EMPOWERING SENIORS THROUGH INFORMATION
About Seniors Scene

If you’re a senior, the programs and services listed in this booklet are designed to help you stay active and deal with any health issues that may come up.

It outlines services available in your community to help you stay as safe and independent as possible. It talks about the importance of having a family doctor and where to go if you don’t have one.

This booklet also provides numbers to call for information on fitness, recreation and social gatherings. In addition, it gives a list of agencies that can help you manage your money.

Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement.

A more complete listing of services is available online at www.southwesthealthline.ca or call the South West Community Care Access Centre at 310-2222.
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Family Doctors

Family doctors treat patients of all ages for a variety of health problems. When necessary, they make referrals to specialist doctors. Because family doctors follow their patients over long periods for a wide range of health issues, they often play a role in coordinating their patients’ care.

People without family doctors may have to go to walk-in clinics or emergency departments to get medical attention. Doctors at these locations may not be fully aware of all the health issues these patients face. Sometimes treating one problem in isolation may unintentionally complicate another problem. This can be a serious issue for seniors who have multiple health conditions.

Finding a Family Doctor

Health Care Connect helps people without a family doctor to find one. You may want to consider registering for the program if:
- You are actively looking for a regular doctor for ongoing family health-care needs
- You are not currently enrolled with a family doctor according to Ministry of Health and Long-Term Care records

To register with Health Care Connect, simply call 1-800-445-1822. You will need a pen, some paper and a valid OHIP card when you call. You can also register online at www.ontario.ca/healthcareconnect. Priority is given to people with the greatest health needs.

If you do not have a valid Ontario Health Insurance Plan (OHIP) card, call the Service Ontario INFO line at 1-866-532-3161 / TTY 1-800-387-5559 and someone will assist you.

If You Have a Family Doctor

Your family doctor may be working on his or her own or as part of a group like a Family Health Team. If your family doctor is part of a group, there may be other health professionals in the office whom you can see when necessary. These might include nurses, nurse practitioners, social workers or dietitians. Doctors who practise as
part of a group often have other doctors back them up after hours or when they are on vacation. You can check into this with the staff in your doctor’s office.

A doctor’s referral is needed for a few of the services in this booklet. Your family doctor may not know about all services available in your community. You can use this booklet to point out services you’re interested in.

**Hospitals**

Hospitals provide a variety of inpatient and outpatient programs and services. Most services are covered by OHIP and a medical referral is often required.

**Grey Bruce Health Services**

www.gbhs.on.ca

- Owen Sound 519-376-2121
  1800 8th St E
- Lion’s Head 519-793-3424
  22 Moore St
- Markdale 519-986-3040
  55 Isla St
- Meaford 519-538-1311
  229 Nelson St W
- Southampton 519-797-3230
  340 High St
- Wiarton 519-534-1260
  369 Mary St

**Hanover and District Hospital**

519-364-2340

90 7th Ave, Hanover

www.hdhospital.ca

**South Bruce Grey Health Centre**

www.sbghc.on.c

- Chesley 519-363-2340
  39 2nd St SE
Discharge From Hospital

If you have to stay in a hospital due to an illness, you may not be feeling back to normal when it’s time for you to leave. You may be unsure how well you will cope at home. Not only that, you may be asked to make a number of big decisions very quickly about your follow-up care. At times like these, it can be helpful to talk with someone who understands your situation and the services that might best meet your needs.

If you’re likely to need nursing or personal care in your home, a **South West Community Care Access Centre (CCAC) Care Coordinator** can be particularly helpful. CCAC Care Coordinators aren’t employees of the hospital, but they can often be found on site. You can ask to speak with one before your discharge, or you can call the CCAC directly at 310-2222.

CCAC Care Coordinators are familiar with many of the services listed in this booklet and can help you sort out which ones might work best for you.

If you’re not able to return home after your hospital stay, a CCAC Care Coordinator can help you understand your options.

Home Health Care

Home health care agencies provide a range of in-home services from nursing to therapy to personal support and homemaking.

Personal support includes care such as grooming, dressing, bathing, care in bed, help with medication, and respite care/caregiver relief. This care is usually done by a personal support worker (PSW).

South West Seniors Scene
Homemaking services may include home management, meal preparation, friendly visiting, light housekeeping, going with someone to appointments, shopping and errands. Additional health-care services may also be available such as foot care and palliative care.

The cost of home health-care services may be covered under OHIP or private insurance. The South West Community Care Access Centre (CCAC) coordinates publicly-funded home health care. Contact them first at 310-2222 to see if you’re eligible.

If you’re looking to pay for services yourself, you may wish to contact one or more of the following agencies directly. They provide nursing, personal support, homemaking or therapy services.

**ParaMed Home Health Care**
1-800-265-5768
www.paramed.ca
*Personal support and homemaking services.*

**Red Cross Care Partners**
www.redcrosscarepartners.ca
Personal Support
519-376-5372 1-800-265-3710
Nursing
519-376-5021 1-800-486-3488

**Victorian Order of Nurses (VON) – Grey Bruce**
519-376-5895 1-800-265-3138
www.von.ca
*Nursing, personal support and homemaking services.*

**Closing the Gap Healthcare Group**
519-370-2165 1-866-990-9901
www.closingthegap.ca
*Therapy services.*

**Home and Community Support Services of Grey Bruce**
www.hcss-gb.ca
Homemaking services:
- Bruce Peninsula
  519-534-1728 1-800-696-1458
- East Grey
  519-986-7537 1-866-986-7537
Making Physical Changes to Your Home

Your home may need to be renovated if your health changes. The following programs provide information and/or financial help. County Housing departments may also provide grants or loans.

**Home and Vehicle Modification Program**

**Ontario March of Dimes**
(delivered on behalf of the Government of Ontario)
519-642-3700 1-877-369-4867
TTY: 519-642-3700
291 King St, 3rd Floor, London  N6B 1R8
www.marchofdimes.ca

**Canada Mortgage and Housing Corporation**
613-748-2000  TTY: 1-800-309-3388
www.cmhc-schl.gc.ca

**Disabled and Seniors Property Tax Relief**
Municipal Property Assessment Corporation
1-866-296-6722  TTY: 1-877-889-6722
945 3rd Ave E, Suite 212, Owen Sound  N4K 2K8
www.mpac.ca
Special Equipment and Services

You may need special equipment because of an illness, surgery, or a disability. Professionals are available to help you figure out what equipment you need.

Sometimes equipment must be bought. Funds may be available to support some of the cost. Other times equipment may be rented or borrowed.

The South West Community Care Access Centre (CCAC) provides medical supplies and rental equipment to eligible patients.

For private medical equipment suppliers, visit www.southwesthealthline.ca or look under “Hospital Equipment” or “Medical Equipment and Supplies” in the Yellow Pages.

**Assistive Devices and Home Oxygen Program**

Ontario Ministry of Health and Long-Term Care

1-800-268-6021  
TTY: 1-800-387-5559

www.health.gov.on.ca

Assistance with the purchase of necessary medical equipment and supplies for Ontario residents with long-term physical disabilities. The Home Oxygen Program covers oxygen and oxygen delivery equipment.

**Assistive Devices Program**

March of Dimes Canada

519-642-3700  
1-866-765-7237

TTY: 519-642-3700

291 King St, 3rd Fl, London

www.marchofdimes.ca

Assists adults with disabilities with funding for the purchase, repair and maintenance of a wide variety of mobility or assistive devices such as wheelchairs and scooters.

