



A Guide for Older Adults, Caregivers and Service Providers

# Halton Older Adults' Directory







## Message from the Halton Regional Chair Gary Carr

Halton Region prioritizes the health and safety of all residents by providing programs and services that are catered to the needs of the community. Supporting older adults in staying active and independent while creating aging-friendly environments are important parts of this work.



Adults 65 years of age and older represent a growing segment of Halton's population. Latest estimates suggest that by 2035 the number of older adults living in Halton will have grown from 95,840 (2020 Canada census) to 160,000 residents.

Halton Region's Older Adult Advisory Committee (OAAC) has worked diligently to provide this user-friendly reference guide for older adults, caregivers and service providers in Halton. In this directory you will find valuable information about local programs and services—including health care, financial aid, recreation and community support groups—which support a high quality of life for older adults in our community. OAAC provides many other informative publications, including a variety of Fast Facts and Housing Information for Older Adults, which you can find at [halton.ca](http://halton.ca).

I'd like to congratulate the Older Adult Advisory Committee on their work to support older adults in Halton. Your efforts in our community help keep Halton a great place to live, work, raise a family and retire.

Sincerely,

A handwritten signature in black ink that reads "Gary Carr". The signature is fluid and cursive.

Gary Carr  
Halton Regional Chair

# Emergency/Crisis Services

## Emergency services

Ambulance, fire and police emergency response ..... call 911

## Community/Crisis services

Crisis Outreach and Support Team (COAST)  
Toll free ..... 1-877-825-9011  
**www.halton.cmha.ca**

Sexual Assault & Violence Intervention  
Services (SAVIS) of Halton  
Crisis line..... 905-875-1555  
**www.savisofhalton.org**

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

## Elder abuse

If you are experiencing an immediate threat to your safety, call 911.

## Distress lines

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

## Poison information

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

## Crisis housing

Lighthouse Shelter (Oakville) ..... Call 311  
**www.salvationarmyOakville.ca**  
Halton Women's Place emergency shelters  
North Halton..... 905-878-8555  
South Halton..... 905-332-7892  
**www.haltonwomensplace.com**

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

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## Community Information

### Non-emergency contacts

#### Police

Halton Regional Police Service  
..... 905-825-4777

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

**www.haltonpolice.ca**

Ontario Provincial Police  
Toll free ..... 1-888-310-1122

**www.opp.ca**

#### Fire departments

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

Burlington ..... 905-637-8207

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

Milton..... 905-878-9251

Oakville ..... 905-637-8253

### Local municipal government services

Burlington City Hall..... 905-335-7777

Halton Hills Town Hall ..... 905-873-2600

Milton Town Hall ..... 905-878-7252

Service Oakville ..... 905-845-6601

### Halton Region government services

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

Visit **www.halton.ca**

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

Toll free ..... 1-866-442-5866

TTY ..... 905-827-9833

Fax..... 905-825-9010

Address ..... 1151 Bronte Road, Oakville L6M 3L1

Email: **accesshalton@halton.ca**

Note: Telephone service is available in multiple languages.

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

# 311

Call 311 or visit  
**www.halton.ca**



# Community Information

## Halton Information Providers (HIP)

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

### Information Burlington

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

### Information Halton Hills

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

### Information Milton

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

### Information Oakville

Oakville Central Library, 120 Navy St.  
..... 905-815-5952

**[www.hipinfo.info](http://www.hipinfo.info)**

## Ontario 211

211 Ontario is a free provincial helpline and online searchable directory to help Ontario residents find and navigate community, health, social and government services in their community. Available 24/7 in more than 150 languages.

Phone..... Call 211

**[www.211ontario.ca](http://www.211ontario.ca)**



## Bell Canada Accessibility Services

This service is provided by Bell Canada if you have a disability that prevents you from using a telephone directory. Available free to Bell home phone subscribers.

Bell Relay Services.....

Toll free ..... 1-800-268-9243

TTY ..... 1-800-855-0511

General Inquiries ..... 1-866-310-2355

## Government Programs, Pensions and Financial Aid

### Service Canada Locations

Burlington .....  
676 Appleby Line, Unit E108  
Georgetown .....  
232 Guelph St, 1st Floor  
Milton.....  
433 Steeles Ave E, Suite 103  
Oakville .....  
Trafalgar Village Mall: 117 Cross Ave, Unit  
B5

### Federal programs

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

Toll free ..... 1-800-622-6232

TYY ..... 1-800-926-9105

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

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

### Income security programs

Information on federal income security programs, including the list below.

Toll free ..... 1-800-277-9914

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

### Old Age Security (OAS)

Monthly pension to legal residents of Canada 65 years and older. Full pension paid to those who have lived in Canada for at least 40 years after turning 18 years of age. Partial pensions may be available.

### Guaranteed Income Supplement (GIS)

Monthly non-taxable benefit to low-income (OAS) recipients living in Canada.

### Allowance

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

### Allowance for Survivor

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

### Canada Pension Plan (CPP)

#### Retirement Pension

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

## Veterans Affairs Canada

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

Toll free ..... 1-866-522-2122

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



For a list of federal benefits visit [www.canadabenefits.gc.ca](http://www.canadabenefits.gc.ca)

## International pension benefits

Social security (pension) benefits if you or your deceased spouse or common-law partner lived or worked in another country.

Toll free ..... 1-800-454-8731

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

## Survivor benefits

- Death benefit: one-time payment
- Survivor's pension: monthly payment to spouse
- Children's benefit: monthly payment to dependent children

## Service Ontario Locations

For assistance with provincial programs visit your local Service Ontario office.

Burlington .....

344 Fairview St, Unit 5

Georgetown .....

280 Guelph St, 1st Floor

Milton.....

197 Main St E

Oakville.....

Trafalgar Village Mall: 105 Cross Ave, Unit A9

760 Pacific Rd, Unit 29

For assistance with provincial programs visit your local ServiceOntario office.

## Provincial programs

Call ServiceOntario for general information on all provincial government programs and services including Senior's Info Line and Ontario Ministry of Health and Long-Term Care.

Toll free ..... 1-800-267-8097

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

For more information refer to “A Guide to Programs and Services for Seniors” (back page of this directory) or OAAC’s “Government Income Sources for Older Adults”.

