



London  
Middlesex  
Elgin

# Seniors Scene

EMPOWERING SENIORS THROUGH INFORMATION



Connecting you with care  
*Votre lien aux soins*

South West  
**CCAC CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires  
*du Sud-Ouest*

**SouthWesthealthline.ca**

London-Middlesex-Elgin

# 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](http://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](http://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.

## Other Options for Finding a Family Doctor

### **London and District Academy of Medicine**

519-673-0950, [www.ldam.ca](http://www.ldam.ca)

### **St Thomas – Elgin Medical Association**

519-631-1450 (recorded information)

## 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.

### **Four Counties Health Services**

1824 Concession Dr, Newbury 519-693-4441  
[www.mhalliance.on.ca](http://www.mhalliance.on.ca)

### **London Health Sciences Centre**

Automated Switchboard: 519-685-8500  
 General Information: 519-685-8380  
 Patient Information: 519-667-6619

### **University Hospital Emergency Department**

339 Windermere Rd, London 519-663-3197  
[www.lhsc.on.ca](http://www.lhsc.on.ca)

### **Victoria Hospital Emergency Department**

800 Commissioners Rd E, London 519-685-8141  
[www.lhsc.on.ca](http://www.lhsc.on.ca)

## St Joseph's Health Care London

### Parkwood Hospital

801 Commissioners Rd E, London

Switchboard: 519-685-4000

Patient Inquiry: 519-685-4000 ext 42969

[www.sjhc.london.on.ca/directions/parkwood-hospital](http://www.sjhc.london.on.ca/directions/parkwood-hospital)

### St Joseph's Hospital

268 Grosvenor St, London

Switchboard: 519-646-6100

Patient Inquiry: 519-646-6017

[www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)

## St Thomas-Elgin General Hospital

189 Elm St, St Thomas

519-631-2020

TTY: 519-631-7789

[www.stegh.on.ca](http://www.stegh.on.ca)

## Strathroy Middlesex General Hospital

395 Carrie St, Strathroy

Switchboard: 519-245-1550

Automated Attendant: 519-245-5295

[www.mhalliance.on.ca](http://www.mhalliance.on.ca)

# 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). 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 all provide nursing, homemaking and personal care services. Those marked with an asterisk (\*) also provide therapy services.

### **ParaMed Home Health Care\***

519-439-2222

1-800-265-5768

[www.paramed.ca](http://www.paramed.ca)

### **Red Cross Care Partners (Elgin)**

1-800-443-4615

[www.redcrosscarepartners.ca](http://www.redcrosscarepartners.ca)

**Revera Home Health - London\***

519-432-3726

1-800-897-7062

[www.reveraliving.com](http://www.reveraliving.com)**Saint Elizabeth Health Care\***

519-668-2997

[www.saintelizabeth.com](http://www.saintelizabeth.com)**Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

The following agencies provide therapy services only:

**Closing the Gap Healthcare Group - Elgin**

519-631-9866

1-800-794-6652

[www.closingthegap.ca](http://www.closingthegap.ca)**VHA Rehab Solutions**

519-645-2410

[www.vha.ca](http://www.vha.ca)

Additional home health care providers can be found online at [www.southwesthealthline.ca](http://www.southwesthealthline.ca) or by calling the South West Community Care Access Centre (CCAC) at 310-2222.

## 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:

**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](http://www.marchofdimes.ca)**Canada Mortgage and Housing Corporation**

613-748-2000

TTY: 1-800-309-3388

[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)



**Disabled and Seniors Property Tax Relief  
Municipal Property Assessment Corporation**

1-866-296-6722

TTY: 1-877-889-6722

785 Wonderland Road South, Unit 252, London N6K 1M6

## 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](http://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](http://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](http://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](http://www.sjhc.london.on.ca/wheelchairseating)

*Assesses and prescribes wheelchair and related seating equipment.  
(The program does not accept referrals for walkers or scooters.)*

### **Home Equipment Loan Program**

#### **Canadian Red Cross**

• 810 Commissioners Rd E, London 519-681-7330

• 141 Wellington St, St Thomas 519-631-1611

[www.redcross.ca](http://www.redcross.ca)

#### **London Consistory Club**

519-685-5972

*Medical equipment loans*

#### **Royal Canadian Legion - Ontario Provincial Command**

905-841-7999

[www.on.legion.ca](http://www.on.legion.ca)

*Many Royal Canadian Legion branches operate medical equipment loan cupboards. The Provincial Command maintains a directory of branches.*

#### **St Thomas Independent Order of Odd Fellows / Rebekah Lodge**

519-631-3494

54 Moore St, St Thomas

*Loans medical equipment to individuals in need.*

#### **Accessible Media Inc**

1-800-567-6755

[www.ami.ca](http://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](http://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](http://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.

## Public and Community Transportation

**London Transit Commission \***

519-451-1347

[www.londontransit.ca](http://www.londontransit.ca)*Includes Seniors' fare and paratransit services.***St Thomas Transit \***

519-631-0001

Schedules and Times: 226-212-0320

[www.stthomas.ca/content/public-transit](http://www.stthomas.ca/content/public-transit)*Includes Seniors' fare and paratransit services.***Seniors' Transit, Boys and Girls Club of London \***

519-434-9119

[www.bgclondon.ca](http://www.bgclondon.ca)*Transport to adult day programs, church and community programs.***Four Counties Community Transit System \***

519-693-8604

1-800-724-3401

[www.mhalliance.on.ca](http://www.mhalliance.on.ca)

## Volunteer Transportation

### **Canadian Cancer Society - Elgin-Middlesex**

519-432-1137

*Volunteer transportation to cancer care appointments.*

### **Canadian Red Cross - St Thomas/Elgin Branch**

519-631-1611

1-866-280-1735

[www.redcross.ca](http://www.redcross.ca)

*Volunteer transportation is available for medical and therapy appointments as well as day programs and social trips.*

### **Meals on Wheels London**

519-660-1430

[www.meals-on-wheels.ca](http://www.meals-on-wheels.ca)

*Volunteer drivers accompany seniors and adults with disabilities, who are unable to use public transit and need assistance, to medical appointments within London.*

### **Victorian Order of Nurses (VON) Middlesex-Elgin \***

Elgin-St. Thomas Transportation Services and Middlesex-Strathroy Transportation Services

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

*Volunteer transport for seniors and adults with disabilities to get to appointments, errands, etc. Wheelchair accessible van available in some communities.*

### **West Elgin Community Health Centre**

#### **Seniors Transportation**

519-768-0020

[www.wehc.on.ca](http://www.wehc.on.ca)

*Volunteer transportation to appointments, errands, etc.*

## 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 one of the agencies listed below.

### **Tillsonburg & District Multi-Service Centre**

519-842-9000

[www.multiservicecentre.com](http://www.multiservicecentre.com)

### **Victorian Order of Nurses (VON)**

1-866-865-6711

[www.vonmiddlesexelgin.com](http://www.vonmiddlesexelgin.com)

## **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**

519-235-3786

1-877-286-5906

[www.huronpatienttransfer.com](http://www.huronpatienttransfer.com)

### **London Medical Transportation Systems**

519-659-4809

1-866-827-5687

[www.lmts.ca](http://www.lmts.ca)

### **TLC Patient Transport**

519-615-4026

### **Voyageur Patient Transfer Service**

519-455-1390

1-855-263-7163

[www.voyageurtransportation.ca](http://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."