**Adult Wheelchair and Seating Program**

Parkwood Hospital, 801 Commissioners Rd E, Rm B217, London

519-685-4292 ext 42199

www.sjhc.london.on.ca/wheelchairseating

Assesses and prescribes wheelchair and related seating equipment. (The program does not accept referrals for walkers or scooters.)
Canadian Red Cross – Home Equipment Loan Program
519-376-7579
Nortowne Plaza, 1139 2nd Ave E, Owen Sound
www.redcross.ca

Royal Canadian Legion – Ontario Provincial Command
905-841-7999
www.on.legion.ca
Many Royal Canadian Legion branches operate medical equipment loan cupboards. The Provincial Command maintains a directory of branches.

Accessible Media Inc
1-800-567-6755
www.ami.ca
Broadcast reading service makes local, national and international news and information accessible to Canadians who are blind or have low vision. AMI-tv broadcasts popular programming with Open Described Video and Closed Captioning.

Bell Canada – Accessibility Services Centre
1-800-268-9243 TTY: 1-800-268-9242
www.bell.ca/Accessibility_services
Advises on special equipment that assists people with hearing, speech, sight or physical disabilities.

War Amps of Canada
1-877-622-2472
www.waramps.ca
Financial assistance to an amputee for the purchase of artificial limbs.

Getting Around

Low-cost or subsidized transportation is available through public transportation services and community organizations. These services provide trips to work, shopping, appointments and errands. Some offer transportation by volunteers in their own vehicles. Wheelchair accessible services are marked below with an asterisk (*).

If you need someone to travel with you, check with agencies in the Home Health Care section.

South West Seniors Scene
Public and Community Transportation

Owen Sound Transit *
519-376-7500 Specialized Transit
519-376-3299 Conventional Transit
www.owensound.ca/city-transit
Includes specialized services for individuals with mobility limitations.

Georgian HandiVan *
519-538-5577
www.meaford.ca
Transportation for people with disabilities and older adults who live in the Municipality of Meaford.

MOVIN’GB – Home and Community Support Services *
519-370-0558 1-888-660-6048
www.hcss-gb.ca
Non-emergency medical and social transportation for adults over 18 in accessible vehicles or by volunteer drivers.

Saugeen Mobility and Regional Transit (SMART) *
519-881-2504 1-866-981-2504
www.saugeenmobility.ca
Non-emergency medical and social transportation for individuals with intellectual and physical challenges.

Volunteer Transportation

Beaver Valley Outreach
519-599-2577 or 519-599-3114
www.bvo.ca
Transportation to medical, legal and parenting appointments.

Canadian Cancer Society – Bluewater Unit
519-376-6011 1-800-430-6228
Volunteer transportation to cancer care appointments.

Kincardine Area Community Services
519-396-8345 or 519 396-7957
Volunteer transportation to medical appointments.
Getting Home from Hospital

Trained attendants can meet and transport you home from hospital. They can pick up groceries, prescriptions or medical equipment on the way home. They can also prepare a meal for you when you get home.

Call the South West Community Care Access Centre (CCAC) at 310-2222 to arrange these services or contact the agency listed below.

**Canadian Red Cross – Owen Sound/Bruce Grey Branch**
1-877-528-8802

Transportation with Medical Attendants

Transportation companies offer non-urgent patient transfers between hospital, home and residential facilities and are staffed with medical attendants.

(For emergency medical transportation to hospital or emergency medical services, call 911.)

**Huron Patient Transfer Service**
1-877-286-5906
www.huronpatienttransfer.com

**London Medical Transportation Systems**
1-866-827-5687
www.lmts.ca

**Voyageur Patient Transfer Service**
1-855-263-7163
www.voyageurtransportation.ca

Driving

Government licensing and driver assessment services are listed below. Ontario’s driver and vehicle licensing offices are now part of Service Ontario (see the Accessing Government Services section of this booklet for local offices).

For courses to refresh driving skills, contact businesses listed in the Yellow Pages under “Driving Instruction.”

South West Seniors Scene
Ontario Ministry of Transportation
www.mto.gov.on.ca

• Senior Driver Renewal Program: 1-800-396-4233
  Beginning April 21, 2014, senior drivers, 80 years and over, are required to complete a vision test, a driver record review, take part in a group education session, and two short, in-class screening exercises every two years. Some may be required to take a road test to have their in-car skills assessed.

• Driver and Vehicle Licensing: 1-800-387-3445

• Road Test Booking: 1-888-570-6110
  TTY: 1-866-471-8929

• Accessible Parking Permit Program:
  Service Ontario, PO Box 9800, Kingston K7L 5N8
  This permit, issued to an individual, entitles the vehicle in which it is displayed to be parked in a designated disabled parking space. Applications must be accompanied by proper medical certification. Application forms are available online, at Service Ontario offices or by mail from the above address.

DriveABLE Driving Assessment Program
Closing the Gap Healthcare Group
519-370-2165
733 9th Ave E, Unit 4, Owen Sound
www.closingthegap.ca
Comprehensive evaluation of driving competence for seniors with cognitive issues includes a medical assessment and road evaluation.

Community Support Services

The following services help people to live independently in their own homes by assisting with things like meal delivery, homemaking and home help, transportation services, community dining and friendly visits. See the Home Health Care section for more services. See the Money Matters section for municipal programs that help pay for nursing and homemaking services for eligible residents.
Foot Care

The VON provides foot care in clients’ homes in Grey and Bruce and the Community Health Centre offers foot care services in the clinic. To find additional providers, go to the Home Health Care section of this booklet, call the South West Community Care Access Centre (CCAC) at 310-2222, or look online at www.southwesthealthline.ca under “Foot Care” or “Chiropody Clinics.”

**South East Grey Community Health Centre – Foot Care Services**
519-986-2222 1-855-519-2220  
55 Victoria Ave, Markdale  
www.segchc.ca

**Victorian Order of Nurses (VON) – Grey Bruce**
519-376-5895 1-800-265-3138  
www.von.ca

Meal Delivery Services

These services deliver hot or frozen meals to seniors or individuals with disabilities who have difficulty preparing meals for themselves. Special dietary requirements may be accommodated.

**Home and Community Support Services of Grey Bruce**
www.hcss-gb.ca

- Bruce Peninsula  
  519-534-1728 1-800-696-1458
- East Grey  
  519-986-7537 1-866-986-7537
- Owen Sound and North Grey  
  519-371-0667 1-800-267-3798
- Saugeen Central  
  519-364-6002 1-888-881-4808
- Shoreline Area  
  519-396-9555 1-877-396-9555

**Flesherton Meals on Wheels**
519-922-2860
Dining with Others
Congregate dining offers seniors the opportunity to dine and interact with other community members outside of their home. Participants gather together on a pre-arranged date for a meal and social activities at various locations.

Home and Community Support Services of Grey Bruce
www.hcss-gb.ca

- East Grey
  519-986-7537  Toll-Free 1-866-986-7537
- Saugeen Central
  519-364-6002  Toll-Free 1-888-881-4808

ONE CARE Home & Community Support Services – Teeswater
Toll-Free 1-877-502-8277
www.onecaresupport.ca

Golden Agers – Owen Sound Salvation Army
519-376-5699 ext 105
www.salvationarmyowensound.com

Friendly Visiting, Telephone Reassurance/Security Checks
Friendly visiting programs provide friendship and shared activities, for individuals who feel socially isolated, or have a medical condition for whom companionship offers additional emotional and practical support. See also the Home Health Care section for more services.

Telephone reassurance programs provide regular phone calls to seniors and people with disabilities who live alone to check on their health and safety. Security check programs involve someone visiting the home and are performed by trained and screened volunteers.