## Ontario Health Insurance Plan (OHIP)

Provides medical and hospital coverage. Your OHIP health card is used as identification for coverage. If your card is lost, damaged or expired, a photo identification health card is issued.

ServiceOntario ..... 1-866-532-3161  
**www.health.gov.on.ca**

## Ontario Disability Support Program (ODSP)

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

Ontario Ministry of Community and Social Services

North Halton ..... 1-800-567-6388  
South Halton ..... 905-637-4500  
TTY ..... 905-681-0720  
**www.mcscs.gov.on.ca**

## Guaranteed Annual Income System (GAINS)

Guaranteed Annual Income System (GAINS) ensures a guaranteed minimum income for Ontario senior citizens by providing monthly payments to qualifying pensioners.

Ontario Ministry of Finance

Toll free ..... 1-866-668-8297  
TTY ..... 1-800-263-7776

**www.fin.gov.on.ca**

## Ontario Drug Benefit Program

Helps eligible people pay for their prescription medications.

Service Ontario

Toll free ..... 1-866-532-1616  
TTY ..... 1-800-387-5559

## Assistive Devices Program

Helps people with long-term physical disabilities obtain equipment and supplies such as wheelchairs, walkers, hearing and communication devices, diabetic equipment and supplies, home oxygen and respiratory products.

Toll free ..... 1-800-268-6021

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

## Ontario Seniors Dental Care Plan

Provides free, routine dental care services for low-income adults 65 years and older.

Toll free ..... 1-833-207-4435

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

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

## Tax credits and benefits

### Ontario Senior Homeowners' Property Tax Grant

Grants up to \$500 for property taxes for residents 64 years or older who own their homes and meet income requirements.

Toll free ..... 1-866-668-8297

TTY ..... 1-800-263-7776

[www.ontario.ca/seniortaxgrant](http://www.ontario.ca/seniortaxgrant)

### Older Adults and/or Persons with Disabilities Property Tax Relief

For property owners who modify their homes to accommodate a person with a disability.

Municipal Property Assessment Corporation

Toll free ..... 1-866-296-6722

TTY ..... 1-877-899-6722

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

### Provincial Land Tax Deferral Program for Low-Income Older Adults and Persons with Disabilities

Annual deferral of part of the provincial land tax and education tax increases.

Toll free ..... 1-866-400-2122

TTY ..... 1-888-321-6774

[www.ontario.ca/rva](http://www.ontario.ca/rva)

### Disability Tax Credit

For persons with a severe and prolonged impairment in physical or mental function.

Toll free ..... 1-800-622-6232

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

### Compassionate Care Benefits

Employment Insurance (EI) benefits paid to people who must leave work temporarily to provide care/support to an ill family member.

Toll free ..... 1-800-622-6232

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

### Provincial tax credits and refunds

Ontario Ministry of Finance

General inquiries ..... 1-866-668-8297

TTY ..... 1-800-263-7776

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

### Ontario Trillium Benefit

Combines the Ontario Sales Tax Credit with the Energy and Property Tax Credit.

General inquiries ..... 1-866-668-8297

[www.ontario.ca/trilliumbenefit](http://www.ontario.ca/trilliumbenefit)

## Regional programs

### Emergency assistance

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

Many local businesses, such as grocery stores and taxi services, provide discounts to older adults. Special offers are also given to older adults by many credit unions, banks and trust companies.

### Older Adult Property Tax Deferral Program

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

For more information call 311

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

### Local Municipalities

City of Burlington ..... 905-335-7750

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

Town of Halton Hills ..... 905-873-2601

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

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

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

Town of Oakville ..... 905-338-4222

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

Local Municipalities may also offer property tax grants or rebates to older adults.

## Help with your taxes

### Learn about your taxes

Free online course to help you file a basic form.

**[www.canada.ca/en/services/taxes.html](http://www.canada.ca/en/services/taxes.html)**

Under “Personal income tax” and “Learn about your taxes.”

You can also refer to “A Guide to Programs and Services for Seniors” (see back page for information).

### Free income tax clinics

Clinics are held in various locations. Contact your local Halton Information Providers (HIP). See page 7 for more information.

**[www.seniors.hipinfo.ca](http://www.seniors.hipinfo.ca)**

## Other financial information

### Halton Consumer Credit Counselling Services

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

Burlington ..... 905-637-5256

Oakville ..... 905-845-3811

Toll free ..... 1-866-457-0234

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

### The Home & Vehicle Modification® Program

The Home & Vehicle Modification® Program provides funding for basic home and/or vehicle modifications to enable adults with disabilities that restrict mobility to continue living safely in their homes, avoid job loss and participate in their communities.

Ontario March of Dimes

Toll free ..... 1-877-369-4867

**[www.marchofdimes.ca/hvmp](http://www.marchofdimes.ca/hvmp)**

## Health Care

### Patient transfers (non-emergency)

Halton Region Paramedic Services

Call 311 or 905-825-6000

Toll free ..... 1-866-442-5866

Patient Transfers Ontario

Toll free ..... 1-866-527-9191

For a list of private transfer services, call 211.

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

## Hospitals

### Halton

Joseph Brant Hospital (Burlington)

..... 905-632-3730

**[www.josephbranthospital.ca](http://www.josephbranthospital.ca)**

### Halton Healthcare Services

Georgetown Hospital ..... 905-873-0111

Milton District Hospital..... 905-878-2383

Oakville Trafalgar Memorial Hospital

..... 905-845-2571

**[www.haltonhealthcare.com](http://www.haltonhealthcare.com)**

### Hamilton

#### Hamilton Health Sciences

Hamilton General Hospital . 905-521-2100

St. Peter's Hospital ..... 905-777-3837

Juravinski Hospital..... 905-521-2100

**[www.hamiltonhealthsciences.ca](http://www.hamiltonhealthsciences.ca)**

Juravinski Cancer Centre ... 905-387-9495

**[www.jcc.hhsc.ca](http://www.jcc.hhsc.ca)**

#### St. Joseph's Healthcare Hamilton

Charlton Campus ..... 905-522-1155

King Campus ..... 905-522-1155

West 5th Campus ..... 905-522-1155

**[www.stjosham.on.ca](http://www.stjosham.on.ca)**

### Brampton/Mississauga

#### William Osler Health System

Brampton Civic Hospital ... 905-494-2120

Etobicoke General Hospital 905-494-2120

Peel Memorial Hospital .... 905-494-2120

**[www.williamoslerhs.on.ca](http://www.williamoslerhs.on.ca)**



## Trillium Health Partners

Credit Valley Hospital . . . . . 905-813-2200

Mississauga Hospital . . . . . 905-848-7100

Queensway Health Centre. . 416-259-6671

**[www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca)**

## Guelph

St. Joseph's Health Centre Guelph

. . . . . 519-824-6000

**[www.sjhcg.ca](http://www.sjhcg.ca)**

Guelph General Hospital. . . . 519-822-5350

**[www.gghorg.ca](http://www.gghorg.ca)**

## Where to find a doctor

Health Care Connect

This service provides assistance to individuals searching for a health care provider.