## Ontario Ministry of Transportation

[www.mto.gov.on.ca](http://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

519-685-4070

Parkwood Hospital

801 Commissioners Rd E, London

[www.sjhc.london.on.ca/driveable](http://www.sjhc.london.on.ca/driveable)

*Comprehensive evaluation of driving competence for seniors with cognitive issues that 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 the home and at public clinics held at various locations in London, Middlesex and Elgin. 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](http://www.southwesthealthline.ca) under “Foot Care” or “Chiropody Clinics.”

### **Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.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.

### **Meals on Wheels London**

519-660-1430

[www.meals-on-wheels.ca](http://www.meals-on-wheels.ca)

### **Victorian Order of Nurses (VON) Middlesex-Elgin**

- Elgin-St Thomas

519-637-6408

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

- Middlesex-Strathroy

519-245-3170

1-800-265-7058

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

### **West Elgin Community Health Centre**

519-768-1715

[www.wechc.on.ca](http://www.wechc.on.ca)

## 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.

**Meals on Wheels London, Out for Lunch Bunch**

519-660-1430

[www.meals-on-wheels.ca](http://www.meals-on-wheels.ca)**Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)**West Elgin Community Health Centre**

519-768-1715

[www.wechc.on.ca](http://www.wechc.on.ca)

## 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.

**Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)**West Elgin Community Health Centre**

519-768-1715

[www.wechc.on.ca](http://www.wechc.on.ca)

## Home Maintenance and Repair Referral

**Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)*Available in Middlesex County only.***Over 55 London**

519-438-1111

[www.over55london.ca](http://www.over55london.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™ Stations**

- Elgin - Serenity House Hospice 519-637-3034  
750 Talbot Street, Ste 202, St. Thomas
- London Middlesex - St. Joseph's Hospice 519-438-2102  
485 Windermere Rd, London

www.caregiverexchange.ca

*Supportive program helps caregivers pool their talents, time and resources.*

The following services provide caregiver support through counselling, groups and information.

## **Alzheimer Outreach Services of McCormick Home**

519-439-9336

2022 Kains Rd, London

www.alzheimeroutreach.org

## **Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

www.vonmiddlesexelgin.ca

**West Elgin Community Health Centre**

519-768-1715

153 Main St, West Lorne

[www.wechc.on.ca](http://www.wechc.on.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](http://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.

**Alzheimer Outreach Services of McCormick Home** 519-439-9336

2022 Kains Rd, London

[www.alzheimeroutreach.org](http://www.alzheimeroutreach.org)**Bobier Villa** ..... 519-762-2417

1 Bobier Lane, 29491 Pioneer Line, Dutton

[www.elginhomes.ca](http://www.elginhomes.ca)**Craigwiel Gardens** ..... 519-293-3215

221 Ailsa Craig Main St, Ailsa Craig

[www.craigwielgardens.on.ca](http://www.craigwielgardens.on.ca)**Dearness Home** ..... 519-661-0400 ext 8278

710 Southdale Rd E, London

[www.london.ca](http://www.london.ca)**Four Counties Health Services** ..... 519-693-7111 ext 2443

1824 Concession Dr, Newbury

[www.mhalliance.on.ca](http://www.mhalliance.on.ca)**Salvation Army** ..... 519-455-5177 ext 306

1-866-685-4600

1340 Dundas St E, Unit 4, London

[www.salvationarmyvillage.ca](http://www.salvationarmyvillage.ca)**Terrace Lodge** ..... 519-773-9205

475 Talbot St E, Aylmer

[www.elgincounty.ca](http://www.elgincounty.ca)

**Valleyview Home Long-Term Care** ..... 519-631-1030  
 350 Burwell Rd, St Thomas  
[www.stthomas.ca](http://www.stthomas.ca)

**Victorian Order of Nurses (VON) Middlesex-Elgin**

Dorchester – 519-268-7028      1-866-252-1113  
 Strathroy – 519-245-6279      1-800-265-7058  
[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

## 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.

### **Complex Care - Respite Care Program**

519-685-4015

Parkwood Hospital, 801 Commissioners Rd E, London

[www.sjhc.london.on.ca/complex-care/respice-care](http://www.sjhc.london.on.ca/complex-care/respice-care)

*Intended for an individual who is living at home with a complex chronic condition and for the caregiver who requires a break from caregiving. Application form available on the website.*

### **Alzheimer Outreach Services of McCormick Home**

519-439-9336

2022 Kains Rd, London

[www.alzheimeroutreach.org](http://www.alzheimeroutreach.org)

*Offers overnight respite for people living with Alzheimer disease.*

# 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, Ste 400, London

[www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)

### **City of London Housing Access Centre**

519-661-0861

TTY: 519-661-4889

379 Dundas St, Ste 116, London

[www.housing.london.ca](http://www.housing.london.ca)

*Provides information and applications for London and Middlesex Housing Corporation units, non-profit housing, cooperative housing, subsidy, rent supplement program and rent-geared-to-income programs. Call the City Housing Division for information about more housing programs and services at 519-661-6600.*

### **Elgin and St Thomas Housing Corporation**

519-631-4580

1-800-324-4474

9 Princess Ave, Unit 5, St Thomas

[www.esthc.ca](http://www.esthc.ca)

*Provides and administers various rent-geared-to-income housing.*

### **London Housing Registry**

519-434-3344

379 Dundas St, Ste 203, London

[www.londonhousingregistry.com](http://www.londonhousingregistry.com)

*Non-profit housing service assists people on a low or limited income to find affordable private market rental accommodations.*

## **Housing Stability Fund - Centre of Hope Salvation Army**

519-661-0343

1-866-685-4600

281 Wellington St, London

[www.centreofhope.ca](http://www.centreofhope.ca)

*Offers financial assistance to low income Londoners to obtain and retain housing and for those at risk of homelessness. Provides rental assistance and emergency utility assistance. (See the Money Matters section for other services.)*

## **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.

### **London Apartments**

Andover Gardens Senior Apartments.....	519-668-0138
Argyle Manor Non-Profit Housing Corporation .....	519-455-6080
Bethany Christian Residences of London.....	519-455-6080
Chateau Village Community Apartments.....	519-473-2427
Fifty Plus Housing Co-operative of London.....	519-432-5922
Inspirit Residences.....	519-675-0500
Lambeth Seniors Housing Corporation .....	519-652-9913
London and Middlesex Housing Corporation .....	519-434-2765
London Jewish Community Village .....	519-673-3310
London Polonia Towers 1 .....	519-681-5774
Lonset Non-Profit Housing Corporation .....	519-432-9456
Melbourne Housing Corporation .....	519-473-2427
Warner Place Senior's Residence.....	416-503-0533
William Mercer Wilson Centre.....	519-474-0567
WLK Seniors Assistance Association Ltd .....	519-439-4871
Wonderland Non-Profit Housing Corporation.....	519-455-6080
Zerin Place .....	519-472-3862

### **Middlesex Apartments**

Caradoc Non-Profit Housing Corporation .....	519-245-1105
Columbus Non-Profit Housing of Strathroy.....	519-652-1192

Delaware Lions Non-Profit Apartment Corporation.....	519-652-5519
Glencoe District Lions Non-Profit Housing .....	519-287-2913
Hastings Manor Apartments of Parkhill .....	519-294-0151
Ilderton Community Non-Profit Apartment Corporation .....	519-666-2191
Lucan Community Non-Profit Apartment Corporation .....	519-227-1009
Strathroy and District Christian Retirement Association .....	519-245-3830
Wardsville Apartments.....	519-693-4954
West Nissouri Non-Profit Seniors Complex .....	519-461-1446

### **Elgin Apartments**

Aylmer Area Christian Community Association .....	519-765-4242
Dutton and District Lions Non-Profit Housing - Caledonia Gardens .....	519-762-0089
Dutton and District Lions Non-Profit Housing - Caledonia Two.....	519-762-0200
EFBC Non-Profit Housing Corporation.....	519-633-5375
Kiwanis Non-Profit Homes of Rodney Inc .....	519-785-2328
Menno Lodge Aylmer Inc .....	519-765-1083

## **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](http://www.southwesthealthline.ca) to view videos of Supportive Housing programs.

