



A Guide for Older Adults, Caregivers and Service Providers

Halton Older Adults' Directory





Message from the Halton Regional Chair

Halton Region supports the health and safety of all residents, including older adults living in our community. On behalf of Regional Council, I am proud to present the Halton Older Adults' Directory 2018.

Older adults (65 years old and older) are an important segment of Halton's population. By 2031, there will be approximately 127,000 older adults living in Halton according to the Region's Best Planning Estimates. Halton works with many community partners to ensure we can continue to support older adults living in our community with client-centred service delivery and opportunities for meaningful engagement.

Halton Region's Older Adult Advisory Committee (OAAC) has worked diligently to provide a user-friendly reference guide with helpful information for older adults, caregivers and service providers in Halton. In this directory, you will find valuable information about local programs and services—including health care, financial aid, recreation and community support groups—which support a high quality of life for older adults in our community.

OAAC provides other informative publications, including Housing Information for Older Adults, which you can find at halton.ca. We are also proud to offer several programs and services for older adults, including three long-term care homes, adult day programs and assisted living. To find more information and resources, visit halton.ca.

Congratulations to the Older Adult Advisory Committee for the work they do each day on behalf of older adults in Halton. Your work to help and support others in our community ensures Halton remains 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 fluid and cursive.

Gary Carr
Halton Regional Chair



Emergency/Crisis Services

Emergency services

Ambulance, fire and police emergency response call 911

Community/Crisis services

Crisis Outreach and Support Team (COAST)
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

Elder abuse

Elder Abuse Prevention Committee of
Halton 1-866-442-5866

Distress lines

Distress Centre Halton
Burlington 905-681-1488
North Halton..... 905-877-1211
Oakville 905-849-4541
www.dchalton.ca

Poison information

Ontario Poison Centre
Toll free 1-800-268-9017
TTY Use Call Relay Service
(see page 7 under "free local directory
assistance")
www.ontariopoisoncentre.ca

Emergency housing

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

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

Halton Older Adults' Directory - Index

Emergency/Crisis Services

Emergency services	2
Community/Crisis services	2
Elder abuse	2
Distress lines	2
Poison information	2
Emergency housing	2

Community Information

Non-emergency contacts	6
Police	6
Fire departments.....	6
Halton Region government services	6
Halton Information Providers (HIP).....	7
Ontario 211	7
Free local directory assistance	7
Halton Seniors Helpline	7

Government Programs • Pensions • Financial Aid

Federal programs	
Income security programs.....	8
Old Age Security (OAS)	8
Guaranteed Income Supplement	8
Allowance	8
Allowance for Survivor	8
Canada Pension Plan (CPP)	
Retirement Pension	8
Veterans Affairs Canada.....	9

International pension benefits.....	9
Survivor benefits	9

Provincial programs

Ontario Health Insurance Plan (OHIP) ...	9
Ontario Disability Support Program... ..	10
Guaranteed Annual Income System... ..	10
Ontario Drug Benefit Program	10
Assistive Devices Program (ADP).....	10

Tax credits and benefits

Ontario Senior Homeowners' Property Tax Grant	11
Older Adults and/or Persons with Disabilities Property Tax Relief	11
Provincial Land Tax Deferral Program for Low-Income Older Adults and Persons with Disabilities	11
Disability Tax Credit	11
Compassionate Care Benefits.....	11
Provincial tax credits and refunds.....	11
Ontario Trillium Benefit.....	11

Regional programs

Emergency assistance	12
Older Adult Property Tax Deferral Program	12
Local Municipalities	12

Help with your taxes

Learning about taxes.....	13
Free income tax clinics	13

Halton Older Adults' Directory - Index

Other financial information	
Halton Consumer Credit Counselling Services.....	13
The Home & Vehicle Modification® Program	13

Health Care

Patient transfers (non-emergency)	14
Hospitals.....	14
Halton	14
Hamilton.....	14
Brampton/Mississauga	14
Guelph	15
Where to find a doctor	15
Walk-in clinics.....	15
Telehealth Ontario.....	15
Sexual health clinics.....	15
Immunization information.....	15
Pharmacies.....	15
Local Health Integration Network Healthlines (LHIN)	15