Toll free . . . . . 1-800-445-1822

**[www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect)**

## Walk-in clinics

Visit **[www.hipinfo.info](http://www.hipinfo.info)** or see contact information on page 7.

## Telehealth Ontario

Free, confidential health advice and information from a registered nurse (24 hours a day, 7 days a week).

Toll free . . . . . 1-866-797-0000

## Sexual health clinics

Halton Region

Call 311 or visit **[www.halton.ca](http://www.halton.ca)**

## Immunization information

Call 311 or visit **[www.halton.ca](http://www.halton.ca)**

## Pharmacies

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

## Ontario Health Team Healthlines

Burlington . . . . . 905-639-5228

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

**[healthcareathome.ca/hnhb/en](http://healthcareathome.ca/hnhb/en)**

Halton Hills, Milton and Oakville

. . . . . 905-855-9090

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

**[healthcareathome.ca/mh/en](http://healthcareathome.ca/mh/en)**

# Home and Community Support Programs

## Home and Community Support Programs

### Home and Community Care Support Services

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

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

### Adult day programs

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

#### \*Acclaim Health Dementia Care Locations

Burlington ..... 905-632-8168  
Oakville ..... 905-847-9559  
Toll free ..... 1-800-387-7127  
**www.acclaimhealth.ca**

#### Halton Region's Adult Day Programs

\* Friends' Landing, Milton Place, (Milton)  
Silver Creek Place (Georgetown)

Call 311 or visit **www.halton.ca**

\* Programs designed to meet the needs of persons with dementia or memory problems.

### Acclaim Health Seniors Day Programs

Oakville (Speers Rd.) ..... 905-847-9559  
Oakville (Dundas St.) ..... 905-847-3394  
**www.senaca.ca**

Senior Activation Maintenance (SAM) Program ..... 905-689-5244  
**www.samprogram.ca**

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

### Wellness House

Burlington ..... 905-632-5358  
**www.josephbranthospital.ca**

### Attendant care

#### March of Dimes Canada, Halton Outreach Attendant Services

Trained outreach attendants provide personal care and prepare meals.

Burlington ..... 905-631-9683  
Toll free ..... 1-866-631-9683  
Oakville ..... 905-845-7412  
Toll free ..... 1-877-427-6990  
**www.marchofdimes.ca**

# Home and Community Support Programs

## Dental care

The Ontario Seniors Dental Care Program (OSDCP) is a government-funded dental care program. It provides free, routine dental services for low-income seniors who are 65 years of age or older. For questions about eligibility, how to apply or how to access services in Halton, please call 311.

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

## Fall prevention assessment and exercise

Home and Community Care Support Services provides intakes and assessments.

Call your local Ontario Health Team for more information.

Burlington..... 905-945-4930, ext. 4212

Halton Hills, Milton and Oakville

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

## Fall prevention and exercise classes

Home Support Exercise Program (HSEP)  
Acclaim Health..... 905-827-8800

Home Support Exercise Program (HSEP)

March of Dimes Canada

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

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

Toll free ..... 1-800-463-6612

Strong and Steady Exercise Program  
at Oakville Trafalgar Memorial Hospital  
(Physician referral)..... 905-338-436

VON Falls Prevention Classes Burlington  
Locations.....905-529-0700, ext 2282

YMCA Burlington

Balance and LiveWell Program

..... 905-632-5000

Life Mark..... 1-800-315-4417

## Family Caregiver Supports

Caring for our loved ones at home is demanding. Today, many people are providing needed care for a spouse, parent or other relative to the point where their own health may be threatened. There are a growing number of organizations dedicated to supporting family caregivers through online information and training, in-home services and respite care.

### Acclaim Health

Caregiver education and support  
905-847-9559

### Halton Regional Police Services Older Adult Support Team

..... 905-825-4747

### Crisis Outreach and Support Team (COAST)

Toll free ..... 1-877-825-9011  
[www.halton.cmha.ca](http://www.halton.cmha.ca)

### Health Connect Ontario (formerly Telehealth Ontario)

Connect with a registered nurse  
day or night for free, secure  
and confidential health advice.  
Call 811  
[www.healthconnectontario.health.gov.on.ca/static/guest/home](http://www.healthconnectontario.health.gov.on.ca/static/guest/home)

### Home and Community Care Support Services (HCCSS)

HCCSS provides in-home assessments to determine eligibility for caregiver respite services.

To contact a Care Coordinator:

Burlington ..... 905-639-5228

Oakville, Milton, Halton Hills . 905-855-9090

Toll Free ..... 1-877-336-9090

### Home and Community Care Support Services Mississauga Halton – Regional Learning Centre

Provides online and in-person education for caregivers and families.

..... 905-829-7006  
[www.regionallearningcentre.ca](http://www.regionallearningcentre.ca)

### Ontario Caregiver Organization

An online resource offering a wide range of resources and supports including a 24/7 phone helpline, peer support, podcasts, webinars and more.

..... 1-833-416-2273  
[www.ontariocaregiver.ca](http://www.ontariocaregiver.ca)

### St. John Ambulance – Halton Region Branch – Home Caregiver Support Program

An online training program for caregivers and family members.

..... 905-469-9325  
[www.niagarafalls-sja.ca/courses-and-training/home-caregiver-support](http://www.niagarafalls-sja.ca/courses-and-training/home-caregiver-support)

# Home and Community Support Programs

## Carpenter Hospice Caregiver Support

Leading the way to establish more outreach programs in the community and to offer more onsite resources to caregivers.

