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. It is available electronically on our website.

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.

Permission to reproduce or distribute is required. Contact: office@leasideunited.org.

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 through http://web.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. For print, order from Service Ontario Publications or call the Seniors’ INFOline, 1-888-910-1999, for assistance. Includes info on many topics: active living; caregiving; finances; housing,

Advocacy

- 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 Contacts!

Toronto Seniors Helpline
If you are concerned about an older person’s health and safety, call this number:
416 217-2077 Also, searchable directory at: http://4seniors.org/.

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

"In Case of Emergency" sheet. Available at http://torontoparamedicservices.ca/
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

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. 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](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](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

Advance Care Planning: Contacts & Resources

Advance Care Planning Canada ([http://advancecareplanning.ca](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/](http://www.makingmywishesknown.ca/)

Michael Garron Hospital: Advance Care Planning Information & Tools
Find under: Programs & Services, Advance Care Planning or directly link to: ([http://www.tegh.on.ca/bins/content_page.asp?cid=3-7511](http://www.tegh.on.ca/bins/content_page.asp?cid=3-7511))
Offering in depth, personalized services
such as: non-medical home care, private in home nursing care, consultation, etc.

Elizz - a caregiver support service of St Elizabeth Health Care (http://elizz.com)
866 319-7618

Here to Care for Seniors (http://heretocare.com)
877 365-2233

Hepworth & Associates (http://www.hepworth.ca)
416 399-2673 (Etobicoke)

Integra Care (http://integracare.on.ca)
416 421-4243

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 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  
416 285-3803

Second Mile Club, Orchard View Senior Recreation Centre  
416 481-4416  (YongeSt. & Eglinton W. location)

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

**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 x3361  
Locations throughout Ontario. Free. Self-referral or through health care provider.

Canadian Hearing Society.  (https://www.chs.ca/)  
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  
Offers: decluttering, hoarding support (x4649) and extreme cleaning (x4192).

Downsizing Diva  (http://www.movingseniors.net)  
414 757-0319

ElderMoves  (http://www.eldermoves.ca/)  
416 444-7598

Updated 11-03-17
At a Glance: Guide to Services for Seniors

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

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

Woodgreen Community Centre Full Circle Program
416-645-6000 ext. 1262
Palliative Care & Hospice

See LHIN contact information, under Service Gateways.

Transportation

Toronto Ride (a SPRINT Senior Care partner)
416 481-5250
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 transportation.