Home and Community Support Programs

Adult day programs	16
Attendant care	16
Continence clinics and resources.....	17
Dental care.....	17
Emergency response system.....	17

Exercise and fall prevention.....	17
Food and meal programs.....	18
Foot care.....	19
Health equipment (assessment, rental or purchase)	19
Home maintenance/repair.....	19
In-home services	19
Intervention and assistance programs ..	20
Moving assistance.....	20
Palliative, hospice and end of life care...	20
Reassurance programs	20
Volunteer visiting.....	20

Housing

Emergency housing	21
-------------------------	----

Legal • Advisory • Advocacy

Legal services	21
Advisory/Advocacy.....	21
Tenant advice	22
Ontario human rights system	22

Recreation • Education

Continuing education	22
Municipal recreation departments	23
Conservation areas	23
Public libraries	23
Sheridan Elder Research Centre (SERC)..	23
Senior citizens' recreation centres.....	23

Halton Older Adults' Directory - Index

Older adult programs	24
Mall walks.....	24
Service clubs	24
Volunteering	24
YMCA.....	24

Multicultural Services

Halton Region government services	25
HMC Connections	25
Citizenship and Immigration Canada (CIC)	25
Newcomer Information Centre.....	25

Safety

Community safety programs.....	26
Safe driving	26
Elder abuse prevention	26

Support Groups, Information and Counselling Services

Amyotrophic Lateral Sclerosis (ALS) Society	27
Alzheimer's, dementia and related diseases.....	27
Arthritis Society	27
Bereavement.....	27
Blindness and vision impairment	27
Cancer	28
Diabetes	28

Diogenes Syndrome (Hoarding).....	28
Gambling	28
Hearing Society	29
Heart and stroke	29
Regional stroke centres/secondary prevention clinics	29
Kidney Foundation	29
Liver Foundation	29
Lung Association	29
Lupus Ontario.....	29
Substance abuse supports.....	29
Mental health	30
Multiple Sclerosis Society.....	30
Osteoporosis	30
Ostomy	31
Parkinson Society Canada	31
Smoking cessation	31
Supports for women	31

Transportation

Parking Permits	32
Accessible parking permits	32
Accessible rentals/private transportation	32
Subsidized Passes for Low Income Transit (SPLIT) Pass	32
Shuttle to grocery stores.....	32

Community Information

Non-emergency contacts

Police

Halton Regional Police Service

..... 905-825-4777

North Halton..... 905-878-5511

www.haltonpolice.ca

Ontario Provincial Police

Toll free 1-888-310-1122

www.opp.ca

Fire departments

The fire department may provide and install smoke alarms free of charge for older adults and residents with disabilities. Call your local fire department to see what services are available to you.

Burlington 905-637-8207

Halton Hills..... 905-877-1133

Milton..... 905-878-9251

Oakville 905-637-8253

Halton Region government services

Halton Region provides a range of services including assisted housing, services for seniors, public health programs, social services and more.

Visit **www.halton.ca**

Call 311 or 905-825-6000 (available 24 hours a day)

Toll free 1-866-442-5866

TTY 905-827-9833

Fax..... 905-825-9010

Address 1151 Bronte Road, Oakville L6M 3L1

Email: **accesshalton@halton.ca**

Note: Telephone service is available in multiple languages.

Walk-in service is available from 8 a.m. to 5 p.m., Monday to Friday (excluding statutory holidays).

311

Call 311 or visit
www.halton.ca

Community Information

Halton Information Providers (HIP)

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

Information Burlington

Burlington Central Library, 2331 New St.
..... 905-639-3611, ext. 1222

Information Halton Hills

Halton Hills Public Library, 9 Church St.
..... 905-873-2681, ext. 2511

Information Milton

Milton Public Library, Beaty Branch,
945 Fourth Line
..... 905-875-2665, ext. 3234

Information Oakville

Oakville Central Library, 120 Navy St.
..... 905-815-2046

www.hipinfo.ca

Ontario 211

Ontario 211 is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in more than 150 languages through the phone and online channels to all Ontario residents.

