

Services for Seniors

IN TORONTO



HEALTH & WELLNESS / HOUSING / LEGAL & FINANCIAL HELP
EDUCATION & EMPLOYMENT / TRANSPORTATION / RECREATION & MORE...



SERVICES FOR SENIORS

Introduction

Welcome to the first edition of “Services for Seniors” from the City of Toronto’s Shelter, Support and Housing Administration Division. The focus of this guide is to provide vulnerable seniors and their caregivers with information about services that can help them to maintain their independence and stay housed. The listings are restricted to programs and services provided by

governments and non-profit organizations. These are offered in Toronto unless otherwise indicated. Services are grouped according to subject with an index provided at the back to help you locate information.

While general information about service access and eligibility criteria is provided along with service descriptions, it is important to note that many programs have

waiting lists, catchment areas or other criteria that may not be listed.

Also, information may have changed since time of publication. Please call ahead to verify information and avoid a wasted trip.

For more information about this or other service directories, contact ssha@toronto.ca.

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CRISIS & EMERGENCY

911 for all emergencies (police, fire, ambulance)



Crisis Lines

Distress Centres of Toronto

416-408-HELP (4357)

Seniors Safety Line

1-866-299-1011

(150 Languages)

Seniors Crisis Access Line

416-619-5001

St. Elizabeth Health Centre Community Crisis Response

(Etobicoke, North York)

416-498-0043

Elder Abuse

If you are concerned about an individual's physical or mental state or housing conditions, contact the Seniors Crisis Access Line, 416-619-5001.

The team will make a visit and report back that they have contacted the individual. They may not be able to share details because of privacy requirements.

You can also call Toronto Police Service, 416-808-2222 or contact the Elder Abuse Co-ordinator, 416 808-0130. See also Elder Abuse, pg 6.

Worried about a neighbour?

Concerns about someone's ability to care for himself, or about the safety of a neighbouring property, can be directed to Toronto Health Connection, 416-338-7600, Mon-Fri, 8:30 am-4:30 pm. After hours and weekends, call 311.

If you are concerned about an older person's health and safety contact the Seniors Crisis Access line, 416-619-5001. Staff will not be able to share personal details, but will confirm they have made contact.

Wandering Persons Registry

Alzheimer Society of Toronto

Safely Home

416-322-6560

alzheimerstoronto.org/safelyHome.htm

safelyhome.ca

Safely Home is a Canada-wide registry designed to help police find missing persons with Alzheimer's or dementia and assist in a safe return home. Registration fee applies. Contact the Alzheimer Society of Toronto for more information.

Eviction & Eviction Prevention

If you are facing eviction call the Tenant Hotline, a housing help centre (pages 45-46), a community legal clinic (pages 67-71) or Central Intake (see number below).

Tenant Hotline

416-921-9494

Mon-Fri 8:30 am-6 pm

- Service in 150 languages

Emergency Shelter

Call 311 or Central Intake.

311

or

Central Intake

416-338-4766

Toll free 1-877-338-3398

24/7

GENERAL INFORMATION & REFERRAL



211 Toronto

Findhelp
Information
Services
211 Toll free
TTY 1-888-340-1001

211toronto.ca

- Information about community programs and social services
- Multi-lingual
- 24/7
- 211 staff search community services by name, language or location

311 Toronto

311
TTY 416-338-0889
311@toronto.ca

toronto.ca/311

- Information about programs and services provided by the City of Toronto, including waste collection, water, roads
- Response to concerns and complaints
- Service is offered in more than 180 languages using interpreters provided through Language Line Services
- 24/7

Seniors Information Line

Toll free 1-888-910-1999
TTY Toll free 1-800-387-5559

www.seniors.gov.on.ca

- Information about provincial seniors programs and benefits

Government of Ontario

416-326-1234
Toll free 1-800-267-8097
TTY 416-325-3408
TTY Toll free 1-800-268-7095

ontario.ca

- General information on provincial services, including health services, Ontario Guaranteed Annual Income System and Reduced Co-Payment for Lower Income Seniors

Community Care Access Centre (CCAC)

416-310-2222

310ccac.ca

- Information, referral and assessment for health and home care services
- There are several different CCAC offices serving Toronto, each with a different phone number
- To find the office nearest you, visit the website or call the central number

Community Navigation Access Program (CNAP)

Toll free 1-877-540-6565

cnap.ca

Mon-Fri 9 am-5 pm

- Connects seniors and caregivers to support services including adult day programs, food, counselling, and supportive housing