### **Canadian Red Cross - St Thomas/Elgin Assisted Living**

1-877-528-8802

141 Wellington St, St Thomas

[www.redcross.ca](http://www.redcross.ca)

**Cheshire** ..... 519-439-4246  
 1-800-265-4758  
[www.cheshirelondon.ca](http://www.cheshirelondon.ca)

**Four Counties Community Villa** ..... 519-693-7111 ext 2478  
 1888 Concession Dr, Newbury  
[www.mhalliance.on.ca](http://www.mhalliance.on.ca)

**Sherwood Forest Housing Corporation** ..... 519-657-4214  
 570 Gainsborough Rd, London

**Victorian Order of Nurses (VON) Middlesex-Elgin**

- Elgin-St Thomas Supportive Housing ..... 519-637-1410  
 1-866-865-6711
- Supports for Daily Living - Ailsa Craig ..... 519-293-1088  
 1-800-265-7058
- Supports for Daily Living - Strathroy ..... 519-245-8890  
 1-800-265-7058

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

**West Elgin Community Health Centre** ..... 519-768-1715  
 153 Main St, West Lorne  
[www.wehc.on.ca](http://www.wehc.on.ca)

## 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](http://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 (\*).

- Amica at London \*** ..... 519-657-7096  
517 Fanshawe Park Rd W, London  
www.amica.ca
- Arbor Trace Alzheimer's Special Care Center \*** ... 1-855-266-4058  
120 Chelton Road, London  
www.jeaseniorliving.com
- Ashwood Manor \*** ..... 519-652-9006  
79 David St, London  
www.ashwoodmanor.com
- Beattie Haven Retirement Community \*** ..... 519-693-4901  
23328 Beattie Ln, Wardsville  
www.beattiehaven.com
- Caessant Care on Bonnie Place Retirement Home\*** 519-633-6493  
15 Bonnie Pl, St Thomas  
www.caessantcare.com
- Chartwell Royalcliffe Retirement Residence \*** ..... 519-963-3848  
609 Wharncliffe Rd S, London  
www.chartwellreit.ca
- Chartwell Select Riverside Retirement Residence \*** 519-432-7909  
201 Riverside Dr, London  
www.chartwellreit.ca
- Chelsey Park Retirement Community  
Retirement Residence\*** ..... 519-432-1845  
312 Oxford St W, London  
www.chelseypark.com
- Countryside Manor \*** ..... 519-666-1873  
24264 Coldstream Rd, Ilderton
- Goodness Retirement Living \*** ..... 519-633-9500  
16 Aldborough Ave, St Thomas
- Grand Wood Park Apartment and  
Retirement Residence\*** ..... 519-432-1162  
81 Grand Ave, London  
www.grandwoodpark.ca



**Highview Residences - Dementia Care \***

Constable Cottage:..... 519-657-4468  
 Harris Cottage: ..... 519-657-4975  
 Taylor Cottage:..... 519-472-7548  
 Smith Cottage: ..... 519-472-8882  
 35 and 41 Capulet Walk, London  
[www.highviewres.com](http://www.highviewres.com)

**Horizon Place Retirement Residence \*..... 519-641-6330**

760 Horizon Dr, London  
[www.reveraliving.com](http://www.reveraliving.com)

**Inspirit Residences Services for Assisted  
and Independent Living \*..... 519-675-0500**

81 Base Line Rd W, Unit 101, London  
[www.inspiritres.com](http://www.inspiritres.com)

**Kensington Village Retirement Home \*..... 519-455-3910**

1340 Huron St, London  
[www.kensingtonvillage.org](http://www.kensingtonvillage.org)

**Longworth Retirement Residence \*..... 519-472-1115**

600 Longworth Rd, London  
[www.longworthcare.com](http://www.longworthcare.com)

**Masonville Manor..... 519-663-0220**

350 North Centre Rd, London  
[www.masonvillemanor.com](http://www.masonvillemanor.com)

**Maple View Terrace \*..... 519-434-4544**

279 Horton St, London  
[www.reveraliving.com/mapleviewterrace](http://www.reveraliving.com/mapleviewterrace)

**Metcalfe Gardens Retirement Residence \*..... 519-631-9393**

45 Metcalfe St, St Thomas  
[www.diversicare.ca](http://www.diversicare.ca)

**Prince George Retirement Residence \* ..... 519-227-1268**

139 Main St, Lucan  
[www.princegeorgerr.com](http://www.princegeorgerr.com)

**Queens Village for Seniors \* ..... 519-433-4066**

518 Queens Ave, London  
[www.queensvillage.ca](http://www.queensvillage.ca)

- Richmond Woods Retirement Village** \* ..... 519-850-5060  
 200 North Centre Rd, London  
[www.richmondwoods.sifton.com](http://www.richmondwoods.sifton.com)
- Seasons Strathroy Retirement Community** \* ..... 519-246-1118  
 3230 Napperton Dr, Strathroy  
[www.seasonsretirement.com](http://www.seasonsretirement.com)
- Waverley Mansion Retirement Residence** \* ..... 519-667-1381  
 10 Grand Ave, London  
[www.diversicare.ca](http://www.diversicare.ca)
- Windermere on the Mount Retirement and Senior Apartments** \* ..... 519-432-9863  
 1486 Richmond St, London  
[www.reveraliving.com](http://www.reveraliving.com)
- Victorian Manor Retirement Home** ..... 519-762-0642  
 265 Shackleton St, Dutton

## 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 Centre (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](http://www.southwesthealthline.ca) for video tours of the Long-Term Care Homes in your area and for waitlist information.