Phone..... Call 211
www.211ontario.ca



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

Halton Seniors Helpline

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

Toll free 1-866-457-8252
www.haltoseniorshelpline.ca

Government Programs, Pensions and Financial Aid

Federal programs

For general information about Government of Canada programs and services, call Service Canada.

Toll free 1-800-622-6232
www.servicecanada.gc.ca

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



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

Toll free 1-800-277-9914
TTY 1-800-255-4786
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

This is a monthly benefit for low income older adults (60 to 64 years old) whose spouse or common-law partner is currently receiving or eligible for OAS and GIS.

www.servicecanada.gc.ca

Allowance for Survivor

This is a monthly benefit to low income widows or widowers (60 to 64 years old).

www.servicecanada.gc.ca

Canada Pension Plan (CPP)

Retirement Pension

This is a monthly taxable benefit for retired contributors who are 65 years old or if an individual is between 60 and 65 years old and meets certain requirements.

www.servicecanada.gc.ca

Veterans Affairs Canada

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

Toll free 1-866-522-2122

www.veterans.gc.ca



For a list of federal benefits visit
www.canadabenefits.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

For more information, refer to "A Guide to Programs and Services for Seniors in Ontario" on the back page of this directory.

Provincial programs

Call ServiceOntario 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" (back page of this directory) or OAAC's "Government Income Sources for Older Adults".

For assistance with provincial programs visit your local ServiceOntario office.

Ontario Health Insurance Plan (OHIP)

Provides medical and hospital coverage. Your OHIP health card is used as identification for coverage. If your 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)

This program is for individuals who are 65 years old and older with no eligibility for Old Age Security (OAS).

Ontario Ministry of Community and Social Services

North Halton 1-800-567-6388

South Halton 905-637-4500

TTY 905-681-0720

www.mcscs.gov.on.ca

Guaranteed Annual Income System (GAINS)

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

TTY 1-800-263-7776

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

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 and respiratory products.

Toll free 1-800-268-6021

www.ontario.ca/page/assistive-devices-program

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

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

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

Tax credits and benefits

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.
Toll free 1-800-959-8281
www.ontario.ca/seniortaxgrant

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
TTY 1-877-899-6722
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
TTY 1-888-321-6774
www.ontario.ca/rva

Disability Tax Credit

For persons with a severe and prolonged impairment in physical or mental function.
Toll free 1-800-622-6232
www.canada.ca

Compassionate Care Benefits

Employment Insurance (EI) benefits paid to people who must leave work temporarily to provide care/support to an ill family member.
Toll free 1-800-622-6232
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

Combines the Ontario Sales Tax Credit with the Energy and Property Tax Credit.
General inquiries 1-866-668-8297
www.ontario.ca/trilliumbenefit

Regional programs

Emergency assistance

Halton Region provides emergency/ short-term assistance for shelter, dental care, eye care, medical aids, hearing aids, transportation, funerals and rent arrears to those who qualify. Call 311 or TTY 905-827-9833 or visit www.halton.ca

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.

Older Adult Property Tax Deferral Program

The Older Adult Property Tax Deferral Program supports older adults who need financial help to live in their own homes longer. The program, developed by Halton Region in partnership with the local municipalities, enables older adults (65 years old and older) with a total income below the Assisted Income Threshold to defer their annual property tax payments. The Assisted Income Threshold is assessed annually and as of January 2018, the income threshold is \$48,500.

For more information call 311
www.halton.ca

Local Municipalities

City of Burlington905-335-7750
www.burlington.ca

Town of Halton Hills 905-873-2601
www.haltonhills.ca

Town of Milton 905-878-7252, ext. 2193
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.