..... 905-631-9994

## Caregiver Exchange

A resource for caregivers that provides access to information about services and articles related to caregiving.

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

## Carechannel by Saint Elizabeth Foundation

A library of instructional content and practical videos that teach family caregivers a whole host of hands-on care skills in five languages.

..... 1-866-948-8593

[www.carechannel.elizz.com](http://www.carechannel.elizz.com)

## Caregiver Financial Support Employment Insurance Benefits

Provides financial support should you need to leave work to care for a critically ill or injured person.

[www.canada.ca/en/services/benefits/ei/caregiving.html](http://www.canada.ca/en/services/benefits/ei/caregiving.html)

## Canada Caregiver Tax Credit

You may be able to claim the Canada Caregiver Tax Credit if you support your spouse or common-law partner (or a close relative) with a physical or mental impairment.

[www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/canada-caregiver-amount.html#what\\_is\\_CCC](http://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/canada-caregiver-amount.html#what_is_CCC)

## Canada Caregiver Recognition Benefit

If you are a former Canadian Armed Forces member and require ongoing care as a result of the health condition(s) for which your Disability Award or Pain and Suffering Compensation was approved, you may be eligible for caregiver support.

[www.veterans.gc.ca/eng/housing-and-home-life/help-at-home/caregiver-recognition-benefit](http://www.veterans.gc.ca/eng/housing-and-home-life/help-at-home/caregiver-recognition-benefit)

## Respite Care for Family Caregivers

From time to time, caregivers need a break to take care of their own needs. Respite care is a term used to describe the provision of a short-term break for caregivers.

# Home and Community Support Programs

## Acclaim Health

Offers a variety of respite services for individuals caring for loved ones with dementia, including in-home visits from trained volunteers, adult day programs, private respite services and overnight stays. Some of these services may require a fee; please inquire about costs.

..... 1-800-387-7127

[www.acclaimhealth.ca/programs/dementia-care/](http://www.acclaimhealth.ca/programs/dementia-care/)

## Caregiver ReCharge Services (Halton Hills, Oakville, Milton)

Provides temporary relief for caregivers who are experiencing high levels of stress or burnout as a result of their caregiving activities. Caregiver ReCharge allows your loved one to remain in the comfort and security of their own home while you take a break, whether it is for a few hours, a day, or a weekend.

..... 905-281-4443

[www.centralregistry.ca/crs-home](http://www.centralregistry.ca/crs-home)

## Halton Region Respite Care Program

Allendale long-term care home offers stays from one week to 60 days (for a fee) with a maximum of 90 days per calendar year (subject to availability).

Call 311

[www.halton.ca/For-Residents/Older-Adults/Respite-Care-Program](http://www.halton.ca/For-Residents/Older-Adults/Respite-Care-Program)

## Food and meal programs

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

[www.seniors.hipinfo.ca](http://www.seniors.hipinfo.ca)

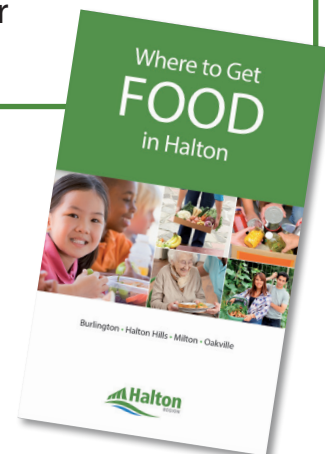
## Central Registry for local food delivery programs

Halton Hills/Milton/Oakville. . 905-281-4443

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

For information on food programs, delivery services, food banks and bus programs see "Where to Get Food in Halton" brochure.

To get a copy, call 311 or visit [www.halton.ca](http://www.halton.ca)



# Home and Community Support Programs

## Oakville Meals-on-Wheels

For people who need access to healthy, hot, prepared meals. Volunteers provide home delivery of nutritious hot lunches and/or frozen pre-packaged meals at a reasonable cost.

Canadian Red Cross  
Burlington ..... 905-637-5664

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

Links2Care  
Acton ..... 905-637-5664  
Georgetown ..... 905-873-6502  
Oakville ..... 905-844-0252

[www.links2care.ca](http://www.links2care.ca)

Milton Meals-on-Wheels  
..... 905-878-6699

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

Oakville Meals-on-Wheels  
..... 905-842-1411

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

## Friendship Luncheon (formerly Wheels-to-Meals)

Volunteer drivers offer transportation to a weekly lunch at wheelchair accessible locations. Some lunches are combined with a social outing or exercise program.

Friendship Luncheon  
• Oakville Senior Citizens' Recreation Centre  
Oakville: 905-815-5966 (Tuesdays)

• Sir John Colborne  
Recreation Centre for Seniors  
Oakville: 905-815-5960 (Wednesdays)

• Iroquois Ridge Older Adult Centre  
Oakville: 905-338-4255 (Thursdays)

## Links2Care

Offers congregate dining in designated seniors' apartment buildings in Halton Hills.

Acton ..... 519-853-3310

Georgetown ..... 905-873-6502

[www.links2care.ca](http://www.links2care.ca)

## Food for Life

Food for Life collects surplus perishable food from food suppliers and grocery stores and redistributes fresh, nutritious food to clients that are often not able to afford fresh food.

..... 905-635-1106

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

## Foot care

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

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

Burlington ..... 905-335-7888

Georgetown ..... 905-877-6444

Acton ..... 519-853-5951

Oakville Trafalgar Memorial Hospital Foot Care and Orthotic Centre .... 905-338-4669

<https://oakvillehospitalfootcare.ca/>

# Home and Community Support Programs

## Health equipment (assessment, rental or purchase)

For information about equipment and assessment of equipment needs, call Home and Community Care Support Services. See back cover for contact information.