Drug and Alcohol Helpline

Toll free 1-800-565-8603

drugandalcoholhelpline.ca

- Confidential information about drug and alcohol addiction and treatment programs

Mental Health Helpline

Toll free 1-866-531-2600

mentalhealthhelpline.ca

- Confidential information and referral to mental health services and supports
- Access to interpreters for more than 170 languages

Public Health Agency of Canada

Division of Aging and Seniors
416-973-0003

phac-aspc.gc.ca/seniors-aines

- General information on public health issues affecting seniors and healthy aging

Seniors Canada

Toll free 1-800-622-6232

TTY Toll free 1-800-926-9105

seniors.gc.ca

- General information about federal government programs such as services and benefits for seniors, information about elder abuse

Toronto Transit Commission

416-393-4636

toronto.ca/ttc

- Information on fares, routes and schedules as well as accessibility

TTC Wheel-Trans

Customer Service

416-393-4111

Reservations 416-393-4222

Priority Line 416-393-4311

TTY Service 416-393-4555

- To book an interview for registration, call customer service, 416-393-4111



ELDER ABUSE

Elder abuse is often hard to detect because the victim is easily controlled, isolated or confused. The person causing the harm may be someone close to the victim, or a caregiver the person depends on for daily living.



Sometimes criminals design scams to target older people. The abuse can be financial, physical or emotional. Victims of abuse may not know where to go for help, may be ashamed, confused, isolated, or afraid to report what is happening.

Signs of abuse may include:

- Unexplained signs of injury, such as broken bones or bruises
- Untreated physical problems
- Marks from restraints
- Weight loss, dehydration or malnourishment
- Bruising or bleeding around genital area
- Fear of answering questions especially around specific people
- Social withdrawal
- Agitation
- Unsafe or unsanitary living conditions
- Unexplained large bank withdrawals
- Missing cash and valuables
- Questionable changes to power of attorney, insurance, wills, titles of property

If you suspect abuse, speak to the person about whom you are concerned. Remember that this is a sensitive issue and he or she may be feeling very vulnerable and perhaps ashamed. Encourage him or her to report the abuse and offer to assist. If you suspect abuse or neglect and feel the situation requires investigation although you are not able to speak directly to the person, here are your options:

- If you suspect neglect or financial abuse contact the Investigations Unit at the Office of the Public Guardian and Trustee at 416-327-6348
- If you are concerned about the individual's physical or mental state or housing conditions contact the Seniors Crisis Access Line at 416-619-5001. The team will make a visit and confirm that contact has been made but will not be sharing details with you due to privacy requirements
- You can also contact the Toronto Police Service, 416-808-2222 or contact the Elder Abuse Co-ordinator, 416-808-0130
- For counselling services that support seniors who are coping with abuse, call Family Service Toronto at 416-595-9230 or see pages 16-17.

Crisis & Emergency

911

Seniors Safety Line

Ontario Network for the Prevention of Elder Abuse
Toll free 1-866-299-1011

- 24/7 hotline to assist abused and at-risk seniors
- Service available in more than 150 languages

Distress Centre

416-408-HELP (4357)

- If you or someone you know needs support

Information & Referral

211 Toronto

Findhelp Information Services
211 Toll free
TTY Toll free 1-888-340-1001

211toronto.ca

- Information about community programs and social services

Seniors' Infoline

416-314-7511

Toll free 1-866-299-1011

- Referral to community resources

Counselling

(see also pages 16-17)

Family Service Toronto

416-595-9230

355 Church St

familyserVICEToronto.org

- The Seniors and Caregivers Support Service Unit provides social work services to older people and caregivers
- Operates Pat's Place, a safe bachelor apartment for seniors 60+ who are being abused by family members
- Short-term stays of up to 60 days

Legal Advice

Advocacy Centre for the Elderly

416-598-2656

2 Carlton St Ste 701

advocacycentreelderly.org

- Community based legal centre providing free legal services to low-income seniors 60+
- Phone for information or referral to a lawyer
- If the office is closed and you require urgent legal advice, you may contact the Lawyer Referral Service at 416-947-3330

Reporting Abuse

Toronto Police Service

416-808-2222 non-emergency number

416-808-0130 Elder Abuse

Co-ordinator

torontopolice.on.ca

communityprograms@torontopolice.on.ca

- Police will investigate and lay charges where appropriate

Crime Stoppers

416-222-TIPS (8477)

Toll free 1-800-222-TIPS (8477)

- Report abuse anonymously

Ministry of the Attorney General

Office of the Public Guardian and Trustee

416-327-6348

TTY 416-314-2687

Toll free 1-800-366-0335

595 Bay St Ste 800

- Report a situation involving an adult whom you believe to be mentally incapable and suffering, or at risk of suffering, serious harm





