London-Middlesex-Elgin

Seniors Scene

EMPOWERING SENIORS THROUGH INFORMATION

SouthWesthealthline.ca
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.

Other Options for Finding a Family Doctor

London and District Academy of Medicine
519-673-0950, 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

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

Victoria Hospital Emergency Department
800 Commissioners Rd E, London 519-685-8141
www.lhsc.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

**Red Cross Care Partners (Elgin)**
1-800-443-4615
www.redcrosscarepartners.ca
Revera Home Health - London*
519-432-3726  1-800-897-7062
www.reveraliving.com

Saint Elizabeth Health Care*
519-668-2997
www.saintelizabeth.com

Victorian Order of Nurses (VON) Middlesex-Elgin
1-866-865-6711
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

VHA Rehab Solutions
519-645-2410
www.vha.ca

Additional home health care providers can be found online at 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

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

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

London Consistory Club
519-685-5972
Medical equipment loans

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.

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
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.

South West Seniors Scene
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
*Includes Seniors’ fare and paratransit services.*

**St Thomas Transit** *
519-631-0001 Schedules and Times: 226-212-0320  
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
*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
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
*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
*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
*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.wechc.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

**Victorian Order of Nurses (VON)**  
1-866-865-6711  
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

**London Medical Transportation Systems**  
519-659-4809  
1-866-827-5687  
www.lmts.ca

**TLC Patient Transport**  
519-615-4026

**Voyageur Patient Transfer Service**  
519-455-1390  
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.”
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
519-685-4070
Parkwood Hospital
801 Commissioners Rd E, London
www.sjhclondon.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 under “Foot Care” or “Chiropody Clinics.”

**Victorian Order of Nurses (VON) Middlesex-Elgin**
1-866-865-6711
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

**Victorian Order of Nurses (VON) Middlesex-Elgin**
- Elgin-St Thomas
  519-637-6408
  1-866-865-6711
  www.vonmiddlesexelgin.ca
- Middlesex-Strathroy
  519-245-3170
  1-800-265-7058
  www.vonmiddlesexelgin.ca

**West Elgin Community Health Centre**
519-768-1715
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  

Victorian Order of Nurses (VON) Middlesex-Elgin  
1-866-865-6711  
www.vonmiddlesexelgin.ca  

West Elgin Community Health Centre  
519-768-1715  
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  

West Elgin Community Health Centre  
519-768-1715  
www.wechc.on.ca  

Home Maintenance and Repair Referral  
Victorian Order of Nurses (VON) Middlesex-Elgin  
1-866-865-6711  
www.vonmiddlesexelgin.ca  
*Available in Middlesex County only.*  

Over 55 London  
519-438-1111  
www.over55london.ca  

South West Seniors Scene
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
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.

**Alzheimer Outreach Services of McCormick Home**  519-439-9336
2022 Kains Rd, London
www.alzheimeroutreach.org

**Bobier Villa** ................................................... 519-762-2417
1 Bobier Lane, 29491 Pioneer Line, Dutton
www.elginhomes.ca

**Craigwiel Gardens** ............................................. 519-293-3215
221 Ailsa Craig Main St, Ailsa Craig
www.craigwielgardens.on.ca

**Dearness Home** .................................................. 519-661-0400 ext 8278
710 Southdale Rd E, London
www.london.ca

**Four Counties Health Services** .............. 519-693-7111 ext 2443
1824 Concession Dr, Newbury
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

**Terrace Lodge** ................................................ 519-773-9205
475 Talbot St E, Aylmer
www.elgincounty.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/respite-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
Offers overnight respite for people living with Alzheimer disease.
Looking for a New Home

Many housing options exist, whether you’re looking for rent-g 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

**City of London Housing Access Centre**
519-661-0861 TTY: 519-661-4889
379 Dundas St, Ste 116, London
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-g 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

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

**London Housing Registry**
519-434-3344
379 Dundas St, Ste 203, London
www.londonhousingregistry.com

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

South West Seniors Scene
Housing Stability Fund - Centre of Hope
Salvation Army
519-661-0343 1-866-685-4600
281 Wellington St, London
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 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
**Cheshire** .......................... 519-439-4246
1-800-265-4758
www.cheshirelondon.ca