- Babcock Community Care Centre** ..... 519-693-4415  
 196 Wellington St, Wardsville  
[www.babcockonline.com](http://www.babcockonline.com)

- Bobier Villa \*** ..... 519-762-2417  
1 Bobier Lane, 29491 Pioneer Line, Dutton  
[www.elginhomes.ca](http://www.elginhomes.ca)
- Caessant Care on Bonnie Place** ..... 519-633-6493  
15 Bonnie Pl, St Thomas  
[www.caessantcare.com](http://www.caessantcare.com)
- Caessant Care on Mary Bucke** ..... 519-633-3164  
4 Mary Bucke St, St Thomas  
[www.caessantcare.com](http://www.caessantcare.com)
- Chartwell Aylmer** ..... 519-773-3423  
465 Talbot St W, Aylmer  
[www.chartwell.com](http://www.chartwell.com)
- Chartwell London** ..... 519-434-2727  
2000 Blackwater Rd, London  
[www.chartwell.com](http://www.chartwell.com)
- Chartwell Parkhill** ..... 519-294-6342  
250 Tain St, Parkhill  
[www.chartwell.com](http://www.chartwell.com)
- Chelsey Park Nursing Home \*** ..... 519-432-1855  
310 Oxford St W, London  
[www.chelseypark.com](http://www.chelseypark.com)
- Country Terrace \*** ..... 519-657-2955  
10072 Oxbow Dr, Komoka  
[www.omniway.ca](http://www.omniway.ca)
- Craigviel Gardens-Craigholme Nursing Home\*** ... 519-293-3215  
221 Ailsa Craig Main St, Ailsa Craig  
[www.craigvielgardens.on.ca](http://www.craigvielgardens.on.ca)
- Dearness Home \*** ..... 519-661-0400  
710 Southdale Rd E, London  
[www.london.ca](http://www.london.ca)
- Elgin Manor \*** ..... 519-631-0620  
39262 Fingal Line, St Thomas  
[www.elginhomes.ca](http://www.elginhomes.ca)

- Elmwood Place** ..... 519-433-7259  
46 Elmwood Pl W, London  
[www.reveraliving.com](http://www.reveraliving.com)
- Extendicare London \*** ..... 519-433-6658  
860 Waterloo St, London  
[www.extendicarecanada.com](http://www.extendicarecanada.com)
- Extendicare Port Stanley \*** ..... 519-782-3339  
4551 East St, Port Stanley  
[www.extendicarecanada.com](http://www.extendicarecanada.com)
- Henley Place** ..... 519-951-0220  
1961 Cedarhollow Blvd, London  
[www.primacareliving.com](http://www.primacareliving.com)
- Kensington Village Long-Term Care** ..... 519-455-3910 ext 221  
1340 Huron St, London  
[www.kensingtonvillage.org](http://www.kensingtonvillage.org)
- McCormick Home \*** ..... 519-432-2648  
2022 Kains Rd, London  
[www.mccormickhome.on.ca](http://www.mccormickhome.on.ca)
- McGarrell Place \*** ..... 519-672-0500  
355 McGarrell Dr, London  
[www.reveraliving.com](http://www.reveraliving.com)
- Meadow Park Long Term Care \*** ..... 519-686-0484  
1210 Southdale Rd E, London  
[www.jarlette.com](http://www.jarlette.com)
- Middlesex Terrace \*** ..... 519-652-3483  
2094 Gideon Dr, Delaware  
[www.middlesexterrace.ca](http://www.middlesexterrace.ca)
- Mount Hope Centre for Long Term Care \*** 519-646-6100 ext 65485  
21 Grosvenor St, London  
[www.sjhc.london.on.ca/mounthope](http://www.sjhc.london.on.ca/mounthope)
- TSI'Nu:Yoyantle'Na'Tuhuwatisni  
Oneida Nation of the Thames** ..... 519-652-1345  
2212 Elm Ave, Southwold  
[www.oneida.on.ca/long-term-care-facility/](http://www.oneida.on.ca/long-term-care-facility/)

**peopleCare Oakcrossing London** ..... 519-641-0023  
 1242 Oakcrossing Rd, London  
[www.peoplecare.ca](http://www.peoplecare.ca)

**Sprucedale Care Centre** ..... 519-245-2808  
 96 Kittridge Ave E, Strathroy  
[www.sprucedale.ca](http://www.sprucedale.ca)

**Strathmere Lodge \*** ..... 519-245-2520  
 599 Albert St, Strathroy  
[www.middlesex.ca](http://www.middlesex.ca)

**Terrace Lodge \*** ..... 519-773-9205  
 475 Talbot St E, Aylmer  
[www.elgincounty.ca](http://www.elgincounty.ca)

**Valleyview Home Long-Term Care \*** ..... 519-631-1030  
 350 Burwell Rd, St Thomas  
[www.stthomas.ca](http://www.stthomas.ca)

**Village of Glendale Crossing Long-Term Care** ..... 519-668-5600  
 3030 Singleton Ave, London  
[www.schlegelvillages.com](http://www.schlegelvillages.com)

**Westmount Gardens Long Term Care Community** . 519-472-6424  
 590 Longworth Rd, London  
[www.srgroup.ca](http://www.srgroup.ca)

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](http://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](http://www.concernedfriends.ca)

# 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**

519-672-4079

1-877-672-4079

425-427 William St, London

[www.soahac.on.ca](http://www.soahac.on.ca)

### **Atlohsa Native Family Healing Services**

519-438-0068

343 Richmond St, Suite 109, London

[www.atlohsa.com](http://www.atlohsa.com)

### **N'Amerind (London) Friendship Centre**

519-672-0131

379 Dundas Street, London

[www.namerind.on.ca](http://www.namerind.on.ca)

### **Chippewas of the Thames First Nation Health Centre**

519-289-5641

1-866-550-5539

322 Chippewa Rd, Muncey

[www.cottfn.com](http://www.cottfn.com)

### **Kiikeewanniikan - Southwest Regional Healing Lodge**

519-289-0148

1-800-328-2616

275 Jubilee Rd, Muncey

[www.swrhl.ca](http://www.swrhl.ca)

### **Munsee-Delaware Nation - Health Centre**

519-289-2220

279 Jubilee Rd, Muncey

[www.munseedelawarenation.org/health](http://www.munseedelawarenation.org/health)

### **Southern Ontario Aboriginal Diabetes Initiative**

519-350-6789

279 Jubilee Rd, Muncey

[www.soadi.ca](http://www.soadi.ca)

**Oneida Nation of the Thames - Health Centre**

519-652-0500

2213 Elm Ave, Southwold

[www.oneida.on.ca](http://www.oneida.on.ca)**Newcomer Services**

If you've moved to Canada from a different country, these services can help you adjust to a new culture and possibly a new language. For example, they may help you manage your money, or get ready for your citizenship test, or find a job, or find a place to live. To connect with specific ethnocultural groups or English/French as a second language services, visit [www.southwesthealthline.ca](http://www.southwesthealthline.ca).