HEALTH & WELLNESS

Crisis & Emergency

911

For emergency services (police, ambulance, fire) call 911



- This is free from any pay phone
- You don't need to speak English to call
- Translation is available in 140 languages

Tips for calling 911 in a medical emergency

- Be ready with an exact address/location including apartment/unit number, entry code, nearest main intersection and any special instructions (most appropriate entrance: ramps, elevators etc.)
- If possible, have someone wait for the ambulance to flag them down and show them in
- Leave porch lights on; unlock the door if safe to do so
- Expect to answer questions regarding what is happening in detail; e.g. the nature of the patient's injuries; is the patient conscious, breathing, having chest pain; are there any dangers or hazards on scene (dogs, assaults, fire, broken stairs)
- Have the patient's information available—age, sex, medical history, allergies
- Have a Toronto Emergency

Medical Services (EMS) emergency information sheet filled out and ready for the paramedics (see next page)

- Anticipate possible instructions to care for the patient until the ambulance arrives, e.g. turn the patient onto his side, perform CPR, or call back if anything changes
- Do not hang up until the dispatcher tells you to do so

In Case of Emergency (ICE) Form

Keeping a completed ICE form (on next page) on hand is a convenient way to ensure you are prepared for a medical emergency. Here are the instructions for filling out the Toronto EMS ICE sheet.

Name: Full name as it appears on your health card. You can include your common name in brackets.

Health Card: Include the version code (2 letters at the end of the 10 digit number). On the older card (red and white) the version code is located in the bottom right corner.

Advanced care directive: May include: "do not resuscitate order," which explains your wishes in the event of a life threatening illness. This could also include any personal/religious requests e.g. no blood products,

dietary restrictions etc. This sheet should be kept with the ICE sheet.

Emergency contact:

The person you wish to be contacted in case of emergency.

Primary care provider:

This could be your family physician, walk in clinic, Family Health Centre, naturopathic practitioner or whoever you usually see for medical issues.

Relevant medical history:

Please provide details e.g. heart attack in 2005.

Medications: You may also want to attach a current list from your pharmacist.

Medical allergies: All medications you are allergic to. This list may also include food and material allergies e.g. shellfish, eggs, latex, medical dyes etc.

Hospital affiliation: Is there a hospital you regularly attend or are followed by, and if so which department/doctor.

Completed by, and date:

Important for accuracy and to keep a record of how current the document is.



INFORMATION SHEET IN CASE OF EMERGENCY CALL 911

CONTACT INFORMATION

First Name _____ Last Name _____

Address _____ Apartment Number _____

City _____ Postal Code _____

Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____

Health Card _____ - _____ - _____ Birth Date ____/____/____
version code day month year

Primary Language(s) _____ Gender ☐ M ☐ F

☐ Advanced Care Directive → On file with _____

Emergency Contact 1 _____

Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____

Emergency Contact 2 _____

Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____

Primary Care Provider _____

Phone (____) _____ - _____

RELEVANT MEDICAL HISTORY

☐ **Cardiac** (angina, heart attack)

☐ **Asthma**

☐ **Cancer**

☐ **Stroke/TIA**

☐ **COPD** (emphysema, bronchitis)

☐ **Alzheimer**

☐ **Hypertension** (high blood pressure)

☐ **Seizure** (convulsions)

☐ **Dementia**

☐ **Congestive heart failure**

☐ **Diabetic IDDM/NIDDM**

☐ **Psychiatric**

Other: _____

www.torontoems.ca



HEALTH & WELLNESS

Crisis & Emergency

MEDICATIONS

- | | | |
|----------|-----------|-----------|
| 1) _____ | 6) _____ | 11) _____ |
| 2) _____ | 7) _____ | 12) _____ |
| 3) _____ | 8) _____ | 13) _____ |
| 4) _____ | 9) _____ | 14) _____ |
| 5) _____ | 10) _____ | 15) _____ |

MEDICAL ALLERGIES

- ☐ No Known Allergies ☐ Penicillin ☐ ASA ☐ Sulpha ☐ Codeine

Other _____

SPECIAL CONSIDERATIONS

Communicable Infection / Disease _____

Other _____

Hospital affiliation _____ → ☐ Extensive history,

☐ Specialty (Dialysis, neuro, etc.) _____

MOBILITY / SENSORY

- ☐ Dentures ☐ Visual (impairment / glasses) ☐ Hearing (impairment / aid)
- ☐ Mobility issues (cane / wheelchair / walker / motorized scooter / prosthetic limb)

Completed by _____ Date _____ / _____ / _____
day month year





HEALTH & WELLNESS

General Information & Referral



The organizations listed here can help you understand and access health supports for seniors. For information on mental health and addictions programs see pages 41-44. For information about medication see pages 39-40, for hospital discharge see page 26.