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 7 for more information.

www.seniors.hipinfo.ca

Other financial information

Halton Consumer Credit Counselling Services

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

Burlington 905-637-5256

Oakville 905-845-3811

Toll free 1-866-457-0234

www.thrivecounselling.org

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

Toll free 1-877-369-4867

www.marchofdimes.ca/hvmp

Health Care

Patient transfers (non-emergency)

Halton Region Paramedic Services
Toll free 1-800-668-7821

Patient Transfers Ontario
Toll free 1-866-527-9191

For a list of private transfer services,
call 211.

Hospitals

Halton

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

Paramedics will ensure that you are transported to the most appropriate hospital for your condition. For example, if you are having a stroke, paramedics will take you to a designated stroke hospital. Any patient in an immediate life-threatening situation will be transported to the closest hospital.

Hamilton

Hamilton Health Sciences

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

St. Peter's Hospital 905-777-3837

Juravinski Hospital 905-521-2100

www.hamiltonhealthsciences.ca

Juravinski Cancer Centre ... 905-387-9495

www.jcc.hhsc.ca

St. Joseph's Healthcare Hamilton

Charlton Campus 905-522-1155

King Campus 905-522-1155

West 5th Campus 905-522-1155

www.stjosham.on.ca

Brampton/Mississauga

William Osler Health System

Brampton Civic Hospital ... 905-494-2120

Etobicoke General Hospital 905-494-2120

Peel Memorial Hospital 905-494-2120

www.williamoslerhs.ca

Trillium Health Partners

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

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

Walk-in clinics

Visit www.hipinfo.ca or see contact information on page 7.

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

Sexual health clinics

Halton Region

Call 311 or visit www.halton.ca

Immunization information

Call 311 or visit www.halton.ca

Pharmacies

Pharmacies can be an excellent resource if you need a vaccination or information about your medication. To find a pharmacy, contact your local Halton Information Providers (HIP) or look for pharmacies under Community Health on the website at www.seniors.hipinfo.ca (see page 7 for more information).

Local Health Integration Network Healthlines (LHIN)

Burlington 905-639-5228

Toll free 1-800-810-0000

www.hnhbhealthline.ca

Halton Hills, Milton and Oakville

..... 905-855-9090

Toll free 1-877-336-9090

www.mississaugahaltonhealthline.ca

Home and Community Support Programs

Home and Community Support Programs

Home and Community Care (formerly CCAC)

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

Burlington 1-800-810-0000
Halton Hills, Milton and Oakville
..... 1-877-336-9090

Adult day programs

Provide therapeutic and recreational activities for adults with special needs and relief to caregivers. To apply, call your local Home and Community Care (formerly CCAC) (see back cover for contact information).

*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)

Call 311 or visit **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 (SAM)
Program 905-689-5244
www.goodshepherdcentres.ca/sam-adult-day-programs

Seniors Life Enhancement Centres Notre
Dame Centre, 1921 Snake Rd.,
Waterdown 905-279-9061
www.slec.ca

Wellness House

Burlington 905-632-5358
www.josephbranthospital.ca

Attendant care

March of Dimes Canada, Halton Outreach Attendant Services

Trained outreach attendants provide personal care and prepare meals.
Toll free 1-866-631-9683
Oakville 905-845-7412
www.marchofdimes.ca

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

Home and Community Support Programs

Continence clinics and resources

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

Call 311 for information.

Dental care

Halton Region's Dental Care Counts Fund provides financial assistance for dental treatment to eligible older adults aged 65 and older and for eligible adults with special needs. Call 311 or visit

www.halton.ca

Home and Community Care (formerly CCAC) provides access to information and oral health services. They will also help with referrals to accessible dental treatment services (for Burlington residents only). See back cover for contact information.

Emergency response system

ConnectCARE - Halton Healthcare Services and Joseph Brant Hospital

Toll free 1-800-665-7853

www.connectcarehalton.ca

Exercise and fall prevention

Information and assessments

Home and Community Care (formerly CCAC) provides intakes and assessments (see back cover for contact information).