## Home maintenance/repair

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

Links2Care

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

[www.links2care.ca](http://www.links2care.ca)

## In-home services

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

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

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

## Assisted Living

ServicesHamilton Niagara Haldimand  
Brant Ontario Health Team  
Burlington ..... 1-800-810-0000

## Personal Support Services - Supports for Daily Living Services

Mississauga Halton Health & Community  
Care Support Services  
Halton Hills, Milton and Oakville  
..... 905-281-4443

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

## In-Home Respite Services

Caregiver RECHARGE Program  
Halton Hills, Milton and Oakville  
..... 905-281-4433

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

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





# Home and Community Support Programs

## Intervention and assistance programs

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

### Links2Care

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

## Medical Alert System

ConnectCARE - Halton Healthcare Services and Joseph Brant Hospital  
Toll free ..... 1-800-665-7853  
**www.connectcarehalton.ca**

## Moving assistance

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

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

## Palliative, hospice and end of life care

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

Acclaim Health Hospice Volunteer Visiting Program  
Toll free ..... 1-800-387-7127  
**www.acclaimhealth.ca**

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

Ian Anderson House ..... 905-337-8004  
**www.ianandersonhouse.com**

## Phone reassurance, volunteer visiting

Acclaim Health Volunteer Support Programs (Friendly Visiting, Special Steps, Tele-Touch)  
Toll free ..... 1-800-387-7127  
**www.acclaimhealth.ca**

Links2Care (Phone Assurance Program, Friendly Visiting)  
Burlington, Milton and Oakville  
..... 905-844-0252  
Georgetown ..... 905-873-6502  
Acton ..... 519-853-3310  
**www.links2care.ca**

## Housing & Utilities

### Emergency housing

If you are facing homelessness or eviction, call 311 and we will help you find the best options.

### Housing options

For comprehensive housing information, refer to OAAC's "Housing Information for Older Adults in Halton" at [www.halton.ca](http://www.halton.ca) or call 311 to request a copy.

### Utilities

#### Ontario Electrical Support Program (OESP)

You may qualify for a reduction on your home electricity bill depending on the number of people living in your home and the household income.

Toll free ..... 1-855-532-1616

TTY ..... 1-800-855-1155

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

#### Low Income Energy Assistance Program (Leap)

If you are behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help.

1-877-632-2727

..... 416-314-2455

[www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program](http://www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program)

#### Energy Affordability Program

The Energy Affordability Program provides support to income-eligible electricity consumers by helping them to lower their monthly electricity costs and to increase their home comfort.

..... 1-844-770-3148

[www.saveonenergy.ca/For-Your-Home](http://www.saveonenergy.ca/For-Your-Home)

## Legal/Advisory/Advocacy

### Legal services

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

Halton Community Legal Services

..... 905-875-2069

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

### Advisory/Advocacy

Advocacy Centre for the Elderly (ACE)

..... 416-598-2656

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

Burlington Age Friendly Council

..... 905-632-1975

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

Burlington Seniors' Advisory Committee

..... 905-335-7698

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

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

**[www.haltonseniorsadvocacygroup.ca](http://www.haltonseniorsadvocacygroup.ca)**

Canadian Caregiver Coalition  
24/7 Helpline..... 1-833-416-2273

**[www.ontariocaregivercoalition.ca](http://www.ontariocaregivercoalition.ca)**  
**[www.ccc-ccan.ca](http://www.ccc-ccan.ca)**

Community Development Halton  
..... 905-632-1975

Toll free ..... 1-855-395-8807  
**[www.cdhalton.ca](http://www.cdhalton.ca)**

Concerned Friends of Ontario Citizens in  
Care Facilities Inc. .... 1-855-489-0146

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

Halton Region – Advisory Committees  
Call 311 or visit **[www.halton.ca](http://www.halton.ca)**

Halton Regional Police Service  
Mobilization Bureau  
Seniors Liaison .... 905-825-4747, ext. 4754  
or..... 905-878-5511, ext. 5345

**[www.haltonpolice.ca](http://www.haltonpolice.ca)**

Halton Regional Police Older Adult  
Strategic Partnership  
..... 905-825-4747, ext. 5243

Office of the Ontario Ombudsman  
Toll free ..... 1-800-263-1830

**[www.ombudsman.on.ca](http://www.ombudsman.on.ca)**

AdvantAge Ontario Advancing Senior Care  
..... 905-851-8821

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

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

**[www.ocsco.ca](http://www.ocsco.ca)**

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

**[www.orcaretirement.com](http://www.orcaretirement.com)**

Ontario Ministry of for Seniors and  
Accessibility  
Toll free ..... 1-888-910-1999

**[www.ontario.ca/page/ministry-seniors-accessibility](http://www.ontario.ca/page/ministry-seniors-accessibility)**

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

**[www.oakville.ca](http://www.oakville.ca)**

United Senior Citizens of Ontario  
Toll free ..... 1-888-320-2222

**[www.uscont.ca](http://www.uscont.ca)**

## Tenant advice

Centre for Equality Rights in  
Accommodation  
Toll free ..... 1-800-263-1139

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

Landlord and Tenant Board  
Toll free ..... 1-888-332-3234

**[www.tribunalsontario.ca/ltb](http://www.tribunalsontario.ca/ltb)**

## Ontario human rights system

Human Rights Tribunal of Ontario  
Toll free ..... 1-866-598-0322  
TTY ..... 1-800-855-0511  
[www.sjto.gov.on.ca/hrto](http://www.sjto.gov.on.ca/hrto)

Ontario Human Rights Commission  
Toll free ..... 1-800-387-9080  
[www.ohrc.on.ca](http://www.ohrc.on.ca)

## Recreation/Education

### Continuing education

Halton District School Board  
Toll free ..... 1-877-618-3456  
[www.hdsb.ca](http://www.hdsb.ca)

Halton Catholic District School Board  
Toll free ..... 1-800-741-8382  
[www.hcdsb.org](http://www.hcdsb.org)

McMaster University, Centre for Continuing Education ..... 1-800-463-6223  
[www.mcmaster.ca](http://www.mcmaster.ca)

Mohawk College of Applied Arts and Technology ..... 905-575-1212  
[www.mohawkcollege.ca](http://www.mohawkcollege.ca)

Sheridan College  
..... 905-845-9430  
[www.sheridancollege.ca](http://www.sheridancollege.ca)

Sheridan College – Centre for Elder Research  
..... 905-845-9430, ext 2977  
[www.elderresearch.sheridancollege.ca](http://www.elderresearch.sheridancollege.ca)

University of Toronto School of Continuing Studies (Oakville lecture series and online learning) ..... 416-978-2400  
[www.learn.utoronto.ca](http://www.learn.utoronto.ca)

### Municipal recreation departments

Burlington ..... 905-335-7738  
Halton Hills ..... 905-873-2601, ext. 2275  
Milton ..... 905-878-7252, ext. 2440  
Oakville ..... 905-338-4250

### Conservation areas

Conservation Halton ..... 905-336-1158  
[www.conservationhalton.ca](http://www.conservationhalton.ca)

### Public libraries

Special services may include large print, talking books, learning opportunities, literacy and career support, and home delivery.