Community Care Access Centre (CCAC)

416-310-2222

310ccac.ca

frontdesk@ccac-ont.ca

- Community Care Access Centres (CCACs) can help people access government-funded home care services, long-term care homes and community support and health agencies
- Depending on eligibility, CCAC services include nursing, personal support (help with bathing, dressing, etc.), medical supplies and equipment, convalescent care (short-term care in a long-term care home) and end of life care
- Anyone can make a referral to a CCAC
- There are several CCACs serving different parts of Toronto. If you are not sure which one to contact, call the general information number or use the locator feature on the website and type in your postal code

Community Navigation Access Program (CNAP)

Toll free 1-877-540-6565

cnap.ca

- Helps to connect seniors and their care providers to health support services such as personal care, social work, and day programs for seniors who are frail or have dementia

Telehealth Ontario

Toll free 1-866-797-0000

TTY Toll free 1-866-797-0007

- Free, confidential advice and health information, 24/7
- Callers do not need a Health Card
- Translation in 110 languages

Finding a Doctor

Health Care Connect

Toll free 1-800-445-1822

health.gov.on.ca

- A Ministry of Health and Long-Term Care program that helps people find a family doctor accepting new patients
- Registrations are taken over the phone or online
- A valid Health Card is needed

House Calls

HouseCalls

416-481-5099 ext 331

140 Merton St 2nd Fl

seniorshousecalls.ca

referrals@seniorshousecalls.ca
Mon-Fri 8:30 am-4:30 pm

- Primary health care services for home-bound, frail seniors including physician, nurse practitioner

- 65+ with valid OHIP card
- Must consent to transfer care to HouseCalls
- Self-referral, or by family member, caregiver, health care professional
- Queen St to Hwy 401, Bathurst St to Bayview Ave

MedVisit

416-631-3000

medvisit.ca

- Call to arrange a home visit by a medical doctor
- Free of charge with valid Health Card

Toronto Public Health

311

Toronto Health Connection

416-338-7600

TTY 416-392-0658

toronto.ca/health

- Information about Toronto Public Health programs and services such as dental clinics and flu clinics
- Free, confidential information and advice

Health Cards

Ontario Health Insurance Program (OHIP)

Ontario Ministry of Health
INFOline

Toll free 1-800-267-8097

TTY Toll free 1-800-268-7095

health.gov.on.ca

- To book an appointment for new or OHIP replacement cards, call Toll free 1-888-376-5197 or visit the closest Service Ontario Centre
- See the website, or page 74 for a list



HEALTH & WELLNESS

Assistive Devices

Assistive devices generally include aids for seeing, hearing and breathing, as well as mobility equipment, prostheses, and some medical supplies. The Ministry of Health and Long-Term Care Assistive Devices Program (ADP) should be your first stop since it can pay up to 75% of the cost of some equipment. Information is below.



The service clubs and other organizations listed may

be able to help with the cost as well. Contact them directly if you think you are eligible. Check too to see if insurance and employment benefits cover costs. Also, the person who prescribes the device may have information about where to get financial assistance.

For the most part, applying for assistance from these agencies and clubs is done through a phone call to the number listed asking for an application form. Make the call during office hours, typically Monday to Friday, 9 am to 5 pm. Sometimes a

referral letter is required from a health care professional. This will be indicated on the application. If there are special hours, we mention this in the listings in this section. Agencies often put application forms on their websites. Unless we have indicated otherwise, the language of service is English although some agencies may be able to arrange for interpreter service and say that staff and volunteers may speak other languages. Often, but not always, there are no or low fees, and income verification may be required.