**Four Counties Community Villa**  .......... 519-693-7111 ext 2478
1888 Concession Dr, Newbury
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

**West Elgin Community Health Centre**  .......... 519-768-1715
153 Main St, West Lorne
www.wechc.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

*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

Caressant Care on Bonnie Place Retirement Home* 519-633-6493
15 Bonnie Pl, St Thomas
www.caressantcare.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

Horizon Place Retirement Residence * ............... 519-641-6330
760 Horizon Dr, London
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

Kensington Village Retirement Home * ............... 519-455-3910
1340 Huron St, London
www.kensingtonvillage.org

Longworth Retirement Residence * .................. 519-472-1115
600 Longworth Rd, London
www.longworthcare.com

Masonville Manor ................................................. 519-663-0220
350 North Centre Rd, London
www.masonvillemanor.com

Maple View Terrace * .......................................... 519-434-4544
279 Horton St, London
www.reveraliving.com/mapleviewterrace

Metcalfe Gardens Retirement Residence * ....... 519-631-9393
45 Metcalfe St, St Thomas
www.diversicare.ca

Prince George Retirement Residence * ........... 519-227-1268
139 Main St, Lucan
www.princegeorgerr.com

Queens Village for Seniors * ....................... 519-433-4066
518 Queens Ave, London
www.queensvillage.ca
Richmond Woods Retirement Village * .................. 519-850-5060
200 North Centre Rd, London
www.richmondwoods.sifton.com

Seasons Strathroy Retirement Community * .......... 519-246-1118
3230 Napperton Dr, Strathroy
www.seasonsretirement.com

Waverley Mansion Retirement Residence * ............ 519-667-1381
10 Grand Ave, London
www.diversicare.ca

Windermere on the Mount Retirement and Senior Apartments * ........................................ 519-432-9863
1486 Richmond St, London
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 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

South West Seniors Scene
Bobier Villa * ............................................. 519-762-2417
1 Bobier Lane, 29491 Pioneer Line, Dutton
www.elginhomes.ca

Caressant Care on Bonnie Place ................. 519-633-6493
15 Bonnie Pl, St Thomas
www.caressantcare.com

Caressant Care on Mary Bucke .................. 519-633-3164
4 Mary Bucke St, St Thomas
www.caressantcare.com

Chartwell Aylmer ..................................... 519-773-3423
465 Talbot St W, Aylmer
www.chartwell.com

Chartwell London ..................................... 519-434-2727
2000 Blackwater Rd, London
www.chartwell.com

Chartwell Parkhill .................................... 519-294-6342
250 Tain St, Parkhill
www.chartwell.com

Chelsey Park Nursing Home * .................... 519-432-1855
310 Oxford St W, London
www.chelseypark.com

Country Terrace * .................................... 519-657-2955
10072 Oxbow Dr, Komoka
www.omniway.ca

Craigwiel Gardens-Craigholme Nursing Home* .... 519-293-3215
221 Ailsa Craig Main St, Ailsa Craig
www.craigwielgardens.on.ca

Dearness Home * ..................................... 519-661-0400
710 Southdale Rd E, London
www.london.ca

Elgin Manor * ......................................... 519-631-0620
39262 Fingal Line, St Thomas
www.elginhomes.ca
Elmwood Place ............................................. 519-433-7259
46 Elmwood Pl W, London
www.reveraliving.com

Extendicare London * ..................................... 519-433-6658
860 Waterloo St, London
www.extendicarecanada.com

Extendicare Port Stanley * ............................... 519-782-3339
4551 East St, Port Stanley
www.extendicarecanada.com

Henley Place .................................................. 519-951-0220
1961 Cedarhollow Blvd, London
www.primacareliving.com

Kensington Village Long-Term Care ... 519-455-3910 ext 221
1340 Huron St, London
www.kensingtonvillage.org

McCormick Home * ....................................... 519-432-2648
2022 Kains Rd, London
www.mccormickhome.on.ca

McGarrell Place * .......................................... 519-672-0500
355 McGarrell Dr, London
www.reveraliving.com

Meadow Park Long Term Care * ...................... 519-686-0484
1210 Southdale Rd E, London
www.jarlette.com

Middlesex Terrace * ....................................... 519-652-3483
2094 Gideon Dr, Delaware
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