Acton ..... 905-873-2681  
[www.hhpl.on.ca](http://www.hhpl.on.ca)

Burlington ..... 905-639-3611  
[www.bpl.on.ca](http://www.bpl.on.ca)

Georgetown ..... 905-873-2681  
[www.hhpl.on.ca](http://www.hhpl.on.ca)

Milton ..... 905-875-2665  
[www.mpl.on.ca](http://www.mpl.on.ca)

Oakville ..... 905-815-2042  
[www.opl.on.ca](http://www.opl.on.ca)

## Sheridan Elder Research Centre (SERC)

Learn more or become involved in research to improve the day-to-day lives of older adults and their families.

.....905-845-9430, ext.2978

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

## Older Adult Recreation Centres

Burlington Seniors Centre ... 905-335-7888

Toll free ..... 1-877-213-3609

Halton Hills - Hillsview Active Living Centre  
Acton ..... 519-853-5951

Georgetown ..... 905-877-6444

Milton Senior Activity Centre  
..... 905-875-1681

Oakville:

Iroquois Ridge Older Adults Centre  
..... 905-845-6601, ext. 3745

Queen Elizabeth Park CCC Older Adult  
Centre  
..... 905-815-5979

River Oaks Mature Adults Club  
..... 905-338-4186

Sir John Colborne Recreation Centre for  
Seniors  
..... 905-815-5960

Trafalgar Park Older Adult Centre  
..... 905-338-4406

Glen Abbey Recreation Centre

..... 905-815-5950

Oakville Trafalgar Cultural Centre

..... 905-338-4728

## Mall walks

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

[www.seniors.hipinfo.ca](http://www.seniors.hipinfo.ca)

## Service clubs

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

[www.seniors.hipinfo.ca](http://www.seniors.hipinfo.ca)

## Volunteering

Community Development Halton/Volunteer  
Halton

South Halton ..... 905-632-1975

Toll free ..... 1-855-395-8807

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

## YMCA

Burlington ..... 905-632-5000  
[www.ymcahbb.ca](http://www.ymcahbb.ca)

Oakville ..... 905-845-3417  
[www.ymcaofOakville.com](http://www.ymcaofOakville.com)

## Multicultural Services

### Halton Region government services

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

### HMC Connections

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

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

#### Programs for older adults include:

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

Burlington ..... 905-842-2486

Milton..... 905-864-6565

Oakville ..... 905-842-2486

North Oakville..... 905-257-1555

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

## Citizenship and Immigration Canada (CIC)

Federal department screens and approves immigrants, foreign students, visitors and temporary workers. Also helps settle refugees and assists newcomers adapt to Canadian society and become Canadian citizens. Monday to Friday 8 a.m. to 4 p.m

Toll free ..... 1-888-242-2100

TTY ..... 1-888-576-8502

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

## Newcomer Information Centre

These centres provide information and referrals to community and government programs and services such as employment, education and training, credential assessment and free Commissioner of Oath services.

#### Programs for older adults include:

- Services available in Arabic, Bulgarian, English, French, German, Polish and Russian. Arrangements can be made for services in Cantonese, Macedonian, Mandarin, Spanish and Urdu.

Toll free..... 1-800-668-1179

or ..... 905-875-385

[www.tcet.com/nic](http://www.tcet.com/nic)

## Safety

### Community safety programs

Canadian Anti-Fraud Centre  
Toll free ..... 1-888-495-8501  
**[www.antifraudcentre.ca](http://www.antifraudcentre.ca)**

Canadian Red Cross First Aid  
Halton & Peel Region ..... 905-890-1000  
**[www.redcross.ca](http://www.redcross.ca)**

Crime Stoppers of Halton (Anonymous Tips  
on Crime) ..... 1-800-222-8477  
**[www.canadiancrimestoppers.org](http://www.canadiancrimestoppers.org)**

Emergency Information Vials  
Halton Region  
Call 311 or visit **[www.halton.ca](http://www.halton.ca)**

MedicAlert ..... 1-800-668-1507  
**[www.medicalert.ca](http://www.medicalert.ca)**

MedicAlert Safely Home ... 1-800-668-1507  
**[www.medicaleart.ca/Safely-Home](http://www.medicaleart.ca/Safely-Home)**

See page 17 for information on  
ConnectCARE.

Project Lifesaver..... 905-825-4810  
**[www.haltonpolice.ca/projectlifesaver](http://www.haltonpolice.ca/projectlifesaver)**

Paramedic Services  
Halton Region  
Call 311 or visit **[www.halton.ca](http://www.halton.ca)**.

Halton Regional Police Services – reporting  
a concern regarding the safety of a senior  
Safety For Seniors ..... 1-800-222-8477  
**[www.haltonpolice.ca](http://www.haltonpolice.ca)**

Halton Regional Police Older Adult  
Strategic Partnership  
..... 905-825-4747, ext. 5243

### Safe driving

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

### Elder abuse prevention

If you are experiencing an immediate threat  
to your safety, call 911.

Any senior can experience elder abuse.  
It can be physical, neglect, financial or  
psychological. If you suspect abuse, call any  
of the resources below:

Halton Regional Police Service Elder Abuse  
Enquiries/Reporting  
South Halton ..... 905-825-4747, ext. 5243  
North Halton ..... 905-878-5511, ext. 5243  
**[www.haltonpolice.ca](http://www.haltonpolice.ca)**

SAVIS (Sexual Assault and Violence  
Intervention Services of Halton)  
..... 905-875-1555  
**[www.savisofhalton.org](http://www.savisofhalton.org)**

Assaulted Women's Helpline - Seniors  
Safety Line  
Toll free ..... 1-866-299-1011  
**[www.awhl.org/seniors](http://www.awhl.org/seniors)**

Crime Stoppers (Anonymous tips)  
Toll free ..... 1-800-222-8477  
**www.haltoncrimestoppers.ca**

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

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

Elder Abuse Prevention Ontario  
..... 416-916-6728



## Support Groups, Information and Counselling Services

Programs listed may provide any or all of the following services:

- general information/resources;
- self-help peer support groups;
- support groups supported by professional staff; and/or
- personal or family counselling.