Home Support Exercise Program (HSEP)
March of Dimes Canada

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

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

Toll free 1-800-463-6612

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

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

Stand Up! Burlington

(Saint Elizabeth Healthcare)

Toll free 1-877-972-0800

Home and Community Support Programs

Food and meal programs

Many churches, places of worship and community centers offer prepared meals and opportunities to socialize to residents and neighbours in need. Contact your local Halton Information Providers (see page 7) for help finding a meal in your community.

www.seniors.hipinfo.ca

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.redcross.ca

Milton Meals on Wheels 905-878-6699

www.oakvillemealsonwheels.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

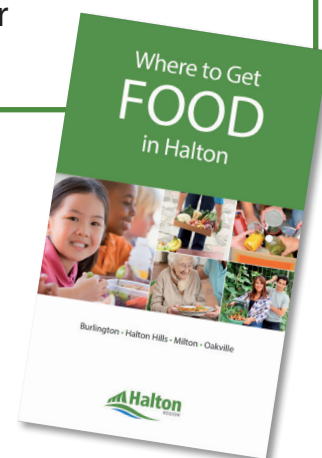
www.links2care.ca

Milton..... 905-878-6699

www.miltonmow.com

Some grocery stores offer shuttle or home delivery service. Contact grocery stores or your local Halton Information Providers (HIP) to find out what is available to you. See page 7 for contact information for your local HIP.

For information on food programs, delivery services, food banks and bus programs see “Where to Get Food in Halton” brochure. To get a copy, call 311 or visit **www.halton.ca**



Home and Community Support Programs

Foot care

Contact your local Home and Community Care (formerly CCAC) for information about in-home foot care (see back cover for contact information).

The following clinics at local senior's centres provide services in Halton for a fee:

- 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

Health equipment (assessment, rental or purchase)

For information about equipment and assessment of equipment needs, call Home and Community Care (former CCAC). See back cover for contact information.

Home maintenance/repair

Agencies offering house cleaning, seasonal maintenance and yard maintenance (fees apply).

Links2Care

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

To get help with the cost of assistive devices and equipment, refer to Assistive Devices Program on page 10 or for more information see OAAC's "Assistive Devices" Fast Fact brochure (see back cover for contact information).

In-home services

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

Home and Community Care (formerly CCAC) provides information about and access to services in the home, community, and other residential settings (see back cover for contact information).

Some buildings provide more intensive supports for older adults and adults with disabilities through the Assisted Living (Burlington) or Supports for Daily Living Services (Halton Hills, Milton, Oakville). See "Housing Information for Older Adults" for more information.



Home and Community Support Programs

Assisted Living Services

Residents call Hamilton Niagara Haldimand
Brant LHIN

Burlington 1-800-810-0000

Personal Support Services - Supports for
Daily Living Services

Halton Hills, Milton and Oakville
..... 905-281-4443

www.centralregistry.ca

In-Home Respite Services - Caregiver
RECHARGE Program

Halton Hills, Milton and Oakville
..... 905-878-6699

www.centralregistry.ca

Intervention and assistance programs

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

Links2Care

Burlington, Milton and Oakville
..... 905-844-0252

Halton Hills 905-873-6502

www.links2care.ca

Moving assistance

For information on downsizing, call 311
or refer to OAAC's "Downsizing" Fast Facts
brochure.

Some private agencies provide moving
assistance. To find an agency near you
contact your local Halton Information
Providers (HIP). See page 7 for more
information.

Palliative, hospice and end of life care

Contact Home and Community Care
(formerly CCAC) for information about
palliative care services (see back cover for
contact 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

Volunteer visiting

Acclaim Health Volunteer Support
Programs

(Friendly Visiting, Special Steps, Hospice)

Toll free 1-800-387-7127

www.acclaimhealth.ca

Links2Care

Burlington, Milton and Oakville

..... 905-844-0252

Halton Hills 905-873-6502

www.links2care.ca

Housing

Emergency housing

Call 311 or go to www.halton.ca

For additional housing information, refer to OAAC's "Housing Information for Older Adults in Halton" at www.halton.ca

Legal/Advisory/Advocacy

Legal services

Call 311 to request OAAC's "Wills/Powers of Attorney" Fast Facts brochure.