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/
peopleCare Oakcrossing London ................... 519-641-0023
1242 Oakcrossing Rd, London
www.peoplecare.ca

Sprucedale Care Centre .......................... 519-245-2808
96 Kittridge Ave E, Strathroy
www.sprucedale.ca

Strathmere Lodge* ......................... 519-245-2520
599 Albert St, Strathroy
www.middlesex.ca

Terrace Lodge* .......................... 519-773-9205
475 Talbot St E, Aylmer
www.elgincounty.ca

Valleyview Home Long-Term Care* .......... 519-631-1030
350 Burwell Rd, St Thomas
www.stthomas.ca

Village of Glendale Crossing Long-Term Care .. 519-668-5600
3030 Singleton Ave, London
www.schlegelvillages.com

Westmount Gardens Long Term Care Community . 519-472-6424
590 Longworth Rd, London
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
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
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

Atlohsa Native Family Healing Services
519-438-0068
343 Richmond St, Suite 109, London
www.atlohsa.com

N’Amerind (London) Friendship Centre
519-672-0131
379 Dundas Street, London
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

Kiikeewanniikaan - Southwest Regional Healing Lodge
519-289-0148 1-800-328-2616
275 Jubilee Rd, Muncey
www.swrhl.ca

Munsee-Delaware Nation - Health Centre
519-289-2220
279 Jubilee Rd, Muncey
www.munseedelawarenation.org/health

Southern Ontario Aboriginal Diabetes Initiative
519-350-6789
279 Jubilee Rd, Muncey
www.soadi.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.

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.

London and Middlesex County Immigration Portal
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 & 131 Wellington St, London
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
Resettlement and employment assistance and cultural transition counselling for Francophone immigrants and newcomers who speak French.
Association canadienne-francaise de l’Ontario – London-Sarnia Regional Council
519-850-2236
495 Richmond St, Unit 200, London
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
*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
*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
*Connects newcomers with job opportunities in Ontario.*

LUSO Community Services
519-452-1466
1193 Oxford St E, Unit 2, London
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.slnrc.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  
*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  
*Confidential telephone support for seniors and their caregivers.*

**London Block Parent Program**  
519-661-5855  
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  
*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. 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

**Victim Support Line**
**Ontario Ministry of the Attorney General**
1-888-579-2888  TTY: 416-325-4935  
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

City of London Police Service
519-661-5670
TTY: 519-661-6472
www.police.london.ca

Ontario Provincial Police
1-888-310-1122
TTY: 1-888-310-1133
www.opp.ca
Elgin Detachment: 519-631-2920
Middlesex Detachment: 519-245-2323

St Thomas Police Service
519-631-1364
www.stps.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
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
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
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
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.

CareWish - St. Joseph’s Health Care
519-646-6100 ext 66029
268 Grosvenor St, London
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
*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.*

London Transplant Gift of Life Association
519-641-7549
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
*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.

CARP, London Chapter
519-432-2789
www.carp.ca/london
National association advocates for 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.

Council for London Seniors
519-433-0625
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
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
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.

South West Seniors Scene
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.

Armed Forces Pensioners’/Annuittants’ Association of Canada
613-432-9491
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
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
Confidential telephone support for seniors and their caregivers.

Mental Health Helpline
1-866-531-2600
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
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
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
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/
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
Provides inpatient and outpatient services.
Mission Services of London
519-672-8500
457 York St, London
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
Provides free confidential counselling for all ages.

Addictions

Drug and Alcohol Helpline of Ontario
1-800-565-8603
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
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
Support group meetings for people dealing with alcoholism.

Narcotics Anonymous - London
1-888-811-3887
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
801 Commissioners Rd E, London
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
Hospice volunteer visiting and bereavement support.

Serenity House Hospice
519-637-3034
750 Talbot St, Ste 202, St Thomas
www.serenityhousehospice.ca
Day programs, support groups and bereavement support.

St Joseph’s Hospice
519-438-2102
485 Windermere Rd, London
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
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.sjhclondon.on.ca/complex-care/palliative-care
Inpatient care within a special unit.

Canadian Virtual Hospice
1-866-288-4803
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  
*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  
The Skill Centre, 141 Dundas St, 6th Fl, London  
www.dayacounselling.on.ca/bereavement  
*Bereavement education resources.*

Good Grief Resource Centre  
519-697-4541  
936 Lorne Ave, London  
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.