Beaver Valley Outreach – Friendly Visiting
519-599-2577 or 519-599-5804
www.bvo.ca
Home and Community Support Services of Grey Bruce
www.hcss-gb.ca
- Bruce Peninsula
  519-534-1728  1-800-696-1458
- East Grey
  519-986-7537  1-866-986-7537
- Owen Sound and North Grey
  519-371-0667  1-800-267-3798
- Saugeen Central
  519-364-6002  1-888-881-4808
- Shoreline Area
  519-396-9555  1-877-396-9555

Salvation Army – Hanover – Friendly Visiting
519-364-3450
www.salvationarmy.ca

Care for the Caregiver and Respite
If you are looking after a relative, friend or neighbour who is sick, frail or disabled, it can take a lot out of you, no matter how willingly you offer your help. Over time it may even affect your health. And if you get sick, you won’t be there for the person who is counting on you.

The best advice is to get help from others and not try to do it all on your own. Having some time to yourself is important. Here are some services that may be useful to you. See Employment Insurance in the Money Matters section for compassionate care benefits.

www.caregiverexchange.ca
519-660-5910
Website provides caregivers with information about programs, services and supports in South West Ontario.

Share The Care™ Station
- Grey-Bruce Geriatric Education Cooperative
  c/o Alzheimer Society Grey-Bruce
  519-376-7230  1-800-265-9013
  753 2nd Ave E, Owen Sound
The following services provide caregiver support through counselling, groups and information.

**Alzheimer Society Grey-Bruce – First Link**  
519-376-7230  1-800-265-9013  
753 2nd Ave E, Owen Sound  
www.alzheimer.ca/greybruce

**Victorian Order of Nurses (VON) – Grey Bruce**  
Caregiver Support Circle  
519-376-5895  1-800-265-3138  
1280 20th St E, Owen Sound  
www.von.ca

**Adult Day Programs**  
Adult day programs provide supervised programming in a group setting for dependent adults, individuals with Alzheimer’s or with disabilities and may also offer a meal, personal hygiene, basic health or foot care, while caregivers benefit from some time for themselves.  
Visit www.southwesthealthline.ca to view videos of the Adult Day Programs in your area. To access these programs, call the South West Community Care Access Centre (CCAC) at 310-2222.

**Home and Community Support Services of Grey Bruce**  
www.hcss-gb.ca  
- Bruce Peninsula – Wiarton  
  519-534-1728  1-800-696-1458  
- East Grey – Markdale  
  519-986-7537  1-866-986-7537  
- North Grey – Owen Sound and Meaford  
  519-371-0667  1-800-267-3798  
- Saugeen Central – Hanover  
  519-364-6002  1-888-881-4808  
- Shoreline Area – Kincardine and Port Elgin  
  519-396-9555  1-877-396-9555

**Short-Stay Respite Care**  
Respite gives caregivers a much-needed break from their caregiving duties. Many of the services listed in this booklet provide an opportunity for caregivers to get away for a few hours. If a longer
break is needed (days or weeks), the person being looked after can go for a short stay at a place staffed by health care workers who are trained to look after their needs.

Call the South West Community Care Access Centre (CCAC) at 310-2222 for an assessment. The CCAC coordinates admission for short-stay respite care. Refer to the listing of long-term care homes in the Looking for a New Home section to see which homes offer short-stay beds.

Many retirement homes offer private-pay respite, as do some long-term care homes.

**Dove Loft Respite Care Suite – Grey Bruce Palliative Care Hospice Association**  
519-376-0419  1-800-304-0080  
St Francis Place, 340 10th St E, Suite 100B, Owen Sound  
*Respite care available for individuals with life-threatening or chronic illness by trained volunteers.*

**Home and Community Support Services of Grey Bruce – Overnight Relief Program**

- **Bruce Peninsula**  
  519-534-1728  1-800-696-1458  
  Gateway Haven, 671 Frank St, Wiarton

- **Saugeen Central**  
  519-364-6002  1-888-881-4808  
  Hanover and District Hospital, 90 7th Ave, Hanover

*Offers overnight respite for older adults with cognitive impairments, dementia, neurological disorders and other health issues.*

## Looking for a New Home

Many housing options exist, whether you’re looking for rent-geared-to-income, seniors housing or housing with supports in the event that staying safe in your own home has become a challenge.

**Housing Programs**

The Ontario Landlord and Tenant Board regulates and provides...
information about landlord and tenant rights and obligations for rental properties, including rent control guidelines. Other organizations listed here help individuals with low and moderate incomes to find affordable housing.

**Landlord and Tenant Board**
1-888-332-3234
150 Dufferin Ave, Suite 400, London
www.ltb.gov.on.ca

**Bruce County Housing**
Housing Registry: 519-396-3450 ext 104 1-877-396-3450
Administration: 519-396-3439 1-800-265-3022
325 Lambton St, Kincardine
www.brucecounty.on.ca
*Manages housing units and offers rent-geared-to-income and market rent. Manages funding for people with low incomes to find and maintain affordable housing, and provides home ownership and home repair assistance.*

**Grey County Housing**
519-376-5744 1-800-567-4739
County Administration, 595 9th Ave E, Owen Sound
www.grey.ca
*Manages rent-geared-to-income and market rent housing units. Affordable housing program includes nonprofit housing rental units, home ownership loans and assistance to establish or maintain affordable housing.*

**YMCA of Owen Sound Grey Bruce – Housing Support**
519-371-9230 1-800-265-3711
648 2nd Ave E, Owen Sound
www.ymcaowensound.on.ca
*Provides assistance in finding housing alternatives or in maintaining current living situations. Posts a housing list on the website.*

**Seniors Apartments**
Seniors apartments are generally for seniors who are able to live independently. Rent-geared to income and market-rate options are available. Some seniors apartments provide support services such
as meals and leisure opportunities.

**Bruce County Housing**
Housing Registry: 519-396-3450 ext 104  
1-877-396-3450  
325 Lambton St, Kincardine  
www.brucecounty.on.ca

*Manages and coordinates applications for seniors public housing apartments in various communities. Bruce County also manages applications for rent-geared-to-income units in non-profit housing listed below. For market-rent inquiries, please apply directly to the non-profit housing corporation:*

- Golden Dawn, Lion’s Head 519-793-3433  
- Valleyview Terrace, Formosa 519-367-5499

**Grey County Housing**
519-376-5744 1-800-567-4739  
County Administration, 595 9th Ave E, Owen Sound  
www.grey.ca

*Manages and coordinates the applications for seniors public housing apartments in towns across Grey County. Grey County also manages the applications for rent-geared-to-income units in non-profit housing corporations. For market-rent inquiries, please apply directly to the non-profit housing corporation:*

- Golden Town Residential Community, Meaford 519-538-5270  
- Hillside Manor, Neustadt 519-799-5959  
- St. Francis’ Place, Owen Sound 519-371-4224

**Supportive Housing**

Supportive housing units offer safe and independent living for seniors who need daily support to live independently. Personal support is provided on-site and available up to 24 hours a day and may include help with homemaking, bathing, grooming and meal preparation. Recreational programs may also be available. Rent is usually paid by the client; however, most health care services are government-funded.
Call the South West Community Care Access Centre at 310-2222 to see if you’re eligible. Visit www.southwesthealthline.ca to view videos of Supportive Housing programs.

**Victorian Order of Nurses (VON) – Grey Bruce**
519-376-5895 1-800-365-3138
1280 20th St E, Owen Sound
www.von.ca
*Communities served include: Kincardine, Meaford, Owen Sound, Port Elgin, Southampton, Thornbury and Wiarton.*

**Retirement Residences**

Like supportive housing, retirement residences offer safe and independent living for seniors who need daily support to live independently. However, the services provided by retirement residences are not funded by the government. Residents typically pay a monthly fee that includes rent, housekeeping, meals, recreational activities and help with medications. Emergency assistance is available 24 hours a day. Some retirement residences provide extra help with personal care, although there may be additional charges for this.