Halton Community Legal Services
..... 905-875-2069
www.haltonlegal.ca

Advisory/Advocacy

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

Burlington Age Friendly Council
..... 905-630-7491
www.burlingtonagefriendly.ca

Burlington Seniors' Advisory Committee
..... 905-335-7698
www.burlington.ca

CARP (Canadian Association of Retired Persons) - Halton Chapter - A New Vision in Aging..... 905-319-7345
www.haltonseniorsadvocacygroup.ca

Canadian Caregiver Coalition
..... 647-352-8700
www.ccc-ccan.ca

Community Development Halton
..... 905-632-1975
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
Call 311 or visit 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

AdvantAge Ontario..... 800-263-1830
www.advantageontario.ca

Ontario Society of Senior Citizens Organizations
Toll free 1-800-265-0779
www.ocscoco.ca

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

Recreation/Education

Continuing education

Ontario Ministry of Seniors Affairs
Toll free 1-888-910-1999
www.seniors.gov.on.ca

Seniors Working Action Group (SWAG)
Oakville 905-466-6212
www.oakville.ca

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.sjto.gov.on.ca/ltb

Ontario human rights system

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

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

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 905-575-1212
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

Burlington905-332-1996
Halton Hills..... 905-873-2601, ext. 2275
Milton..... 905-878-7252, ext. 2211
Oakville 905-338-4250

Conservation areas

Conservation Halton..... 905-336-1158
www.conservationhalton.ca

Public libraries

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

Acton 905-873-2681
www.hhpl.on.ca

Burlington 905-639-3611
www.bpl.on.ca

Georgetown 905-873-2681
www.hhpl.on.ca

Milton..... 905-875-2665
www.mpl.on.ca

Oakville 905-815-2042
www.opl.on.ca

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.2978
www.sheridancollege.ca

Senior citizens recreation centres

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

Hillview 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 call 211.

Mall walks

Contact your local Halton Information Providers (see page 7).

www.seniors.hipinfo.ca

Service clubs

Service clubs offer a variety of opportunities to socialize and volunteer. Call your local Halton Information Providers (HIP). See page 7 for more information.

www.seniors.hipinfo.ca

Volunteering

Community Development Halton/Volunteer Halton

South Halton 905-632-1975

Toll free 1-855-395-8807

www.volunteerhalton.ca

YMCA

Burlington 905-632-5000

www.ymcahbb.ca

Oakville 905-845-3417

www.ymcaofokville.org

Multicultural Services

Halton Region government services

For free, multilingual assistance (for anyone calling from within Halton), contact Halton Region by visiting www.halton.ca or call 311.

HMC Connections

Community agency dedicated to enabling every individual to participate as active members of the community by fostering mutual respect and understanding.

HMC Connections provides services such as settlement services, transitional housing, interpretation and translation, language training, volunteer opportunities and raising children with special needs.

Programs for older adults include:

- English Conversation Circle for seniors.
- Social groups for Japanese, Chinese or Filipino speaking seniors.

Burlington 905-842-2486

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

These centres provide 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 older adults include:

- Computer training for those over 55 years old.
- 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..... 1-800-668-1179

or 905-875-385

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

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

Emergency Information Vials
Halton Region
Call 311 or visit **www.halton.ca**

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

MedicAlert Safely Home ... 1-800-668-1507
www.medicalert.ca/Safely-Home

Project Lifesaver 905-825-4810
www.haltonpolice.ca/projectlifesaver

Seniors and Law Enforcement Together
(S.A.L.T) 905-639-8192
www.haltonsalt.com

Safe driving

For information, refer to OAAC's "Safe Driving for Older Adults" and "For Ontario Drivers Age 70 Plus". To request a copy call 311.



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. 5243
www.haltonpolice.ca

SAVIS (Sexual Assault and Violence
Intervention Services of Halton)
..... 905-875-1555
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 Women's Place
North Halton 905-878-8555
South Halton 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; and/or
- personal or family counselling.