**Canada Citizenship and Immigration**

1-888-242-2100

TTY: 1-888-576-8502

417 Exeter Rd, London

[www.cic.gc.ca](http://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.*

**London and Middlesex County Immigration Portal**[www.immigration.london.ca](http://www.immigration.london.ca)

*Website providing information to help immigrants settle in London and Middlesex County.*

**Across Languages Translation and Interpretation**

519-642-7247

1-866-833-7247

129 &amp; 131 Wellington St, London

[www.acrosslanguages.org](http://www.acrosslanguages.org)**Acquisition Centre for the Talents and Competencies of Francophone Immigrants in Southwestern Ontario**

1365 Huron St, London

email: [dg.cactifo@gmail.com](mailto:dg.cactifo@gmail.com)

*Resettlement and employment assistance and cultural transition counselling for Francophone immigrants and newcomers who speak French.*

**Association canadienne-française de l'Ontario – London-Sarnia Regional Council**

519-850-2236

495 Richmond St, Unit 200, London

[www.acfo-ls.org](http://www.acfo-ls.org)*Helps French-speaking individuals in the region to organize and participate actively in their community's development.***London Cross Cultural Learner Centre**

519-432-1133

505 Dundas St E, London

[www.lcclc.org](http://www.lcclc.org)*Newcomer and minority settlement agency and education resource centre offers social support, educational and job search services.***London InterCommunity Health Centre Program for Immigrant Seniors**

519-660-0874

659 Dundas St E, London

[www.lihc.on.ca](http://www.lihc.on.ca)*Health clinic and social supports for immigrant and francophone seniors, including a seniors home visiting program and seniors' drop-in.***London Middlesex Immigrant Employment Council**

519-663-0774 ext 228

The Skill Centre, 141 Dundas St, 4th Fl, London

[www.lmiec.ca](http://www.lmiec.ca)*Connects newcomers with job opportunities in Ontario.***LUSO Community Services**

519-452-1466

1193 Oxford St E, Unit 2, London

[www.lusocentre.org](http://www.lusocentre.org)*Offers programs for immigrants, newcomers and refugees including settlement services and an employment support program.***South London Neighbourhood Resource Centre**

519-686-8600

Jalna Branch Library Building, 1119 Jalna Blvd, London

[www.slncrc.org](http://www.slncrc.org)



*Offers direct and essential services to landed immigrants and convention refugees to help them integrate into Canada.*

### **YWCA St Thomas-Elgin**

519-631-9800

1-800-461-0954

16 Mary St W, St Thomas

[www.ywcastthomaselgin.org](http://www.ywcastthomaselgin.org)

*Information and assistance to orient newcomers about various government programs and community resources.*

## **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.

### **Seniors Helpline**

London and District Distress Centre

519-667-6600

[www.londondistresscentre.com](http://www.londondistresscentre.com)

*Confidential telephone support for seniors and their caregivers.*

### **London Block Parent Program**

519-661-5855

[www.london.ca/blockparent](http://www.london.ca/blockparent)

*Anyone needing help, especially children and seniors who feel ill, distressed, vulnerable, lost, threatened or endangered on the street can ask a Block Parent for help.*

### **Canadian Anti-Fraud Centre**

1-888-495-8501

[www.antifraudcentre-centreantifraude.ca](http://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](http://www.southwesthealthline.ca).

### **Canadian Medicalert Foundation**

1-800-668-1507

TTY: 1-800-668-1507

[www.medicalert.ca](http://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. 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.

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](http://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](http://www.attorneygeneral.jus.gov.on.ca)

**Victim Services Elgin**

519-631-3182

146 Centre St, St Thomas

[www.victimserviceselgin.org](http://www.victimserviceselgin.org)**Victim Services of Middlesex County**

519-245-6660

85 Zimmerman St S, Unit 2, Strathroy

[www.vsmiddlesex.org](http://www.vsmiddlesex.org)**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](http://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.

**Aylmer Police**

519-773-3144

[www.aylmerpolice.com](http://www.aylmerpolice.com)**City of London Police Service**

519-661-5670

TTY: 519-661-6472

[www.police.london.ca](http://www.police.london.ca)**Ontario Provincial Police**

1-888-310-1122

TTY: 1-888-310-1133

[www.opp.ca](http://www.opp.ca)

Elgin Detachment: 519-631-2920

Middlesex Detachment: 519-245-2323

**St Thomas Police Service**

519-631-1364

[www.stps.on.ca](http://www.stps.on.ca)

**Strathroy-Caradoc Police Services**

519-245-1250

[www.scps.on.ca](http://www.scps.on.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](http://www.lsuc.on.ca)

*Makes referrals to participating local lawyers and paralegals. Includes a free 30-minute consultation.*

**Legal Aid Ontario**

519-433-8179

1-877-449-4001

TTY: 1-866-641-8867

150 Dufferin Ave, Suite 802, London

[www.legalaid.on.ca](http://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.

**Community Legal Services**

519-661-3352

Law Building Room 120, Western University, London

[www.law.uwo.ca](http://www.law.uwo.ca)

*Services provided by law students under the supervision of a lawyer.*

**Neighbourhood Legal Services**

519-438-2890

Market Tower, 151 Dundas St, Ste 507, London

**Elgin-Oxford Legal Clinic**

519-633-2638

1-866-611-2311

98 Centre St, St Thomas

[www.eolc.ca](http://www.eolc.ca)

## **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](http://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](http://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.*

**CareWish - St. Joseph's Health Care**

519-646-6100 ext 66029

268 Grosvenor St, London

[www.sjhc.london.on.ca/directions/st-josephs-hospital](http://www.sjhc.london.on.ca/directions/st-josephs-hospital)

*The CareWish package helps individuals make decisions about what care they want to receive should they become unable to make these decisions for themselves.*

**Dying with Dignity Canada**

1-800-495-6156

[www.dyingwithdignity.ca](http://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](http://www.giftoflife.on.ca)*Ontario's central organ and tissue donation agency.***London Transplant Gift of Life Association**

519-641-7549

[www.londontransplantgiftoflife.org](http://www.londontransplantgiftoflife.org)*Advocates for the London Health Sciences Centre (LHSC) organ transplant programs and provides support for patients, families and donors.*

## 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](http://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](http://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](http://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](http://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](http://www.seniorscouncil.gc.ca)*Advises the federal government on matters related to the health, well-being and quality of life of seniors.***CARP, London Chapter**

519-432-2789

[www.carp.ca/london](http://www.carp.ca/london)*National association advocates for seniors.***United Senior Citizens of Ontario**

1-888-320-2222

[www.uscont.ca](http://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.ancelaw.ca](http://www.ancelaw.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.***Council for London Seniors**

519-433-0625

[www.councilforlondonseniors.com](http://www.councilforlondonseniors.com)*Organization is focused on enriching the lives of older adults in the London community.*

**Seniors Community Association - Recreation and Leisure Committee**

c/o Kiwanis Seniors Community Centre, 78 Riverside Dr, London  
*Association comprised of seniors and service providers who work collaboratively to address seniors' issues in the City of London.*

**Age Friendly London Network**

519-661-2500 ext 5739

[www.london.ca/residents/Seniors/Age-Friendly/Pages](http://www.london.ca/residents/Seniors/Age-Friendly/Pages)

*Works to develop a vision, strategies and action steps for improving the quality of life for older adults in London.*

**Argyle Seniors Neighbourhood Advisory Committee**

519-453-7044

*Encourages senior residents in the Argyle area to be engaged and to work together to ensure that the needs of seniors living in the area are addressed.*

## Veterans' Services

**Veterans Affairs Canada**

1-866-522-2122

TTY: 1-800-567-5803

417 Exeter Rd, London

[www.veterans.gc.ca](http://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](http://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](http://www.sjhc.london.on.ca)

*Health services to assist and support veterans and their families.*



**Royal Canadian Legion - Ontario Provincial Command**

905-841-7999

[www.on.legion.ca](http://www.on.legion.ca)

*Provincial Command has a listing of more than 400 Royal Canadian Legion branches in Ontario.*

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

613-432-9491

[www.afpaac.ca](http://www.afpaac.ca)

*Voluntary association promotes and protects the interests of Canadian Forces retirees and their survivors.*