**Retirement Homes Regulatory Authority**
1-855-275-7472
www.rhra.ca
*This not-for-profit organization oversees the regulation and licensing of retirement homes in Ontario.*

Retirement residences licensed under the Retirement Homes Regulatory Authority of Ontario are marked with an asterisk (*).

**Abbeyfield Houses of Durham**
519-369-1112
165 Cross St S, Durham
www.abbeyfielddurham.ca

**Central Place Retirement Home ***
519-371-1968
855 3rd Ave E, Owen Sound
www.cpretirement.ca

**Choices Living Retirement Residence ***
519-506-9000
326 12th St, Hanover
Country Care Seniors’ Residence 519-934-2875
7771 Highway 21, Allenford

Elgin Abbey Retirement Lodge * 519-363-3195
380 First Ave N, Chelsey

Errinrung Residence Retirement Living * 519-599-2737
67 Bruce St S, Thornbury
www.PLTChomes.com

Halliday House * 519-708-0758
166 First Ave N, Chesley
www.hallidayhouse.com

Hampton Court Retirement Lodge * 519-797-2000
49 Albert St, Southampton

Hannah Walker Place * 519-371-1664
846 2nd Ave W, Owen Sound
www.owensoundretirement.com

Hanover Care Centre – McVean Lodge * 519-364-3700
700 19th Ave, Hanover
www.cancarecentres.ca

Inglewood Villa Retirement Home 519-371-1217
1731 8th Ave E, Owen Sound

John Joseph Place * 519-371-3240
854 2nd Ave W, Owen Sound
www.owensoundretirement.com

Kelso Pines Retirement Home * 519-372-9400
1685 3rd Ave W, Owen Sound
www.owensoundretirement.com

Kelso Villa Retirement Home * 519-371-0440
1475 2nd Ave W, Owen Sound
www.kelsovilla.com

Kingsway Arms at Elgin Lodge * 519-389-5457
551 Mary St, Port Elgin
www.kingswayarms.com

Malcolm Place Retirement Residence * 519-396-5800
255 Durham St, Kincardine  
www.malcolmplace.ca

**Maple Court Villa Retirement Residence** *  
5 Fourth St, Walkerton  
www.chartwellreit.ca

**New Horizons Manor** *  
598 Gould St, Wiarton

**Nine Mile Villa Retirement Community** *  
469 Inglis St, Ste 24, Lucknow  
www.ninemilevilla.weebly.com

**RVilla Retirement Living** *  
22 Park St, Ripley  
www.rvillaretirement.com

**Seasons Owen Sound Retirement Community** *  
1389 16th Ave E, Owen Sound  
www.seasonsretirement.com

**Sepoy Manor** *  
543 Gough St, Lucknow  
www.sepoymansion.com

**Serenity Assisted Living** *  
618 William St N, Durham  
www.cancarecentres.ca

**Sprucewood Court Lodge (Village Seniors)** *  
101 10th St, Hanover  
www.reveraliving.com

**Summit Place Retirement Lodge** *  
850 4th St E, Owen Sound  
www.reveraliving.com

**Tiverton Park Manor** *  
24 King St N, Tiverton  
www.tivertonparkmanor.com

**Trillium Court Retirement Community** *  
550 Philip Place, Kincardine  
www.reveraliving.com

Grey Bruce
Long-Term Care Homes

Long-term care homes provide nursing and personal care to individuals who are no longer able to live independently. These residences are for people who require daily supervision and nursing care. Basic services such as meals, housekeeping and laundry are included. Residents pay a flat daily rate for accommodation, and the government pays a portion of the nursing care and supportive services.

Call the South West Community Care Access Centres (CCAC) at 310-2222 for an assessment. The CCAC coordinates admission to long-term care homes.

Homes with publicly-funded respite beds are shown with an asterisk (*). See Short-Stay Respite Care in the Care for the Caregiver and Respite section of this booklet for more information.

Visit www.southwesthealthline.ca for video tours of the Long-Term Care Homes in your area and for waitlist information.

**Brucelea Haven Long-Term Care** 519-881-1570
41 McGivern St W, Walkerton
www.brucecounty.on.ca

**Country Lane Long Term Care Residence** 519-794-2244
317079 Highways 6 and 10, Chatsworth
www.country-lane.ca

**Elgin Abbey Continuing Care Residence** 519-363-3195
380 First Ave N, Chelsey

**Errinrung Residence *** 519-599-2737
67 Bruce St S, Thornbury
www.PLTChomes.com

**Gateway Haven** 519-534-1113
671 Frank St, Wiarton
www.brucecounty.on.ca

**Georgian Heights Health Care Centre** 519-371-1441
1115 10th St E, Owen Sound
www.georgian-heights.ca
Golden Dawn Senior Citizen Home 519-793-3433
80 Main St, Lion’s Head
www.goldendawn.ca

Grey Gables 519-986-3010
206 Toronto St S, Markdale
www.grey.ca

Hanover Care Centre 519-364-3700
700 19th Ave, Hanover
www.cancarecentres.ca

Lee Manor 519-376-4420
875 6th St E, Owen Sound
www.grey.ca

Maple View Long-Term Care 519-376-2522
1029 4th Ave W, Owen Sound
www.reveraliving.com

Meaford Long Term Care Centre * 519-538-1010
135 William St, Meaford
www.meafordlongtermcare.com

Parkview Manor Health Care Centre 519-363-2416
98 3rd St SE, Chesley
www.parkview-manor.ca

Pinecrest Manor 519-528-2820
399 Bob St, Lucknow
www.reveraliving.com

Rockwood Terrace 519-369-6035
575 Saddler St E, Durham
www.grey.ca

Southampton Care Centre * 519-797-3220
140 Grey St S, Southampton
www.jarlette.com

Summit Place Long Term Care 519-376-3212
850 4th St E, Owen Sound
www.reveraliving.com
The following programs monitor residential care standards and/or advocate on behalf of facility residents.

**Long-Term Care ACTION Line**  
1-866-434-0144  
TTY: 1-800-387-5559  
www.health.gov.on.ca  
*A toll-free government service providing information about long-term care homes in Ontario. Handles concerns and complaints about facilities and provides public reports on individual homes and their records of care.*

**Concerned Friends of Ontario Citizens in Care Facilities**  
1-855-489-0146  
www.concernedfriends.ca

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**Culturally-Sensitive Support Services**

**Aboriginal Health Services and Programs**

The services listed here offer health-related programs for Canada’s Aboriginal peoples.

**Southwest Ontario Aboriginal Health Access Centre**  
519-376-5508  
1025 2nd Ave W, Owen Sound  
www.soahac.on.ca

**Chippewas of Nawash Unceded First Nation Health Centre**  
519-534-0373  
247 Prairie Rd, Neyaashiinigmiing  
www.nawash.ca

South West Seniors Scene
M’Wikwedong Native Cultural Resource Centre
519-371-1147
1723 8th Ave E, Owen Sound
www.mwikwedong.com

Métis Nation of Ontario Community Wellness Program
519-370-0632
380 9th St E, Lower Level, Owen Sound
www.metisnation.org

Saugeen First Nation – Mino Bimaadsawin Health Centre
519-797-3792
57 Mason Dr, Southampton
www.saugeenfirstnation.ca

Newcomer Services
If you’ve moved to Canada from a different country, the following service can assist with Canadian citizenship. To connect with specific ethnocultural groups or English/French as a second language services, visit www.southwesthealthline.ca.

