://www.eastyorkmealsonwheels.org/>)
416 424-3322

SPRINT Meals on Wheels and Nutrition
(<https://sprintseniorcare.org/meals-wheels-and-nutrition>)
416 481-6411

Mental Health Services

ConnexOntario (<http://www.connexontario.ca>)
1-866-531-2600
Treatment Information Services for problems with gambling, drugs, alcohol or mental health.
Searchable treatment directory.
Many of the Mental Health services require referral from a family physician. There may be a program in the hospital near you!

Cota Inspiring Change (<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.
(<https://ontario.cmha.ca/programs-services/living-life-to-the-full/>)
416 977-5580 x4135

Woodgreen Mental Health & Addictions Team
Intake Team: 416 572-3575

Palliative Care & Hospice

Central LHIN Palliative Care (general information)
(<http://www.centrallhin.on.ca/goalsandachievements/palliativecare.aspx>)

Specific Services

- **Better Living Health** (<http://www.betterlivinghealth.org>)
416 447-7244
- **Circle of Care** (<http://www.circleofcare.com>)
416 635-2860

- **Scarborough Centre for Healthy Communities: Community Hospice Program**
(<https://www.schcontario.ca/palliative-care-community-team.html>)
416 847-4111

Transportation

Toronto Ride (a SPRINT Senior Care partner)

416 481-6411

for those not eligible for Wheel-Trans

Wheel-Trans (TTC Customer Service)

416 393-4111

New Transportation Inc.: Wheelchair Accessible Service

416 300-4360

Non-Emergency Patient Transfer

Some Taxi Services such as **Beck Taxi**, 416 751-5555, provide wheel chair accessible transportation.