Assistive Devices Program Ministry of Health & Long-Term Care

416-327-8804

Toll free 1-800-268-6021

TTY 416-327-4282

TTY Toll free 1-800-387-5559

5700 Yonge St 7th Fl

health.gov.on.ca

adp@ontario.ca

- Covers equipment in the following categories: prostheses; wheelchairs/mobility aids and specialized seating systems; enteric feeding supplies; monitors and test strips for insulin-dependent diabetics; respiratory equipment; orthosis, such as leg, arm and spinal braces or splints; visual and communication aids; and oxygen equipment for Ontario residents with long-term disabilities

- You must be assessed and approved for this program
- When a doctor diagnoses a condition that requires an assistive device, you will be referred to an "authorizer"—usually a physical or occupational therapist who assesses your specific needs and prescribes the appropriate equipment or supplies
- Applications and a list of registered vendors of devices available on the website

Canadian Hearing Society

416-964-9595; 416-928-2500

Technical Devices

1-800-465-4327

Toll free 1-877-215-9530

TTY 416-964-0023

271 Spadina Rd

chs.ca

info@chs.ca

- Sells, prescribes, fits and repairs hearing aids; sells assistive devices including TTY, alerting/signalling devices, FM systems and amplifiers
- Have hearing loss; live in Toronto
- English, American Sign Language (ASL), Chinese (Cantonese and Mandarin), Italian, Portuguese and Russian; after hours emergency interpreter services Mon-Fri 5 pm-9 pm; Sat-Sun and holidays 24 hours

Canadian Red Cross

416-236-3180

21 Randolph Ave

redcross.ca

toronto@redcross.ca

- Short-term loan of assistive



devices and home health care equipment

- After hours emergency services available to persons recuperating at home

Canadian National Institute for the Blind (CNIB)

416-486-2500

Toll free 1-800-563-2642

TTY 416-480-8645

1929 Bayview Ave

cnib.ca

info@cnib.ca

- Sells adaptive technologies and daily living aids for people with little or no sight, call 1-866-659-1843 or visit website
- English; deaf-blind intervenors; interpreters may be available for other languages

Dorset Park Hub

416-292-6912

1911 Kennedy Rd

dorsetpark.com

- Low vision clinic

Hemophilia Ontario

416-924-3446

Toll free 1-888-838-8846

65 Wellesley St E Ste 501

hemophilia.ca

tcor@hemophilia.on.ca

- Medical equipment, walkers for persons with bleeding disorders

March of Dimes Canada Assistive Devices Program

Intake Dept 1-866-765-7237

291 King St 3rd Fl

London, ON, N6B 1R8

www.marchofdimes.ca

adp@marchofdimes.ca

- Financial assistance for prescribed medical equipment to increase mobility
- Must have an assessment letter from an Occupational Therapist

Multiple Sclerosis Society of Canada

416-922-6065

Toll free 1-800-268-7582

175 Bloor St E

North Tower Ste 700

mssociety.ca

toronto@mssociety.ca

- Loans of assistive devices; subsidies for equipment and incontinence supplies for Toronto residents with confirmed diagnosis of multiple sclerosis

Muscular Dystrophy Canada

416-488-2699 ext 164

Toll free 1-800-567-2873

2345 Yonge St Ste 900

muscle.ca

infoontario@muscle.ca

- Funding available for some prescribed equipment for persons with neuromuscular disorders

Sunnybrook Centre for Independent Living (SCIL)

416-480-4261

2075 Bayview Ave

U Wing Ground Fl

sunnybrook.ca

scil@sunnybrook.ca

- Amputee care and prosthetics
- Speak with on-site funding advisor regarding fees
- Referral required from health care provider

Toronto Employment and Social Services

Application Centre

416-397-0330

toronto.ca/socialservices

- Helps fund medically based assistive devices for Toronto residents
- Must have a prescription; subsidy based on income

TransCare Community Support Services

416-750-9885

Toll free 1-866-393-2079

1045 McNicoll Ave

tcare.ca

info@tcare.ca

- Assistive devices and home care supplies, including products for incontinence for 55+ and adults with disabilities living in Scarborough
- English, Mandarin

War Amputations of Canada

416-221-2130

1 Maybrook Dr

waramps.ca

customerservice@waramps.ca

- Loan of mobility equipment for civilian and war amputees living in Toronto

West Park Healthcare Centre

416-243-3600 ext 2100

82 Buttonwood Ave

www.westpark.org

feedback@westpark.org

- Chronic assisted ventilatory care (CAVC) and prosthetics
- Doctor referral required; living in the area of the western 905 and the Greater Toronto Area



HEALTH & WELLNESS

Bed Bugs

Bed bugs can happen to anyone. They can be carried into a home on clothing, furniture or luggage. Since bed bugs breed quickly, it's important to get help right away.



Bed bugs are small, brown, wingless insects that feed on human blood. After feeding, they take on the shape and size of an apple seed. They do not spread disease but the bites can be very itchy.