Canada Citizenship and Immigration
1-888-242-2100 TTY: 1-888-576-8502
417 Exeter Rd, London
www.cic.gc.ca
Government information about immigrating to and settling in Canada and Canadian citizenship. Processes and regulates the entry and stay of visitors and immigrants into Canada. The Court of Canadian Citizenship handles applications for citizenship.

Safety and Security
Personal safety and security are essential components of healthy living whether at home, school, at work or while participating in leisure activities. There are several community resources available by phone and online to help keep you safe.
Canadian Anti-Fraud Centre
1-888-495-8501
www.antifraudcentre-centreantifraude.ca
Information service and call centre established to report fraud complaints.

Medical Alarms and Medicalert
Emergency response systems can be set up in your home to let you quickly call for help in a personal or medical emergency. You can buy or rent personal emergency response systems from many hospitals and private companies. Call the South West Community Care Access Centre at 310-2222, or visit www.southwesthealthline.ca.

Canadian Medicalert Foundation
1-800-668-1507 TTY: 1-800-668-1507
www.medicalert.ca
Provides an emergency identification bracelet, necklace or ID with information about an individual’s primary medical/health condition or special needs, with a unique identification number. Also manages the Safely Home program for individuals with Alzheimer’s disease or other dementias. A 24-hour emergency hotline is immediately available to health care professionals and first responders in an emergency situation.

Responding to Elder Abuse and Neglect
Elder abuse and neglect can take many forms. Physical abuse includes pushing, hitting or confining a senior. Neglect includes denying adequate nutrition or medical attention, or leaving a senior in an unsafe or isolated place. Financial abuse includes stealing, withholding money, forcing sales of assets or the wrongful use of Power of Attorney. All forms of abuse can be considered a crime and charges can be laid. Common signs include depression, unexplained injuries, social withdrawal, changes in hygiene and nutrition, lack of necessities and failure to meet financial obligations.

If you are in an abusive situation, contact one of the services listed below for help.

South West Seniors Scene
If you recognize a situation that is or may become abusive, reach out to the person in need or contact the services listed. Call police or 911 in an emergency.

**Senior Safety Line**  
**Ontario Network for the Prevention of Elder Abuse**  
1-866-299-1011  
www.onpea.org

**Victim Support Line**  
**Ontario Ministry of the Attorney General**  
1-888-579-2888  
TTY: 416-325-4935  
www.attorneygeneral.jus.gov.on.ca

**Victim Services Bruce Grey Perth**  
519-376-7474  
Crisis: 1-866-376-9852  
Court House, 611 9th Ave E, Owen Sound  
www.victim-services.com

**Office of the Public Guardian and Trustee**  
**Ontario Ministry of the Attorney General**  
519-660-3140  
1-800-891-0504  
199 Dundas St, Suite 100, London  
www.attorneygeneral.jus.gov.on.ca  
The Guardianship Investigations Unit will investigate situations where an incapable person may be at risk of abuse or neglect.

**Police**

Police services provide crime prevention, detection, apprehension and traffic safety services. Call 911 in an emergency.

**Hanover Police Service**  
519-364-2411  
www.hanover.ca/police

**Ontario Provincial Police**  
1-888-310-1122  
TTY: 1-888-310-1133  
www.opp.ca  
- Bruce Peninsula Detachment: 519-534-1323  
- Collingwood and The Blue Mountains Detachment: 705-445-4321  
- Grey Detachment: 519-794-7827  
- South Bruce Detachment: 519-396-3341
South West Seniors Scene

Owen Sound Police Services 519-376-1234
www.owensoundpolice.com

Saugeen Shores Police Service 519-832-2500
www.saugeenshorespolice.com

West Grey Police Service 519-369-3046
www.westgreypolice.ca

Legal Services and Information

Lawyer Referral and Legal Aid
Organizations in this section assist in resolving legal issues.

**Lawyer Referral Service, Law Society of Upper Canada**
1-800-268-8326  TTY: 416-644-4886
www.lsuc.on.ca
Makes referrals to participating local lawyers and paralegals. Includes a free 30-minute consultation.

**Legal Aid Ontario**
1-800-668-8258  TTY: 1-866-641-8867
Offices located in: Owen Sound and Walkerton Court Houses.
www.legalaid.on.ca
Access to a lawyer is based on ability to pay and area of law.

Community Legal Clinics
Community legal clinics offer assistance in matters related to specific areas of law such as disability support, pensions and other government programs.

**Grey-Bruce Community Legal Clinic**
519-370-2200  1-877-832-1435
945 3rd Ave E, Suite 2, Owen Sound
www.gblegalclinic.com
Powers of Attorney and Advance Care Planning

A Power of Attorney is a legal document naming a specific person to act on your behalf in case you become incapable of making your own decisions. Powers of Attorney are available for personal care management and short-term or long-term financial affairs management. Advance care directives let the person you name to act on your behalf know your specific wishes for medical treatment if you become incapacitated because of illness or injury.

Office of the Public Guardian and Trustee
Ontario Ministry of the Attorney General
519-660-3140 1-800-891-0504
199 Dundas St, Ste 100, London
www.attorneygeneral.jus.gov.on.ca
Administers the provincial Powers of Attorney program. Free kits are available.

Advance Care Planning
Canadian Hospice Palliative Care Association
www.advancecareplanning.ca
Information, tools and resources for an advance care plan, so end-of-life wishes can be shared with family, health care providers, financial and legal professionals.

Dying with Dignity Canada
1-800-495-6156
www.dyingwithdignity.ca
Information about living wills and advocacy for issues of death and dying.

Trillium Gift of Life Network
1-800-263-2833
www.giftoflife.on.ca
Ontario’s central organ and tissue donation agency.
Social Action and Advocacy

These organizations advocate, monitor and enforce regulations related to seniors or act in an advisory capacity to different levels of government. Some offer recognition of the contributions of seniors to society and develop policies that improve and promote the welfare of seniors. See Long Term-Care Homes and Retirement Residences in the Looking for a New Home section for organizations that advocate on behalf of residents in residential facilities.

Health Services Appeal and Review Board
1-866-282-2179  
TTY: 1-877-301-0889
www.hsarb.on.ca

Independent review board handles appeals involving health care services in Ontario, including OHIP coverage.

Human Rights Tribunal of Ontario
1-866-598-0322  
TTY: 1-866-607-1240
www.hrto.ca

Resolves discrimination and harassment claims filed under the Ontario Human Rights Code.

Ombudsman Ontario
1-800-263-1830  
TTY: 1-866-411-4211
www.ombudsman.on.ca

Investigates complaints about Ontario government organizations.

Ontario Seniors’ Secretariat
1-888-910-1999  
TTY: 1-800-387-5559
www.seniors.gov.on.ca

Influences and supports policy development in the Ontario government on behalf of seniors.

National Seniors Council
1-800-622-6232  
TTY: 1-800-926-9105
www.seniorscouncil.gc.ca

Advises the federal government on matters related to the health, well-being and quality of life of seniors.
United Senior Citizens of Ontario
1-888-320-2222
www.uscont.ca
Advocates on behalf of seniors in Ontario and assists in the formation of senior citizens clubs.

Advocacy Centre for the Elderly
416-598-2656
www.acelaw.ca
Specialty community legal clinic provides a range of legal services to seniors with low incomes and focuses on elder law issues. Provides publications on elder abuse, home care, long-term care, powers of attorney, retirement homes and other legal topics.

Grey-Bruce Geriatric Education Cooperative
519-376-7230 1-800-265-9013
Provides input and a direct voice to policy and governance organizations to advocate for Grey-Bruce seniors.

Seniors Advocacy and Awareness Network (SAAN)
c/o United Way of Bruce Grey
519-376-1560
Assists in the prevention of abuse through advocacy and awareness in the community.