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

## Amyotrophic Lateral Sclerosis (ALS) Society

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

## Alzheimer's, dementia and related diseases

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

Alzheimer Society of Brant, Haldimand Norfolk, Hamilton and Halton

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

## Aphasia

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

## Arthritis Society

Burlington ..... 905-632-9390  
Brampton ..... 905-455-6273  
Ontario ..... 1-800-321-1433  
**www.arthritis.ca/on**



## Bereavement

Acclaim Health Bereavement Services  
..... 905-827-8800

**[www.acclaimhealth.ca](http://www.acclaimhealth.ca)**

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

**[www.bereavedfamilies.ca](http://www.bereavedfamilies.ca)**

Thrive Counselling ..... 905-845-3811

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

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

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

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

**[www.thewomenscentreofhalton.com](http://www.thewomenscentreofhalton.com)**

## Blindness and vision impairment

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

**[www.cnib.ca](http://www.cnib.ca)**

enVISION offers a peer support group for  
persons who are blind and partially sighted.  
To register for the Oakville or Hamilton/  
Burlington chapter, contact the CNIB.

## Cancer

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

**[www.cbcn.ca](http://www.cbcn.ca)**

Canadian Cancer Society

Acton and Guelph ..... 519-824-4261  
Burlington, Milton and Oakville

..... 905-845-5231

Georgetown and Brampton

..... 905-451-4460

**[www.cancer.ca](http://www.cancer.ca)**

Cancer Assistance Services of Halton Hills  
..... 905-702-8886

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

Carpenter Hospice..... 905-631-9994

**[www.thecarpenterhospice.com](http://www.thecarpenterhospice.com)**

Ian Anderson House (hospice)

..... 905-337-8004

**[www.ianandersonhouse.com](http://www.ianandersonhouse.com)**

Juravinski Cancer Centre..... 905-387-9495

**[www.jcc.hhsc.ca](http://www.jcc.hhsc.ca)**

Melanoma Network of Canada

Oakville Support group

..... 905-901-5121

Prostate Cancer Canada Support Groups

Burlington and Hamilton... 905-332-7804

Mississauga and Oakville... 905-847-8801

North Halton ..... 905-458-6650

Toll free..... 1-888-255-0333

**[www.prostatecancersupport.ca](http://www.prostatecancersupport.ca)**

Wellspring Centres..... 1-877-499-9904

Oakville ..... 905-257-1988

**[www.wellspring.ca](http://www.wellspring.ca)**

## Diabetes

Diabetes Association Info Line  
Burlington, Milton and Oakville  
Toll free ..... 1-800-226-8464  
**www.diabetes.ca**

Halton Diabetes Program  
..... 905-338-4437  
**www.haltonhealthcare.on.ca**

## Diogenes Syndrome (Hoarding)

Gatekeepers Program identifies and works with older adults living in severe self-neglect, known as Diogenes Syndrome.  
..... 905-527-3823, ext. 259  
**www.cfshw.com/gatekeepers**

## Gambling

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

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

Gamblers Anonymous  
Toll free Helpline..... 1-855-222-5542  
Burlington..... 905-912-9175  
Other locations ..... 416-366-7613  
**www.gatoronto.ca**

Ontario Problem Gambling Help Line  
Toll free ..... 1-888-230-3505  
**www.problemgambling.ca**

## Hearing

Canadian Hearing Services  
(Education, tests, equipment sales and counselling)  
Toll Free ... 1-866-518-0000, press ##4142  
**www.chs.ca**

Canadian Hard of Hearing Association  
Hamilton Branch  
..... 289-780-2442  
**www.chha.ca**

## Heart and stroke

Halton Region  
Heart Health  
Call 311 or visit **www.halton.ca**  
Heart and Stroke Foundation  
Burlington, Milton and Oakville  
..... 905-634-7732  
Halton Hills..... 905-451-0021  
**www.heartandstroke.on.ca**

Oakville Stokers ..... 905-842-8791  
**www.oakvillestokers.com**

After Stroke (March of Dimes)  
Toll Free..... 1-888-540-6666  
**www.afterstroke.ca**

Stroke Recovery Burlington  
Toll free ..... 1-800-263-3463, ext. 7772  
**www.srceburlington.net**

## Regional stroke centres/ secondary prevention clinics

Trillium Health Partners..... 905-848-7100  
Hamilton General Hospital  
..... 905-521-2100  
Hamilton General Hospital  
..... 905-521-2100  
Huntington Society of Canada  
Toll free ..... 1-800-998-7398  
**www.huntingtonsociety.ca**

## Kidney Foundation

Ontario Branch  
Toll free ..... 1-800-387-4474  
**www.kidney.ca**

## Liver Foundation

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

## Lung Association

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

## Lupus Ontario

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

## Substance abuse supports

Al-Anon Family Groups Head Quarters  
..... 1-613-723-8484  
**www.al-anon.org**

Al-Anon/Alateen Meeting Line  
.....1-888-425-2666  
**www.al-anon.alateen.org**

### Alcoholics Anonymous

Halton Service Office ..... 905-845-5500  
Burlington..... 905-631-8784  
Halton Hills/Milton/Oakville  
..... 905-845-5900  
Toronto..... 416-487-5591  
**www.aa.org**

### ADAPT

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

### Hope Place Centres

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

MedsCheck Program ..... 1-866-255-6701

## Mental health

For general information, call 311.