**Army, Navy, Air Force Veterans in Canada**

London Chapter

519-432-0104

797 York St, Unit 2, London

[www.anavets.ca](http://www.anavets.ca)

*Association of active and retired armed forces personnel.*

# 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

**Seniors Helpline****London and District Distress Centre**

519-667-6600

[www.londondistresscentre.com](http://www.londondistresscentre.com)

*Confidential telephone support for seniors and their caregivers.*

**Mental Health Helpline**

1-866-531-2600

[www.mentalhealthhelpline.ca](http://www.mentalhealthhelpline.ca)

*Confidential telephone information and referral service for Ontario.*

**Canadian Mental Health Association – Elgin**

519-633-1781

1-855-631-1781

Crisis 24-hour support: 519-631-2180 1-888-631-2180

110 Centre St, St Thomas

[www.cmhaelgin.ca](http://www.cmhaelgin.ca)*A full range of services for persons with a serious mental illness.***Canadian Mental Health Association – London-Middlesex**

519-434-9191

Crisis 24-hour support: 519-433-2023

648 Huron St, London

[www.london.cmha.ca](http://www.london.cmha.ca)*A full range of services for persons with a serious mental illness.***Search Community Mental Health Services**

519-245-0120

1-888-216-6716

Crisis 24-hour support: 1-866-933-2023

21 Richmond St, Strathroy

[www.searchcommunityservices.ca](http://www.searchcommunityservices.ca)*For people with severe and persistent mental health issues.***Geriatric Mental Health Program**

519-685-8500 ext 76693

Victoria Hospital

800 Commissioners Rd E, London

[www.lhsc.on.ca/mhcp/](http://www.lhsc.on.ca/mhcp/)*Assessment and treatment of mental health and/or the psychiatric aspects of medical problems related to aging.***Geriatric Psychiatry Program**

519-455-5110 ext 49800

Regional Mental Health Care London

850 Highbury Ave, London

[www.sjhc.london.on.ca/mentalhealth](http://www.sjhc.london.on.ca/mentalhealth)*Provides inpatient and outpatient services.*

**Mission Services of London**

519-672-8500

457 York St, London

[www.missionservices.ca](http://www.missionservices.ca)

*Services for people who are homeless or “at risk” of becoming homeless, who may be experiencing mental health and/or addiction issues.*

**West Elgin Community Health Centre**

519-768-1715

153 Main St, West Lorne

[www.wechc.on.ca](http://www.wechc.on.ca)

*Provides free confidential counselling for all ages.*

## Addictions

**Drug and Alcohol Helpline of Ontario**

1-800-565-8603

[www.drugandalcoholhelpline.ca](http://www.drugandalcoholhelpline.ca)

*Confidential information and referral service.*

**Addiction Services of Thames Valley**

519-673-3242

200 Queens Ave, Ste 260, London

[www.adstv.on.ca](http://www.adstv.on.ca)

*Providing assessment, treatment and referrals of people with substance abuse and problem gambling issues*

**Alcoholics Anonymous - London**

24-Hour Help Line: 519-438-1122

201 Consortium Crt, London

[www.aalondon.org](http://www.aalondon.org)

*Support group meetings for people dealing with alcoholism.*

**Narcotics Anonymous - London**

1-888-811-3887

[www.glana.ca](http://www.glana.ca)

*Mutual support groups for people dealing with addiction to mood-altering substances.*

# Other Health Care Services

Here are some other health care services you may find helpful.

## Geriatric Services

Geriatric services provide specialized care of older persons, including assessment and treatment of functional, medical, and psychosocial aspects of illness and disability.

### Specialized Geriatric Services

#### St Joseph's Health Care London

Parkwood Hospital

519-685-4028

Intake: 519-685-4046

801 Commissioners Rd E, London

[www.sjhc.london.on.ca/specializedgeriatrics](http://www.sjhc.london.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.*

**Victorian Order of Nurses (VON) Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

*Hospice volunteer visiting and bereavement support.*

**Serenity House Hospice**

519-637-3034

750 Talbot St, Ste 202, St Thomas

[www.serenityhousehospice.ca](http://www.serenityhousehospice.ca)

*Day programs, support groups and bereavement support.*

**St Joseph's Hospice**

519-438-2102

485 Windermere Rd, London

[www.sjhospicelondon.com](http://www.sjhospicelondon.com)

*Residential, volunteer visiting, professional support services, day programs and bereavement support.*

**London Regional AIDS Hospice - John Gordon Home**

519-433-3951

596 Pall Mall St, London

[www.johngordonhome.ca](http://www.johngordonhome.ca)

*Palliative, respite and transitional residential services for people with HIV/AIDS or Hepatitis C.*

**Complex Care Palliative Care Program**

Parkwood Hospital

519-685-4035

801 Commissioners Rd E, London

[www.sjhc.london.on.ca/complex-care/palliative-care](http://www.sjhc.london.on.ca/complex-care/palliative-care)

*Inpatient care within a special unit.*

**Canadian Virtual Hospice**

1-866-288-4803

[www.virtualhospice.ca](http://www.virtualhospice.ca)

*Website with information about palliative and end-of-life care, loss and grief.*

**Bereaved Families of Ontario**

519-686-1573

571 Wharncliffe Rd S, Unit 4, London

[www.bfo.london.ca](http://www.bfo.london.ca)

*Support to parents and families following the death of a child at any age and to children after the death of a sibling or parent.*

**Daya Counselling Centre**

519-434-0077

TTY: 519-434-0077

The Skill Centre, 141 Dundas St, 6th Fl, London

[www.dayacounselling.on.ca/bereavement](http://www.dayacounselling.on.ca/bereavement)

*Bereavement education resources.*

**Good Grief Resource Centre**

519-697-4541

936 Lorne Ave, London

[www.patchforkids.ca](http://www.patchforkids.ca)

*Assists individuals who are affected by change, 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](http://www.southwesthealthline.ca).

**South West Self-Management Program**

1-855-463-5692

[www.swselfmanagement.ca](http://www.swselfmanagement.ca)

*Free workshops on living a healthy life with chronic conditions.*

**Alzheimer Society** ..... 1-888-495-5855

London and Middlesex

[www.alzheimerlondon.ca](http://www.alzheimerlondon.ca)**Elgin-St Thomas** ..... 1-888-565-1111[www.alzheimerelgin.ca](http://www.alzheimerelgin.ca)**Arthritis Society** ..... 1-800-321-1433[www.arthritis.ca](http://www.arthritis.ca)

- Canadian Cancer Society** ..... 519-432-1137  
[www.cancer.ca](http://www.cancer.ca)
- Canadian Diabetes Association**..... 1-800-226-8464  
[www.diabetes.ca](http://www.diabetes.ca)
- Heart and Stroke Foundation of Ontario** ..... 519-679-0641  
[www.heartandstroke.com](http://www.heartandstroke.com)
- Ontario Lung Association**..... 1-800-972-2636  
[www.on.lung.ca](http://www.on.lung.ca)
- Osteoporosis Canada** ..... 519-457-0624  
[www.osteoporosis.ca](http://www.osteoporosis.ca)
- Parkinson Society Southwestern Ontario**..... 1-888-851-7376  
[www.parkinsonsociety.ca](http://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.