What to look for

- Bites on the skin
- Waste matter (black spots)
- Bloodstains or spots on bedding
- Eggs are whitish, pear-shaped, the size of a pinhead
- A sickly sweet smell

Dealing with bed bugs

If you think you might have bed bugs, call Toronto Health Connection at 416-338-7600 or 311 after hours. If necessary, a Public Health Inspector will conduct a site visit. They may contact the building management to ensure proper treatment. In severe infestations, they may also contact agencies to help with de-cluttering and preparing the unit for treatment.

Notify the landlord or building manager. Landlords have a legal obligation to maintain the property. Tenants are responsible for preparing for pest control treatment if they are able to do so physically. If a tenant is unable to do this, an assessment will be made by a Public Health Inspector and assistance facilitated. If the landlord fails to address the issue, a tenant can make a Maintenance Application to the Landlord Tenant Board. (For more information, contact customer service for the Landlord and Tenant Board at 416-645-8080 or toll free 1-888-332-3234.) Tenants who receive Ontario Works or Ontario Disability Support Program should speak to their worker about possible supports.

If you have a vacuum cleaner, use a nozzle attachment and vacuum all crevices on your mattress, bed frame, baseboards and any objects close to the bed. It is essential to vacuum daily. The bag or canister must be emptied carefully immediately after vacuuming.

Wash all your linens in the hottest water possible and place them in a hot dryer for 30 minutes. High heat is required to kill bedbugs.

Consider covering your pillows and mattress with a plastic cover or bedbug proof encasements. Move the bed away from the wall and keep sheets and bed covers from touching the floor.

Remove all unnecessary clutter. Carefully inspect used clothing or furniture before bringing it into your home.

For more information

Call Toronto Health Connection at 416-338-7600 or 311 after hours and mention 'frail, vulnerable senior with bed bugs.' You will be referred to a Public Health Inspector and possibly a Public Health Nurse. Calls may be forwarded to a Public Health Inspector for follow up. Visit toronto.ca/health and view the section on Bed Bugs.

The Visiting Homemakers Association can provide extreme cleaning services to seniors with bed bug infestations, provided that they meet other eligibility criteria. See page 21 for details.

HEALTH & WELLNESS

Community Hubs

Community hubs provide a variety of health care and social services at a single location. Each hub is different, but many offer programs just for seniors, such as meals and nutrition, counselling and dental clinics. Hubs are a good place to start if you are looking for services in your neighbourhood or want to meet other people in your community. Contact the lead agency at each hub directly for more information about eligibility and catchment area restrictions.



Access Point on the Danforth

416-693-8677
3079 Danforth Ave
accessalliance.ca/accesspoint
Mon-Thur 9 am-7 pm
Fri 9 am-5 pm

- Health services, settlement services and community health programs
- Lead agency Access Alliance Multicultural Health and Community Services
- Crescent Town, Teesdale, Secord-Lumsden, Oakridge and Dawes Rd

Dorset Park Hub

416-321-6912
1911 Kennedy Rd
dorsetpark.com
info@dorsetpark.com
Mon-Fri 9 am-6 pm

- Fully accessible services include a senior's drop-in, tax clinic, Toronto Public Health programs, low vision assessments and community mental health supports
- Lead agency Agincourt Community Services Association
- Hwy 410 to Lawrence Ave E, Kennedy Rd to Birchmount Rd

Jane Street Hub

416-645-7575
1541 Jane St
janestreethub.ca
Mon, Wed, Fri 9 am-5 pm
Tues, Thurs 9 am-8:30 pm

- Family doctors and other health practitioners, women's support programs, yoga classes, and settlement services
- Lead agency UNISON Health and Community Services
- Weston-Mount Dennis

The Mid-Scarborough Hub

416-642-9445
2660 Eglinton Ave E
(programs are provided at a few sites, phone for location)
Mon, Fri 8 am-5 pm,
Tue, Wed, Thurs 8 am-8 pm
Sat 9 am-3 pm

- Health care, dental clinics, wellness and counselling programs for seniors, recreational activities
- Lead agency Scarborough

Centre for Healthy Communities

- Steeles Ave to Lake Ontario, Victoria Park Ave to Pickering

Rexdale Community Hub

416-741-3000
21 Panorama Ct
rexdalehub.org
Mon-Fri 8:30 am-6 pm

- Legal, community and health services and activities for seniors, children and youth
- Lead agency Albion Neighbourhood Services
- Steeles Ave to Dixon Rd, Hwy 427 to Humber River

Victoria Park Hub

416-750-9600
1527 Victoria Park Ave
Mon-Tues 9 am-5 pm
Wed-Thurs 9 am-8:30 pm
Fri 9 am-4 pm

- Afghan seniors group, potluck and cooking groups, stretch class, and counselling
- Lead agency Working Women Community Centre
- Lawrence Ave E to Amsterdam St, Don Valley Pkwy to Warden Ave





HEALTH & WELLNESS

Counselling

The organizations listed here provide counselling for issues such as relationship conflicts, abuse, managing stress and dealing with the loss of a loved one. They provide support to seniors as well as their caregivers and sometimes family members as well. Most offer free services, although some have fees on a sliding scale. Call to confirm details.