Canadian Mental Health Association  
Halton region branch..... 905-693-4270  
Toll free ..... 1-877-693-4270  
**www.ontariocmha.ca**

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

Halton Geriatric Mental Health Outreach  
Program

Burlington..... 905-681-8233, ext. 222  
Toll free..... 1-866-429-7677  
**www.stjoes.ca/hospital-services/  
mental-health-addiction-services/  
connect-mental-health-and-addiction-  
outpatient-programs**

Halton Healthcare Services Geriatric  
Assessment Clinic ..... 905-338-4362

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

Joseph Brant Hospital Outpatient/Geriatric  
Psychiatry Clinic..... 905-632-3737  
**www.josephbranthospital.ca**

North Halton Mental Health Clinic  
(Halton Healthcare)  
Toll free ..... 1-833-256-7812  
**www.haltonhealthcare.com**

Schizophrenia– Institute for Advancement  
of Mental Health  
Toll free ..... 1-800-449-6367  
Oakville ..... 416-449-6830  
**www.iamentalhealth.ca**

## Multiple Sclerosis Society

Toll free ..... 1-800-268-7582  
**www.msociety.ca**

## Osteoporosis

Bone Research and Education Centre  
..... 905-844-5677  
**www.boneresearch.ca**

Oakville Osteoporosis Group (Women's  
Centre)..... 905-847-5520

Osteoporosis Canada  
Toll free ..... 1-800-463-6842  
**www.osteoporosis.ca**

## Ostomy

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

## Parkinson Canada

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

## Smoking cessation

Many pharmacies also offer assistance with  
smoking cessation.

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

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

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

## Supports for women

Halton Women's Place, Emergency Shelters

North Halton ..... 905-878-8970

South Halton ..... 905-332-1593

**[www.haltonwomensplace.com](http://www.haltonwomensplace.com)**

SAVIS (Sexual Assault and Violence  
Intervention Services of Halton)

Toll free ..... 905-875-1555

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

The Women's Centre

Milton ..... 289-878-1943

Oakville ..... 905-847-5520

**[www.thewomenscentreofhalton.com](http://www.thewomenscentreofhalton.com)**

Thrive Counselling

Burlington ..... 905-637-5256

Oakville/North Halton ..... 905-637-5256

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

## Transportation

Call 311 for information or refer to  
"Transportation Options"  
at [www.halton.ca](http://www.halton.ca)

### Parking permits

Eligible veterans with a valid municipal  
veteran parking permit can park for free in  
municipal parking lots.

Service Burlington..... 905-335-7600  
Service Oakville ..... 905-845-6601

### Accessible parking permits

Call your local Service Ontario Office to  
obtain forms and information regarding  
accessible parking permits.

Burlington ..... 905-639-6691  
Georgetown ..... 905-877-1102  
Milton..... 905-878-5210  
Oakville ..... 905-337-8751

For on-line service, see: [www.ontario.ca/  
page/get-accessible-parking-permit](http://www.ontario.ca/page/get-accessible-parking-permit)

### Accessible rentals/private transportation

Many car rental providers offer hand-  
controlled vehicles. Call ahead to request.

For wheelchair accessible rentals, call:  
Mobility Transportation .... 905-617-3737

Universal Motion  
Toll free..... 1-877-899-0699

Wheelchair in Motion  
Toll free..... 1-888-776-1102

### Public Transit

For schedule, fare or access questions,  
contact your local transit service.

Burlington Transit..... 905-639-0550  
Specialized Transit ..... 905-639-5158  
Milton Transit ..... 905-864-4141  
Oakville Transit ..... 905-815-2020  
Care-A-Van Transit ..... 905-337-9222  
Halton Hills ActiVan..... 905-702-6435  
GO Transit  
Toll Free ..... 1-888-438-6646  
VIA Rail  
Toll Free ..... 1-888-842-7245

### Subsidized Passes for Low Income Transit (SPLIT) Pass

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

For information, call 311 or visit [www.  
halton.ca](http://www.halton.ca)

### Shuttle to grocery stores

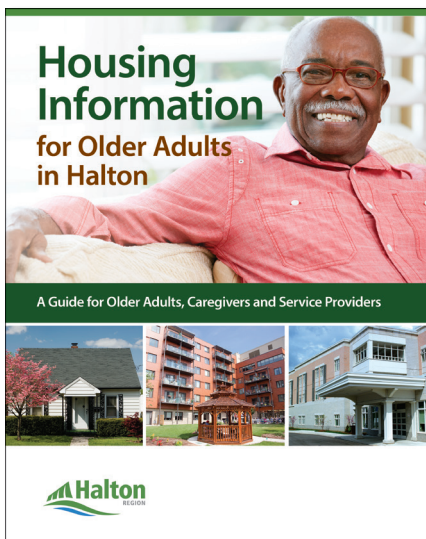
Some grocery stores offer shuttle or home  
delivery service.

For more information visit:  
[www.seniors.hipinfo.ca](http://www.seniors.hipinfo.ca)

## OAAC publications

### Housing Information for Older Adults in Halton

This booklet provides information about housing options ranging from non-profit and market rent accommodations to housing with care services.



### Need Help in Halton

These resources provide a snapshot of key programs in your local community (Burlington, Halton Hills, Milton and Oakville).



### OAAC Fast Facts

These pamphlets provide information on a number of topics including:

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

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



# Connecting you to older adult services in Halton

The three listings below complement the Directory by providing supports, programs and services for older adults.

## Halton Region

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

Call 311

Halton Region provides a number of services for older adults such as Adult Day programs, financial assistance/supportive housing, healthy aging support and much more. The Region can also link you to long-term care support and other community services.

## A Guide to Programs and Services for Seniors

[www.ontario.ca/document/guide-programs-and-services-seniors](http://www.ontario.ca/document/guide-programs-and-services-seniors)

For a copy, call 1-888-910-1999.

This free guide is a resource for programs and services available to Ontario's seniors that can help them stay safe and healthy, active and engaged.

## Home and Community Care Support Services

[www.ontario.ca/page/homecare-seniors](http://www.ontario.ca/page/homecare-seniors)

Burlington ..... 905-639-5228

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

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

Halton Hills, Milton and Oakville

..... 905-855-9090

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

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

Home and Community Care Support Services connects you with the care you need at home and in your community. They can coordinate access to in-home services such as nursing, personal support, physiotherapy, caregiver supports and more. They can also refer you to local community supports and can be your link to long-term care in your community when it becomes difficult for you to live independently.

Information and resources are also available through Halton Region's Older Adult Advisory Committee (OAAC). For more information, visit [www.halton.ca](http://www.halton.ca).



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[halton.ca](http://halton.ca) 311

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