To find more support groups contact your local Halton Information Providers. See page 7 for more information.

Amyotrophic Lateral Sclerosis (ALS) Society

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

Alzheimer's, dementia and related diseases

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

Alzheimer Society of Brant, Haldimand Norfolk, Hamilton and Halton

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

Arthritis Society

Burlington 905-632-9390
Brampton 905-564-3233
Ontario 1-800-321-1433
www.arthritis.ca/on

Bereavement

Acclaim Health Bereavement Services 905-827-8800, ext. 2316
www.acclaimhealth.ca

Bereaved Families of Ontario Halton/Peel 905-848-4337
www.bereavedfamilies.ca

Thrive Counselling 905-845-3811
www.thrivecounselling.org

SAVIS (Sexual Assault and Violence Intervention Services of Halton) 905-875-1555
www.savisofhalton.org

The Women's Centre (Peer Counselling) Milton 289-878-1943
Oakville 905-847-5520
www.thewomenscentreofhalton.com

Blindness and vision impairment

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

Cancer

Canadian Breast Cancer Network
Toll free 1-800-685-8820
www.cbcn.ca

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

Cancer Assistance Services of Halton Hills
..... 905-702-8886
http://cancerassistance.org

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

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

Juravinski Cancer Centre..... 905-521-2100
www.jcc.hhsc.ca

Melanoma Network of Canada
Oakville Support group
..... 905-901-5121, ext. 105

Prostate Canada Cancer Network
Burlington and Hamilton... 905-332-7804
Mississauga and Oakville... 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 and Oakville
Toll free 1-800-226-8464
www.diabetes.ca

Halton Diabetes Program
..... 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. 259
www.cfshw.com/gatekeepers

Gambling

ADAPT
Acton..... 519-853-8222
Burlington..... 905-639-6537
Georgetown..... 905-873-2993
Milton..... 905-693-4250
Oakville 905-847-6548, ext. 221
Toll free..... 1-877-517-2237
www.haltonadapt.org

Thrive Counselling 905-845-3811
www.thrivecounselling.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
Halton Hills, Milton and Oakville
..... 905-608-0271
www.chs.ca

Heart and stroke

Halton-Peel Community Aphasia Programs
..... 905-875-8474
www.h-pcap.com

Halton Region
Heart Health
Call 311 or visit www.halton.ca

Heart and Stroke, Halton chapter
Burlington, Milton and Oakville
..... 905-634-7732
Halton Hills 905-451-0021
www.heartandstroke.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

Huntington Society of Canada
Toll free 1-800-998-7398
www.huntingtonsociety.ca

Kidney Foundation

Toll free 1-800-361-7494
www.kidney.ca

Liver Foundation

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

Lung Association

Toll free 1-888-566-5864
www.lung.ca

Lupus Ontario

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

Substance abuse supports

Al-Anon 613-723-8484
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

Acton..... 519-853-8222
Burlington..... 905-639-6537
Georgetown..... 905-873-2993
Milton..... 905-693-4250
Oakville 905-847-6548, ext. 221

www.haltonadapt.org

Hope Place Centres

Men's "Live-In" Treatment Centre
Toll free..... 1-877-761-6357
Women's "Live-In" Treatment Centre
(24 hours) 1-877-399-7299

www.hopeplacecentres.org

MedsCheck Program 1-866-255-6701

Mental health

For general information, call 311.