South West Self-Management Program  
1-855-463-5692  
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  

Elgin-St Thomas  
1-888-565-1111  
www.alzheimerelgin.ca  

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

South West Seniors Scene
Canadian Cancer Society .......................... 519-432-1137
www.cancer.ca

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

Heart and Stroke Foundation of Ontario ...... 519-679-0641
www.heartandstroke.com

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

Osteoporosis Canada ............................... 519-457-0624
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.

London Parks and Recreation Department - Spectrum
519-661-5575 TTY: 519-661-4889
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

Canadian Centre for Activity and Aging
519-661-1603 1-866-661-1603
1490 Richmond St, London
www.uwo.ca/actage/
Huff n’ Puff Seniors Fitness Association
North London Optimist Community Centre
519-661-5854
1345 Cheapside St, London
www.huffnpuffsfa.com

Accessible Seniors Aquatic Program
Horton Street Seniors’ Centre
519-434-9114
184 Horton St, London
www.bgclondon.ca

London Senior Games Board
519-225-2381
www.londonseniorgames.com

SMART™ Exercise Clinics - Victorian Order of Nurses (VON)
1-866-865-6711
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

YMCA of Western Ontario
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

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

**Third Age Outreach – St. Joseph’s Health Care**
519-661-1621
Kiwanis Seniors Community Centre, 78 Riverside Dr, London
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
Horton Street Seniors’ Centre
519-434-9114
Boys and Girls Club of London, 184 Horton St, London
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

Kiwanis Seniors Community Centre
519-661-5740
78 Riverside Dr, London
www.london.ca

Lions Senior Centre
519-268-2025
2066 Dorchester Rd, Dorchester
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

South West Seniors Scene
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

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

New Horizon’s Seniors Club
519-686-8600
Jalna Branch Library Building, 1119 Jalna Blvd, London
www.slnrc.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

London District Catholic School Board
519-675-4436
1230 King St, London
www.cfll.on.ca

Thames Valley District School Board
519-452-2660
70 Jacqueline St, London
www.tvdsb.ca/AAEducation.cfm

Western University, Continuing Studies
519-661-3658
Citi Plaza, 355 Wellington St, Unit 240, London
www.uwo.ca/cstudies

Society for Learning in Retirement London
519-438-3525
Grosvenor Lodge, 1017 Western Rd, London
www.slrlondon.ca

Collège Boréal - London Access Centre
519-451-5194 1-800-361-6673
Citi Plaza, 355 Wellington St, Ste 279, London
www.borealc.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.
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
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

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), 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.*

South West Seniors Scene
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.

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

Middlesex County
Applications: 519-661-4520
399 Ridout St N, London
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
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.mcss.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

Middlesex County
519-661-4520 ext 3
399 Ridout St N, London
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
105 Edward St, St Thomas
519-631-6202
www.salvationarmy.ca
71 Maitland Terr, Strathroy
519-245-5398
www.salvationarmy.ca
Canadian Red Cross – St Thomas/Elgin
519-631-1611
141 Wellington St, St Thomas
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/

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:
• 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

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.

**Federal Representatives**

**Elgin-Middlesex-London - Joe Preston**
519-637-2255
1-866-404-0406
www.joeprestonmp.ca

**Lambton-Kent-Middlesex - Bev Shipley**
519-245-6561
1-800-586-4614
www.bevshipley.ca

**London West - Ed Holder**
519-473-5955
www.edholdermp.ca

**London-Fanshawe - Irene Mathyssen**
519-685-4745
www.irenemathyssen.ca

**London North Centre - Susan Truppe**
519-663-9777
www.susantruppemp.ca

**Provincial Representatives**

**Elgin-Middlesex-London - Jeff Yurek**
519-631-0666
1-800-265-7638
www.jeffyurekmpp.com

**Lambton-Kent-Middlesex - Monte McNaughton**
519-245-8696
www.montemcnauthonmpp.ca

**London North Centre - Hon Deb Matthews**
519-432-7339
www.debmatthews.ca

**London West - Peggy Sattler**
519-657-3120
www.peggysattler.ca
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**
*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
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/
Resources and publications on aging and seniors.
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London-Middlesex-Elgin
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