#### **London Parks and Recreation Department - Spectrum**

519-661-5575 TTY: 519-661-4889

[www.london.ca/residents/Recreation/](http://www.london.ca/residents/Recreation/)

#### **Active Elgin – Elgin St Thomas Public Health**

519-631-9900 1-800-922-0096

99 Edward St, St Thomas

[www.activeelgin.ca](http://www.activeelgin.ca)

#### **Canadian Centre for Activity and Aging**

519-661-1603 1-866-661-1603

1490 Richmond St, London

[www.uwo.ca/actage/](http://www.uwo.ca/actage/)

**Huff n' Puff Seniors Fitness Association**

North London Optimist Community Centre

519-661-5854

1345 Cheapside St, London

[www.huffnpuffsa.com](http://www.huffnpuffsa.com)

**Accessible Seniors Aquatic Program**

Horton Street Seniors' Centre

519-434-9114

184 Horton St, London

[www.bgclondon.ca](http://www.bgclondon.ca)

**London Senior Games Board**

519-225-2381

[www.londonseniorgames.com](http://www.londonseniorgames.com)

**SMART™ Exercise Clinics - Victorian Order of Nurses (VON)**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

**Tai Chi Classes for Immigrant Seniors**

London InterCommunity Health Centre

519-660-0874

659 Dundas St E, London

[www.lihc.on.ca](http://www.lihc.on.ca)

**YMCA of Western Ontario**

[www.ymcawo.ca](http://www.ymcawo.ca)

- Centre Branch 519-667-3300  
382 Waterloo St, London
- Bob Hayward Branch 519-451-2395  
1050 Hamilton Rd, London
- Middlesex Centre 519-601-7033  
1 Tunks Lane, Komoka
- St Thomas-Elgin 519-631-2418  
20 High St, St Thomas
- Stoney Creek 519-667-4400  
920 Sunningdale Rd E, London
- Strathroy-Caradoc 519-245-6075  
305 Frances St, Strathroy



## 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) - Middlesex-Elgin**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

## Healthy Aging Programs

These programs promote the health and well-being of seniors through wellness and healthy aging programs, social and recreational activities and support groups.

### **Cherryhill Healthy Ageing Program – Victorian Order of Nurses (VON)**

1-866-865-6711

[www.vonmiddlesexelgin.ca](http://www.vonmiddlesexelgin.ca)

### **Third Age Outreach – St. Joseph’s Health Care**

519-661-1621

Kiwanis Seniors Community Centre, 78 Riverside Dr, London

[www.thirdageoutreach.ca](http://www.thirdageoutreach.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.

### **Dutton Dunwich Seniors’ Centre**

519-762-2364

185 Currie Rd, Dutton

### **Hamilton Road Seniors Centre**

519-661-5758

525 Hamilton Rd, London

[www.london.ca](http://www.london.ca)

**Horton Street Seniors' Centre**

519-434-9114

Boys and Girls Club of London, 184 Horton St, London

[www.bgclondon.ca](http://www.bgclondon.ca)**Westmount Gathering Place**

519-434-9115 ext 237

Boys and Girls Club of London, 505 Village Green Ave, London

[www.bgclondon.ca](http://www.bgclondon.ca)**Kiwanis Seniors Community Centre**

519-661-5740

78 Riverside Dr, London

[www.london.ca](http://www.london.ca)**Lions Senior Centre**

519-268-2025

2066 Dorchester Rd, Dorchester

[www.thamescentre.on.ca](http://www.thamescentre.on.ca)**London Seniors Recreation**

519-661-2500 ext 5769

*A community outreach program offered by the City at the following locations:*

- Argyle Seniors' Satellite,  
East London Library, 2016 Dundas St  
*Serves London's Argyle neighbourhood.*
- Berkshire Seniors' Satellite  
Berkshire Club, 500 Berkshire Dr  
*Serves the west area of London.*
- Boyle Seniors' Satellite  
Boyle Memorial Community Centre, 530 Charlotte St  
*Serves central London.*

**St Thomas Senior's Recreation Centre**

519-633-2850

225 Chestnut St, St Thomas

**Strathroy and Area Seniors' Centre**

519-245-8950

137 Frank St, Strathroy

[www.sascc.ca](http://www.sascc.ca)

## 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.

### **Aylmer Fifty Plus Club**

519-773-2351

31 Sinclair Cres, Aylmer

### **Canadian Pacific Railway Pensioners Association**

London Chapter, 311 Oakland Ave, London

[www.cp-pensioners.com](http://www.cp-pensioners.com)

### **Cherryhill Seniors Activity Club**

519-679-9687

190 Cherryhill Cir, London

### **Immigrant Seniors' Drop In**

519-660-0874

London Intercommunity Health Centre, 659 Dundas E

[www.lihc.on.ca](http://www.lihc.on.ca)

### **New Horizon's Seniors Club**

519-686-8600

Jalna Branch Library Building, 1119 Jalna Blvd, London

[www.slncr.org](http://www.slncr.org)

### **Sunshine Club - Port Burwell**

519-874-4026

Port Burwell

## 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.

**Fanshawe College**

519-452-4430

1001 Fanshawe College Blvd, London

[www.fanshawec.ca](http://www.fanshawec.ca)**London District Catholic School Board**

519-675-4436

1230 King St, London

[www.cfl.on.ca](http://www.cfl.on.ca)**Thames Valley District School Board**

519-452-2660

70 Jacqueline St, London

[www.tvdsb.ca/AAEducation.cfm](http://www.tvdsb.ca/AAEducation.cfm)**Western University, Continuing Studies**

519-661-3658

Citi Plaza, 355 Wellington St, Unit 240, London

[www.uwo.ca/cstudies](http://www.uwo.ca/cstudies)**Society for Learning in Retirement London**

519-438-3525

Grosvenor Lodge, 1017 Western Rd, London

[www.slrlondon.ca](http://www.slrlondon.ca)**Collège Boréal - London Access Centre**

519-451-5194

1-800-361-6673

Citi Plaza, 355 Wellington St, Ste 279, London

[www.boreal.on.ca](http://www.boreal.on.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.

**London Public Library**

519-661-4600

TTY: 519-432-8835

251 Dundas St, London, ON

[www.londonpubliclibrary.ca](http://www.londonpubliclibrary.ca)

Branches located in: Beacock, Byron, Carson, Cherryhill, Crouch, East London, Glanworth, Jalna, Lambeth, Landon, Masonville, Pond Mills, Sherwood, Stoney Creek and Westmount.

**Middlesex County Library**

519-245-8237 ext 4022

[www.middlesex.library.on.ca](http://www.middlesex.library.on.ca)

Branches located in: Ailsa Craig, Coldstream, Delaware, Dorchester, Glencoe, Ilderton, Komoka, Lucan, Melbourne, Mount Brydges, Newbury, Parkhill, Strathroy, Thorndale and Wardsville.

**Elgin County Library**

519-631-1460

450 Sunset Dr, St Thomas

[www.elgincounty.ca/library](http://www.elgincounty.ca/library)

Branches located in: Aylmer, Belmont, Port Burwell, Dutton, Port Stanley, Rodney, Shedden, Springfield, Straffordville and West Lorne.