Canadian Mental Health Association

Halton Hills..... 519-853-9793
Halton region branch 905-693-4270
Ontario..... 1-800-875-6213
Toll free..... 1-877-693-4270

<https://ontario.cmha.ca>

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

Halton Geriatric Mental Health Outreach Program

Burlington..... 905-681-8233, ext. 222
Toll free..... 1-866-429-7677

www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs

Halton Healthcare Services Geriatric
Assessment Clinic 905-338-4362

Mental Health Program - Older Adults
..... 905-845-2571, ext. 4800

Joseph Brant Hospital Outpatient/Geriatric
Psychiatry Clinic..... 905-632-3737

www.josephbranthospital.ca

North Halton Mental Health Clinic
(Halton Healthcare)

Toll free 1-833-256-7812

www.haltonhealthcare.com

Schizophrenia Society of Ontario

Toll free 1-800-449-6367

Oakville branch 905-338-2112

www.schizophrenia.on.ca

Multiple Sclerosis Society

Halton chapter 905-527-7874

Toll free 1-800-268-7582

www.mssociety.ca

Osteoporosis

Bone Research and Education Centre

..... 905-844-5677

www.boneresearch.ca

Oakville Osteoporosis Group (Women's
Centre)..... 905-822-7367

Osteoporosis Canada

Toll free 1-800-463-6842

www.osteoporosis.ca

Ostomy

Ostomy Canada Society
Toll free 1-888-969-9698
www.ostomycanada.ca

Parkinson Canada

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

Smoking cessation

Many pharmacies also offer assistance with smoking cessation.

Halton Region Stop Smoking Clinic
Call 311 or visit **www.halton.ca**

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

Butt Out Smoking Cessation Program
..... 905-338-4691

Supports for women

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 905-875-1555
www.savisofhalton.org

The Women's Centre
Milton 289-878-1943
Oakville 905-847-5520
www.thewomenscentreofhalton.com

Thrive Counselling 905-845-3811
www.thrivecounselling.org

Transportation

Call 311 for information or refer to OAAC's "Transportation Choices for Older Adults" at www.halton.ca

Parking permits

Eligible veterans with a valid municipal veteran parking permit 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 and information regarding accessible parking permits.

Burlington 905-335-7600
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

Subsidized Passes for Low Income Transit (SPLIT) Pass

The SPLIT Pass program offers eligible low income Halton residents a subsidy for a portion of their local travel expenses.

Shuttle to grocery stores

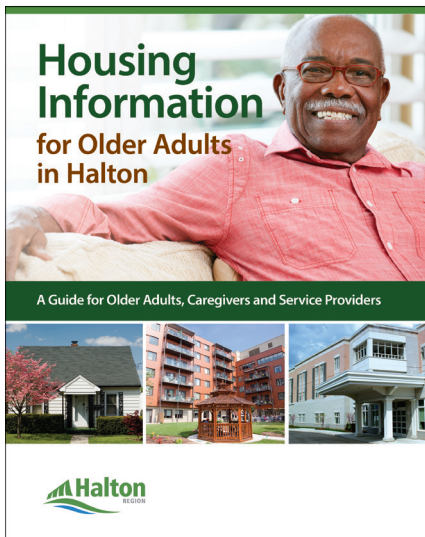
Some grocery stores offer shuttle or home delivery service. Contact grocery stores or your local Halton Information Providers (HIP) to find out what is available to you. See page 7 for more information.

www.seniors.hipinfo.ca

OAAC publications

Housing Information 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:

- Assistive Devices
- Coverage of Drug Costs
- Downsizing
- For Ontario Drivers Age 70 Plus
- Funerals
- Government Income Sources for Older Adults
- Information for Caregivers
- Internet Safety
- Mobility Scooter Safety Tips
- Older Adults Continence
- Safe Driving for Older Adults
- Storing Food Safely
- Tips for Using Social Media
- Transportation Choices for Older Adults
- Wills/Power of Attorney

Call 311 to arrange to get a copy of any of these publications.



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

Call 311

Halton Region provides a number of services for older adults such as Adult Day programs, financial assistance/supportive housing, healthy aging support 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.

Home and Community Care (formerly CCAC)

www.ontario.ca/page/homecare-seniors

Burlington 905-639-5228

Toll free..... 1-800-810-0000

www.healthcareathome.ca/hnhb

Halton Hills, Milton and Oakville

..... 905-855-9090

Toll free..... 1-877-336-9090

www.healthcareathome.ca/mh

Home and Community Care 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). For more information, visit www.halton.ca.