CARP, Georgian Bay Chapter
705-888-9204 1-800-363-9736
www.carp.ca/georgianbay
National association advocates for older adults.

Veterans’ Services

Veterans Affairs Canada
1-866-522-2122 TTY: 1-800-567-5803
Heritage Place Shopping Centre, 1350 16th St E, Owen Sound
www.veterans.gc.ca
Local office provides access to services and benefits for veterans and their dependents, including financial help for shelter and health care,
pensions and burial assistance. Free counselling and legal service on the Pensions Act is offered to veterans at 1-877-228-2250.

**Last Post Fund**

1-800-465-7113  
www.lastpostfund.ca  
*Financial assistance for the burial and funeral of war veterans or civilians who meet wartime service eligibility criteria.*

**Veterans Care Program**

519-685-4000 ext 44053  
Parkwood Hospital, 801 Commissioners Rd E, London  
www.sjhc.london.on.ca  
*Health services to assist and support veterans and their families in South West Ontario.*

**Royal Canadian Legion – Ontario Provincial Command**

905-841-7999  
www.on.legion.ca  
*Provincial Command has a listing of more than 400 Royal Canadian Legion branches in Ontario.*

**Operational Stress Injury Social Support**

519-371-6501 1-800-883-6094  
139152 Valour Rd, Meaford  
www.osiss.ca  
*Information and support for Veterans and Canadian Forces members affected by operational stress.*

**Armed Forces Pensioners’/Annuitants’ Association of Canada**

613-432-9491  
www.afpaac.ca  
*Voluntary association promotes and protects the interests of Canadian Forces retirees and their survivors.*

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**Mental Health and Addictions**

The programs listed in this section provide mental health support.
and addictions services. Some services specifically address the health needs of seniors.

**Mental Health Helpline**  
1-866-531-2600  
www.mentalhealthhelpline.ca  
*Confidential telephone information and referral service for Ontario.*

**Drug and Alcohol Helpline of Ontario**  
1-800-565-8603  
www.drugandalcoholhelpline.ca  
*Confidential information and referral service.*

**Canadian Mental Health Association – Grey Bruce**  
519-371-3642  
1024 2nd Ave E, Owen Sound  
www.gb.cmha.ca  
*A full range of services for adults with a serious mental illness.*

**Community Mental Health Teams of Grey Bruce**  
1-877-888-5855  
www.mhagb.ca  
*Multi-agency teams provide services to adults with a serious mental illness, and their families, across Grey Bruce.*

**Grey Bruce Health Services**  
www.gbhs.on.ca  
- Mental Health Services  
  519-376-2121  
  Crisis Line: 1-877-470-5200  
  1800 8th St E, Owen Sound  
  *Hospital and community-based mental health services for individuals with a serious mental illness. An in-patient psychogeriatric unit provides services to patients over age 65.*

- Community Addiction Treatment Services  
  519-376-3999  
  495 9th Ave E, Owen Sound  
  *Outpatient addiction treatment, referral and follow-up services.*
• Withdrawal Management Services
  519-376-5666  1-888-525-0552
  495 9th Ave E, Owen Sound
  Residential facility provides a safe place for men and women to withdraw from alcohol or other drugs.

HopeGreyBruce Mental Health and Addiction Services
Mental Health: 519-371-4120
Addictions: 519-371-1232  1-800-265-3133
1101 2nd Ave E, Suites 206 - 207, Owen Sound
www.hopegb.org
Community mental health and addictions agency offers a full range of services for individuals with a serious mental illness or substance abuse or gambling problems.

South East Grey Community Health Centre
519-986-2222  1-855-519-2220
55 Victoria Ave, Markdale
www.segchc.ca
Free and confidential individual, couple and family counselling for those who live in the Centre’s catchment area. A bereavement support group is also offered.

G & B House
519-376-9495
509 9th Ave E, Owen Sound
Residential treatment and support home for men who are recovering from alcohol or other drug dependencies.

Alcoholics Anonymous
• Central West
  519-396-2233  1-888-695-9357
  www.centralwest4district5aa.org
• Georgian Bay West
  519-376-4193
  www.district9.ca
Support group meetings for people dealing with alcoholism.

Other Health Care Services
Here are some other health care services you may find helpful.

South West Seniors Scene
Geriatric Services

Geriatric services provide specialized care of older persons, including assessment and treatment of functional, medical, and psychosocial aspects of illness and disability. The Family Health Teams in Brockton, Hanover and Owen Sound provide geriatric assessments for rostered patients, as does the Community Care Access Centre.

Grey Bruce Health Services
519-376-2121 Ext. 2436
www.gbhs.on.ca
Assessment services are provided in the client’s home or at Grey Bruce Health Services sites.

Specialized Geriatric Services
St Joseph’s Health Care London
Parkwood Hospital
519-685-4028 Intake: 519-685-4046
801 Commissioners Rd E, London
www.sjhclondon.on.ca/specializedgeriatrics
Inpatient, outpatient and outreach services.

Palliative Care, Loss and Grief Support

Palliative care provides comfort, support and care to individuals who are living with a progressive, life-threatening illness and to their families and caregivers. Pain management, symptom relief, and spiritual and social supports are provided in the home, hospice, or institution.

Many hospitals provide palliative care (see Hospitals section) as do long-term care homes (see Long-Term Care Homes in the Looking for a New Home section). Home health care agencies also provide palliative care in the home (see Home Health Care section). The South West Community Care Access Centre (CCAC) coordinates publicly-funded palliative care in the home. You can contact them at 310-2222.

See Powers of Attorney and Advance Care Planning in the Legal Services and Information section for additional information.
Emotional support, information and guidance are available for people who have recently lost a loved one. Counselling programs may provide individual or group support.

www.swpalliativecare.ca
The South West Hospice Palliative Care Network website provides local program information and other resources.

Bruce Peninsula Hospice
519-534-1260 ext 5612
www.bphospice.ca
Provides volunteer visiting hospice service and bereavement support.

Residential Hospice of Grey Bruce
519-371-5115
1565 16th St E, Unit 3, Owen Sound
www.greybrucehospice.com
Residential hospice where clients of all ages receive end-of-life care.

Victorian Order of Nurses (VON) – Grey Bruce
519-376-5895  1-800-265-3138
www.von.ca
Hospice volunteer visiting and bereavement support.

Canadian Virtual Hospice
1-866-288-4803
www.virtualhospice.ca
Website with information about palliative and end-of-life care, loss and grief.

Help for Specific Health Conditions
Help is available to seniors and their families to cope with specific health problems. A few of the associations that provide information, education and support are listed here. For more, including Diabetes Education Programs, call the South West Community Care Access Centre (CCAC) at 310-2222, or visit www.southwesthealthline.ca.

South West Self-Management Program
1-855-463-5692
www.swselfmanagement.ca
Free workshops on living a healthy life with chronic conditions.
Alzheimer Society Grey-Bruce 1-800-265-9013
www.alzheimer.ca/greybruce

Arthritis Society 1-800-321-1433
www.arthritis.ca

Canadian Cancer Society Bluewater Unit 1-800-430-6228
www.cancer.ca

Canadian Diabetes Association 1-800-226-8464
www.diabetes.ca

Heart and Stroke Foundation of Ontario 519-371-0083
www.heartandstroke.com

Ontario Lung Association 1-800-972-2636
www.on.lung.ca

Osteoporosis Canada 1-800-463-6842
www.osteoporosis.ca

Parkinson Society Southwestern Ontario 1-888-851-7376
www.parkinsonsociety.ca

Staying Active

The following programs can help you stay active, fit and socially connected.

Fitness and Recreation

These services offer fitness programs designed specifically for seniors as well as social and recreational opportunities. Many municipal governments, community agencies and sports clubs offer additional recreational opportunities for seniors.