**St Thomas Public Library**

519-631-6050

153 Curtis St, St Thomas

[www.st-thomas.library.on.ca](http://www.st-thomas.library.on.ca)

## 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.

**Pillar Nonprofit Network**

519-433-7876

Central Library, 2nd Fl, 251 Dundas St, London

[www.pillarnonprofit.ca](http://www.pillarnonprofit.ca)

# 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.

### **Family Service Thames Valley**

519-433-0159

TTY: 519-433-0183

125 Woodward Ave, London

[www.familyservicethamesvalley.com](http://www.familyservicethamesvalley.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](http://www.servicecanada.gc.ca)

*Federal pensions and benefits include the Canada Pension Plan (CPP), 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](http://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/](http://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](http://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.

#### **City of London**

Applications: 519-661-4520

General Inquiries: 519-661- 5432

TTY: 519-661-4889

Market Tower, 151 Dundas St, 2nd Fl, London

[www.london.ca](http://www.london.ca)

#### **Middlesex County**

Applications: 519-661-4520

399 Ridout St N, London

[www.middlesex.ca](http://www.middlesex.ca)

*Office in Strathroy.*

#### **St Thomas-Elgin**

519-631-9350

1-800-265-4362

423 Talbot St, St Thomas

[www.city.st-thomas.on.ca](http://www.city.st-thomas.on.ca)

**Ontario Disability Support Program (ODSP)  
Ministry of Community and Social Services**

519-438-5111

1-800-265-4197

TTY: 519-663-5276

217 York St, Suite 203, London

[www.mcscs.gov.on.ca](http://www.mcscs.gov.on.ca)

*The Ontario Disability Support Program provides income and employment support services to adults with a disability.*

## Other Financial Assistance

**Discretionary Benefits**

*Some municipalities offer various types of emergency financial assistance and discretionary benefits to assist with utilities, nursing and homemaking, child care and other needs.*

**City of London**

519-661-5910 ext 1

Market Tower, 151 Dundas St, 2nd Fl, London

[www.london.ca/residents/social-services](http://www.london.ca/residents/social-services)**Middlesex County**

519-661-4520 ext 3

399 Ridout St N, London

[www.middlesex.ca/departments/social-services](http://www.middlesex.ca/departments/social-services)**Salvation Army**

*Provides services to help with basic needs including food, housing and utilities.*

Centre of Hope, 281 Wellington St, London

519-661-0343

1-866-685-4600

[www.centreofhope.ca](http://www.centreofhope.ca)

105 Edward St, St Thomas

519-631-6202

[www.salvationarmy.ca](http://www.salvationarmy.ca)

71 Maitland Terr, Strathroy

519-245-5398

[www.salvationarmy.ca](http://www.salvationarmy.ca)



**Canadian Red Cross – St Thomas/Elgin**

519-631-1611

141 Wellington St, St Thomas

[www.redcross.ca](http://www.redcross.ca)*Assists families with low incomes with their Union Gas bill.***St Thomas Elgin Advocacy Centre**

519-633-7777

Seniors Line: 1-866-664-8704

550A Talbot St, St Thomas

*Offers help in dealing with government programs like Canada Pension Plan, ODSP and Ontario Works. Phone line for seniors to call to receive assistance about financial relief.*

## Employment Assistance

**Employment Ontario**

1-800-387-5656

[www.tcu.gov.on.ca/eng/employmentontario/](http://www.tcu.gov.on.ca/eng/employmentontario/)

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](http://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](http://www.servicecanada.gc.ca)

Local Service Canada Service Centres:

- Dominion Public Building, 457 Richmond St, London
- 34 Frank St, Strathroy
- Talbot Commons, 1010 Talbot St, Unit 34, St Thomas

### Service Ontario

1-800-267-8097

TTY: 1-800-268-7095

[www.serviceontario.ca](http://www.serviceontario.ca)

#### Elgin Counters:

615 John St N, Alymer

199 Currie Rd, Dutton

41 Mondamin St, Unit 6, St Thomas

217 Furnival Rd, West Elgin

#### London Counters:

920 Commissioners Rd E, Ste 118

100 Dundas St, Main Floor

1790 Dundas St E, Unit 18

2295 Wharncliffe Rd S

217 York Street, 5th Floor

**Middlesex County Counters:**

4179 Hamilton Rd, Dorchester  
 218 Main St, Parkhill  
 323 Caradoc St South, Strathroy

## 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](http://www.southwesthealthline.ca).

## Federal Representatives

<b>Elgin-Middlesex-London - Joe Preston</b> 1-866-404-0406 <a href="http://www.joeprestonmp.ca">www.joeprestonmp.ca</a>	519-637-2255
<b>Lambton-Kent-Middlesex - Bev Shipley</b> 1-800-586-4614 <a href="http://www.bevshipley.ca">www.bevshipley.ca</a>	519-245-6561
<b>London West - Ed Holder</b> <a href="http://www.edholdermp.ca">www.edholdermp.ca</a>	519-473-5955
<b>London-Fanshawe - Irene Mathysen</b> <a href="http://www.irenemathysen.ca">www.irenemathysen.ca</a>	519-685-4745
<b>London-North-Centre - Susan Truppe</b> <a href="http://www.susantruppemp.ca">www.susantruppemp.ca</a>	519-663-9777

## Provincial Representatives

<b>Elgin-Middlesex-London - Jeff Yurek</b> 1-800-265-7638 <a href="http://www.jeffyurekmpp.com">www.jeffyurekmpp.com</a>	519-631-0666
<b>Lambton-Kent-Middlesex - Monte McNaughton</b> <a href="http://www.montemcnaughtonmpp.ca">www.montemcnaughtonmpp.ca</a>	519-245-8696
<b>London North Centre - Hon Deb Matthews</b> <a href="http://www.debmatthews.ca">www.debmatthews.ca</a>	519-432-7339
<b>London West - Peggy Sattler</b> <a href="http://www.peggysattler.ca">www.peggysattler.ca</a>	519-657-3120

**London-Fanshawe - Teresa J Armstrong**  
www.teresaarmstrong.com

519-668-1104

## 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.*

**Information London**

www.info.london.on.ca

*Online social services directory for London and Middlesex.*

**211 Ontario**

Phone: 211

**TTY: 1-866-488-9311**

www.211ontario.ca

*Phone-based community information and referral service.*

**Seniors Helpline**

**London and District Distress Centre**

519-667-6600

www.londondistresscentre.com

*Provide telephone support, resources and problem solving skills.*

## Health Information

**Health Care Options**

**Ontario Ministry of Health and Long-Term Care**

www.health.gov.on.ca/en/public/programs/hco/

*Website providing information about health care in Ontario including wait times, finding a doctor, and a directory of health care services.*

**Telehealth Ontario**

1-866-797-0000

TTY: 1-866-797-0007

[www.health.gov.on.ca](http://www.health.gov.on.ca)*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/](http://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](http://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](http://www.ontariopoisoncentre.com)**Seniors Information****Seniors' INFOnline - Ontario Seniors' Secretariat**

1-888-910-1999

TTY: 1-800-387-5559

[www.seniors.gov.on.ca](http://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](http://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/](http://www.phac-aspc.gc.ca/seniors-aines/)*Resources and publications on aging and seniors.*

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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](mailto:gethelp@sw.ccac-ont.ca)**.



*Connecting you with care  
Votre lien aux soins*

**South West  
CCAC CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires

*du Sud-Ouest*

[www.healthcareathome.ca/southwest](http://www.healthcareathome.ca/southwest)