For crisis services see pages 40-41. For services related to elder abuse see pages 6-7.

General Information and Referral

211 Toronto

Findhelp Information Services
211 Toll free
TTY Toll free 1-888-340-1001

211toronto.ca

- 211 staff search for community services by name, language or location 24/7

Community Navigation Access Program

Toll free 1-877-540-6565
cnap.ca

- French and English speaking social workers available Mon-Fri, 9 am-5 pm
- After business hours, leave a message for a call back within one business day

Counselling Programs/ Services

Anne Johnston Health Station

416-486-8666
TTY 416-486-6759
2398 Yonge St
ajhs.ca
info@ajhs.ca

- Counselling and therapy related to mental health, healthy aging, abuse; 55+
- Hwy 401 to St. Clair Ave, Bathurst St to Bayview Ave

Alzheimer Society of Toronto

416-322-6560
20 Eglinton Ave W Ste 1600
alheimertoronto.org

- Early stage (under 65) support groups; support groups for family caregivers

CANES Community Care

416-743-3892
135 Queen's Plate Dr Ste 400
canes.on.ca
canes@canes.on.ca

- Caregiver support and counselling; support for seniors discharged from William Osler Health Centre

Carefirst Seniors and Community Services Association

416-502-2323
Elder Abuse Helpline
416-502-2321
3601 Victoria Park Ave Ste 501
carefirstseniors.com
info@carefirstseniors.com

- Counselling with focus on the Chinese community 55+

Centre for Information and Community Services of Ontario

416-292-7510
2330 Midland Ave (Thurs, Fri)
416-293-4564
3850 Finch Ave E (Mon-Wed)
cicscanada.com
info@cicscanada.com

- Counselling in English, Mandarin and Cantonese for 55+

Chinese Family Services of Ontario

416-979-8299
Toll free 1-866-979-8298
3330 Midland Ave Ste 229
chinesefamilyso.com
info@chinesefamilyso.com

- Counselling in English, Mandarin and Cantonese for individuals, couples and groups on issues such as elder abuse, family violence, and gambling

Circle of Care

416-635-2860
4211 Yonge St Ste 401
circleofcare.com
info@circleofcare.com

- Counselling support for 55+

ESS Support Services

416-243-0127
2245 Lawrence Ave W
esssupportservices.ca
agency@esssupportservices.ca

- Counselling for 65+, call for an assessment

Family Service Toronto

416-595-9230

Intake 416-595-9618

355 Church St

familyserVICetoronto.org

sau@familyserVICetoronto.org

- Individual and group counselling for 60+ experiencing isolation, loneliness or elder abuse
- Caregiver counselling, support groups and workshops for seniors caring for seniors

Failure to Launch

416-595-9618

747 Warden Ave

familyserVICetoronto.org

sau@familyserVICetoronto.org

4th Thurs of month 2-4 pm

- Group sessions for 55+ parents whose adult children remain dependent due to chronic illness, mental health and addictions

Islamic Social Services and Resources Association

416-767-1531

TTY 416-767-9358

2375 St. Clair Ave W

issra.ca

issra@issra.ca

- Individual and family counselling, referrals and information, 55+

Jewish Family and Child

416-638-7800

Lipa Green Centre

4600 Bathurst St

jfandcs.com

info@jfandcs.com

- Individual, couple and family counselling addressing issues such as divorce and

separation, bereavement, anger management; older seniors referred to Circle of Care

- Sliding scale based on gross income

St. Christopher House

416-532-4828

248 Ossington Ave

stchrishouse.org

info@stchrishouse.org

- Supportive counselling for families and individuals, free sessions for 55+
- Bloor St to the Lake, Yonge St to Roncesvalles Ave

Settlement Assistance and Family Support Services

416-431-4847

1200 Markham Rd Ste 214

safss.org

reception@safss.org

- Supportive group counselling for isolated women or seniors experiencing domestic violence
- Free sessions for 55+

SPRINT (Senior Peoples' Resources in North Toronto)