South East Grey Community Health Centre 519-986-2222 1-855-519-2220
55 Victoria Ave, Markdale
www.segchc.ca
Group Exercise and Falls Prevention Classes

Group exercise and falls prevention classes help seniors and people with disabilities living in the community stay healthy and active. These classes are free and held at various community locations. Contact the VON for times and places of local programs near you.

Victorian Order of Nurses (VON) – Grey Bruce
1-800-265-3138
www.von.ca

Seniors Centres

These centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers.

Owen Sound and Area Seniors’ Centre
519-376-8304
McQuay Tannery Building, 1852 3rd Ave E, Owen Sound
www.seniorscentreowensoundandarea.com

Golden Agers Senior’s Program – Owen Sound Salvation Army
519-376-5699 ext 105
365 14th St W, Owen Sound
www.salvationarmyowensound.com
Seniors Clubs

People age 55 and over meet regularly for recreational activities, such as cards, potlucks, outings and entertainment. Small membership fees may be charged and are used to offset club costs and special events.

55-Plus Friendship Club
Meaford and St. Vincent Community Centre
151 Collingwood St W, Meaford
Tuesday 2 pm - 4:15 pm

Bruce Peninsula Seniors Connect
Municipal Building, 90 Main St, Lion’s Head
Wednesday 10am-12noon
www.bpseniorsconnect.com

Chantry Seniors Centre
519-797-3096
35 Grey St S, Southampton
Hours vary

Chesley Happy Gang
Chesley Community Centre, 129 4th Ave SE, Chesley
First Wednesday and third Friday of the month 1:30 pm - 3:30 pm

Elmwood and District Seniors Club
Elmwood Fire Hall, Dirstien St S, Elmwood
Second and fourth Wednesday of the month, afternoons

Formosa Seniors Club
Valleyview Terrace Seniors Apartments, 41 John St
First Tuesday of the month 1:30 pm - 4:30 pm

Greenock Seniors
Pinkerton Church, Bruce Rd 15, RR2, Cargill
Last Monday of the month, hours vary

Harrison Park Seniors’ Centre
519-371-0024
Harrison Park, 75 2nd Ave E, Owen Sound
Monday 1 pm - 3 pm, Tuesday, Wednesday 9 am - 3:30 pm and Thursday 9 am -4 pm
Markdale Seniors Citizens Club
13 Toronto St N, Unit 5, Markdale
Monday - Saturday, hours vary

Maxwell Young at Hearts
Maxwell Community Hall, 408014 Grey Rd 4, Maxwell
First Tuesday of the month 12 noon - 3 pm

Mildmay Seniors Club
Mildmay Carrick Recreation Complex, 24 Vincent St
First Wednesday of the month 12 noon - 3 pm

Neustadt Edelweiss Seniors Club
Hillside Manor, 716 Queen St, Neustadt
Second Tuesday of the month 2 pm, Tuesday and Thursday 7:30 pm

Normanby Ayton Grey Seniors Club
Ayton Centennial Hall, 818 Albert St, Ayton
Third Monday of the month

PARC 55+
Rotary Hall, The Plex, 600 Tomlinson Dr, Port Elgin
Monday - Thursday, hours vary

Sauble Sandpipers
519-422-2521
Sauble Beach Community Centre, Sauble Beach
Hours vary
www.saublesandpipers.org

Senior Citizens Friendship Club of Hanover
519-364-4649
432 15th Ave, Hanover
Wednesday 1:30 pm - 3 pm

Silver Threads Senior’s Club
Durham Town Hall, 185 George St W, Durham
Third Tuesday of the month 12 noon - 3 pm

South East Grey Leisure Group
Badjeros Community Centre, 269413 South Line, Badjeros
First Monday of the month: 1:30 pm - Summer, 7:30 pm - Winter
Walkerton Seniors Club
Bruce County Library, 253 Durham St, Walkerton
First Wednesday of the month 1:15 pm - 4 pm

Continuing Education

Continuing education is lifelong learning instruction to adults for personal growth and professional development. Many boards of education and special organizations provide opportunities for people to continue their education or participate in special interest courses. Participants may earn a certificate, diploma or professional accreditation.

Bluewater Association for Lifelong Learning (BALL)
Box 1062, Owen Sound, Ontario  N4K 6K6
www.bluewaterlearns.com
Meets at Bayshore Community Centre, 1900 3rd Ave E, Owen Sound. Thursday 10 am - 12 noon

Bluewater District School Board
519-363-2014  1-800-661-7509
351 1st Ave N, Chelsey
www.bwdsb.on.ca

Contact North
519-396-5212  1-877-999-9149
385-A Queen St, Kincardine
www.contactnorth.ca

Georgian College – Owen Sound Campus
519-376-0840
1450 8th St E, Owen Sound
www.georgiancollege.ca

Lake Huron Learning
519-396-4146
385 Queen St, Kincardine
www.lakehuronlearning.ca
Libraries

Public libraries offer large print, audio books, music, DVDs and other resources. Services for seniors include information sessions, computer classes and reading clubs. Some libraries deliver books to those who can’t easily leave home.

For a complete listing of library branches, visit your library’s website or call the number for the central branch below.

**Blue Mountains Public Library**  519-599-3681
173 Bruce St S, Thornbury
www.thebluemountainslibrary.ca

**Bruce County Public Library**  519-832-6935
1243 McKenzie Rd, Port Elgin
www.library.brucecounty.on.ca
*Branches located in:; Cargill, Chesley, Hepworth, Kincardine, Lion’s Head, Lucknow, Mildmay-Carrick, Paisley, Port Elgin, Ripley, Sauble Beach, Southampton, Tara, Teeswater, Tiverton, Tobermory, Walkerton, Wiarton*

**Grey Highlands Public Library**  519-924-2241
101 Highland Dr, Flesherton
www.greyhighlandspubliclibrary.com
*Branches located in: Kimberley and Markdale*

**Hanover Public Library**  519-364-1420
451 10th Ave, Hanover
www.hanoverlibrary.ca

**Meaford Public Library**  519-538-1060 ext 1123
15 Trowbridge St W, Meaford
www.meaford.ca/meaford-library-home.html

**Owen Sound and North Grey Union Public Library**  519-376-6623
824 1st Ave West, Owen Sound
www.owensound.library.on.ca

**West Grey Public Library**  519-369-2107
240 Garafraxa St N, Durham
www.westgreylibrary.com
*Branches located in: Elmwood, Neustadt and Ayton*
Volunteering
Volunteering can help you meet other people, build skills, increase your social network and give back to the community. Volunteer Referral Networks connect volunteers and organizations with each other.

VolunteerConnection.ca
TTY: 1-888-435-6086  1-866-743-7818
275 First St, Collingwood
www.volunteerconnection.ca
A web-based volunteer service brings volunteers and volunteer opportunities together.

Money Matters
Here are some services that can help you manage your money.

Budget and Debt Counselling
Budget and debt counselling helps people take control of their finances with support from a professional counsellor. Counselling will help establish a plan for managing money and dealing with debt and credit problems. Most community organizations offer these services free of charge or at low cost.

United Way of Bruce Grey
519-376-1560
380 9th St E, Owen Sound
www.unitedwayofbrucegrey.com

Pensions and Benefits
These government programs provide benefits and pensions to eligible seniors.

Public Pensions and Disability Benefits
Employment and Social Development Canada
1-800-277-9914  TTY:1-800-255-4786
www.servicecanada.gc.ca
Federal pensions and benefits include the Canada Pension Plan (CPP),

Grey Bruce
Old Age Security (OAS), Disability Benefits, and Survivor Benefits. For Service Canada centres, see the Accessing Government Services section.

**GST / HST Credit, Canada Revenue Agency**
1-800-959-1953 TTY: 1-800-665-0354
Tax Inquiries: 1-800-959-1956
451 Talbot St, London
www.cra-arc.gc.ca
The GST/HST credit assists people with modest incomes. The amount of the credit is based on the previous year’s tax return. Persons with disabilities may qualify for tax credits and tax exemptions. Please contact the CRA for more information about eligibility and application forms.

**Credits, Benefits and Incentives**
**Ontario Ministry of Finance**
1-866-668-8297 TTY: 1-800-263-7776
www.fin.gov.on.ca/en/credit/
Various tax credit, benefit and incentive programs are available for seniors. The Guaranteed Annual Income System provides additional financial assistance for seniors who also qualify for Old Age Security and the Guaranteed Income Supplement.

**Canadian Alliance of British Pensioners**
1-888-591-3964
www.britishpensions.com
Provides information on how to apply for a British pension.

**Basic Income Support**
**Ontario Works**
This program provides income support for food, shelter, household and personal needs. Employment assistance is also offered. Special allowances and health benefits may be available.

Some municipalities offer various types of emergency financial assistance and discretionary benefits to assist with utilities, nursing and homemaking, child care and other needs.
Grey Bruce
519-881-0431 1-800-265-3005
30 Park St, Walkerton
www.brucecounty.on.ca

Grey County
519-376-7112 1-800-265-3119
595 9th Ave E, Owen Sound
www.grey.ca

Ontario Disability Support Program (ODSP)
Ministry of Community and Social Services
519-376-1951 1-800-265-3790
TTY: 519-376-3307
1400 1st Ave W, Owen Sound
www.mcss.gov.on.ca
The Ontario Disability Support Program provides income and employment support services to adults with a disability.

Other Financial Assistance

United Way of Bruce Grey
519-376-1560
380 9th St E, Owen Sound
www.unitedwayofbrucegrey.com
Winter warmth program provides funds for residents with low incomes to pay for utilities.

Employment Assistance

Employment Ontario
1-800-387-5656
www.tcu.gov.on.ca/eng/employmentontario/

vpi Complete Employment Solutions – Bruce County
519-881-4900 Toll-Free: 1-855-260-4900
200 McNab St, Suite 203, Walkerton
www.vpi-inc.com
YMCA Employment Services – Grey County  
519-371-9222  
1450 1st Ave W, Ste 4A, Owen Sound  
www.ymcaowensound.on.ca

Federal employment programs are available through Service Canada and include:

**Employment Insurance**  
1-800-206-7218  
TTY: 1-800-529-3742  
*Basic income protection and re-employment benefits to unemployed workers. Benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.*

**Employment Services**  
1-800-622-6232  
TTY: 1-800-926-9105  
www.jobbank.gc.ca

**Accessing Government Services**

These contacts can answer your questions about government services.

**Service Ontario and Service Canada Sites**

These main service sites provide information about government services and help people apply for, renew or replace personal documents. Service Canada handles employment insurance, pensions and social security cards. Service Ontario handles birth, death and marriage certificates, driver and vehicle licensing and Health Card services.

**Service Canada**  
1-800-622-6232  
TTY: 1-800-926-9105  
www.servicecanada.gc.ca
Local Service Canada Service Centres:
  • Heritage Place Shopping Centre, 1350 16th St E, Owen Sound
  • 200 McNab St, Walkerton

Service Ontario
1-800-267-8097
TTY: 1-800-268-7095
www.serviceontario.ca

Bruce Counters:
  • 63 First Ave S, Chesley
  • 1802 Highway 21 N, Kincardine
  • Unit 119, 559 Goderich St, Port Elgin
  • 203 Cayley St, Walkerton
  • 10175 Berford St S, Wiarton

Grey Counters:
  • 154 Garafraxa St N, Durham
  • 192 Tenth St, Hanover
  • Unit 2, 1400 First Ave W, Owen Sound
  • 26 Walker St N, Markdale
  • Unit 5, 24 Trowbridge St W, Meaford

Elected Representatives
Elected representatives provide their constituents with information about government programs and address concerns about government services and public policy. For information on municipal representatives and services, visit www.southwesthealthline.ca.

Federal Representatives
Bruce-Grey-Owen Sound – Larry Miller
www.larrymiller.ca
519-371-1059

Huron-Bruce – Ben Lobb
www.benlobb.com
519-832-2999

Simcoe-Grey – Dr Kellie Leitch
www.kellieleitch.ca
1-866-435-1809
Provincial Representatives

Grey-Bruce-Owen Sound – Bill Walker 519-371-2421
www.billwalkermpp.com

Huron-Bruce – Lisa M Thompson 519-396-3007
www.lisathompsonmpp.ca

Simcoe-Grey - Jim Wilson 1-800-268-7542
www.jimwilsonmpp.com

Information Services

The services listed here provide health information or referral to services available in the community.

Information and Referral

South West Community Care Access Centre 310-2222
www.healthcareathome.ca/southwest
Information and referral to health and social services from anywhere in Ontario.

southwesthealthline.ca
www.southwesthealthline.ca
Online information about health and community services in South West Ontario and across Ontario.

211 Ontario Phone: 211
TTY: 1-888-435-6086
www.211ontario.ca
Phone-based community information and referral service.

Health Information

Health Care Options
Ontario Ministry of Health and Long-Term Care
Website providing information about health care in Ontario including information on wait times, finding a doctor, and a directory of health care services.

South West Seniors Scene
Free, 24-hour confidential phone line provides access to nurses who provide general health information and advice.

**Drugs and Health Products Information – Health Canada**

1-866-234-2345 TTY: 1-800-267-1245

www.hc-sc.gc.ca/

Website posts information and advisories about consumer, drug and health products in Canada. Telephone line collects information about adverse drug reactions.

**EatRight Ontario**

1-877-510-5102

www.eatrightontario.ca

Registered Dietitians provide information through telephone or email about healthy eating, healthy weights and disease prevention.

**Ontario Poison Centre**

1-800-268-9017 TTY: 1-877-750-2233

www.ontariopoisoncentre.com

**Seniors Information**

**Seniors’ INFOline – Ontario Seniors’ Secretariat**

1-888-910-1999 TTY: 1-800-387-5559

www.seniors.gov.on.ca

Provides information and referral services to programs, services and activities for Ontario seniors.

**Seniors.gc.ca**

www.seniors.gc.ca

Online resource for seniors with information on federal, provincial, territorial and some municipal government benefits and services.

**Public Health Agency of Canada – Division of Aging and Seniors**

613-952-7606 TTY: 1-800-267-1245

www.phac-aspc.gc.ca/seniors-aines/

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South West Community Care Access Centre

The South West Community Care Access Centre (CCAC) gets people the care they need to stay well, heal at home and stay safely in their homes longer. They have provided you with this booklet as a resource to help you achieve each of those things.

The South West CCAC cares for more than 60,000 patients, or one in every 17 people in the region, each year. Through personal visits and regular check-ins, they will work hand-in-hand with you and your loved ones to understand your challenges, build a trusting relationship and determine the right care and support to help you enjoy the best possible quality of life.

Contact the South West CCAC if you (or a loved one):

- Need information about care and support services and programs in your community
- Need support to live safely at home
- Are considering a move to long-term care or another housing option
- Need help managing one or more chronic conditions
- Need to find a family doctor
- Have a health concern and aren’t sure where to turn

If you’d like to speak to someone directly about how to find services that are right for you, you can call 310-CCAC (310-2222). Or you can send an email to gethelp@sw.ccac-ont.ca.

www.healthcareathome.ca/southwest