416-481-6411

140 Merton St 2nd Fl

sprint-homecare.ca

sprint@sprint-homecare.ca

- Counselling and referrals to seniors regarding aging, bereavement and family issues, 55+
- Hwy 401 to St. Clair Ave, Bathurst St to Bayview Ave

Veterans Affairs Canada

Toll free Information

1-866-522-2122

Toll free Counselling/Crisis

Line 1-800-268-7708

veterans.gc.ca

information@vac-acc.gc.ca

- Veterans and their families may be eligible for a range of supports including pensions, counselling and treatment, rehabilitation, job placement and disability benefits
- If unsure of eligibility, call for more information

WoodGreen Community Services

416-645-6000 ext 1262

815 Danforth Ave Main Fl

woodgreen.org

ccwscentralintake@

woodgreen.org

- Individual and group bereavement support to individuals or families, free for 55+





HEALTH & WELLNESS

Dental

There are free and low cost dental options for seniors who meet eligibility criteria. Low income seniors looking for dental care should contact Toronto Public Health or one of the institutions listed here.



Toronto Public Health Dental Clinics

311

416-338-7600

toronto.ca/health

- Free basic dental care and a one-time only cleaning
- Full or partial dentures are also covered but clients are asked to pay the full lab cost
- Must be a low-income Toronto resident 65+

Clinic Locations

Etobicoke

416-338-1790

8 Taber Rd

416-338-1486

399 The West Mall

416-252-8576

185 Fifth St

North York

416-338-8399

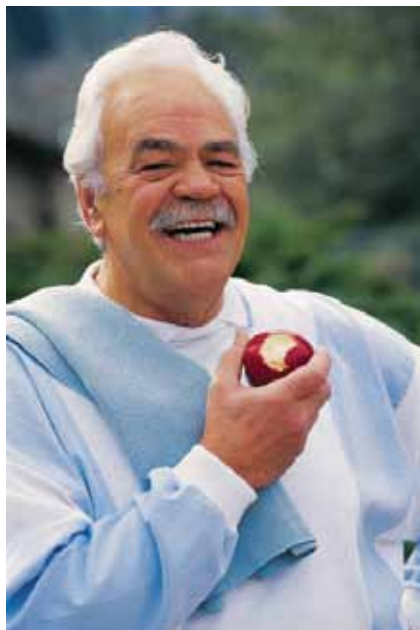
5100 Yonge St, Ground Fl
North Entrance

416-338-2025

12 Flemington Rd

416-338-1224

1651 Keele St



416-338-1008

5 Fairview Mall Dr Ste 357

416-338-1254

1541 Jane St

Scarborough

416-338-7442

160 Borough Dr

416-338-5400

27 Tapscott Rd Unit 1

416-338-3764

2660 Eglinton Ave E

Toronto/East York

416-392-0907

2398 Yonge St

416-392-6683

791 Queen St E

416-392-0934

235 Danforth Ave

416-392-6680

277 Victoria St 2nd Fl

416-338-6984

179 Gerrard St E

416-392-1410

340 College St Ste 370

416-392-0988

2340 Dundas St W

416-392-1777

95 Lavinia Ave

416-338-3764

2660 Eglinton Ave E

416-338-5652

1229 Queen St W

416-338-0905

80 Bond St

(St. Michael's Hospital)

Low cost dental treatment

Call the institution directly for more information or to set up an appointment.

Urban Volunteer Dental Clinic

416-289-4349

3000 Lawrence Ave E

Building A 2nd Fl

- Urgent dental care, one-time visit only
- Adults 19-64 without dental coverage
- Must meet financial criteria, cannot be on government assistance or receiving retirement pension

University of Toronto Faculty of Dentistry

416-979-4927

101 Elm St

utoronto.ca/dentistry

Open September-June

- Full service dental treatments, including dentures, provided by supervised students

**George Brown College
WAVE Dental Clinic**

416-415-4547

51 Dockside Dr

**georgebrown.ca/wave/
dentalclinic**

- Cleanings, x-rays, dentures and fillings

**Queen West Community
Health Centre**

416-703-8481 ext 203

168 Bathurst St

www.ctchc.com/site_qw

- Cleanings, fillings, extractions, root canals and dentures
- Dental and social assistance plans accepted

**Regent Park Community
Health Centre**

416-364-7019

465 Dundas St E

regentparkchc.org

- Basic services including examinations, x-rays, fillings and dentures
- Dental and social assistance plans accepted

**Low cost dental
hygiene services**

The lowest costing dental hygiene services are provided by trained students who are supervised by a Registered Dental Hygienist and a Dentist. For about \$30, a senior can receive a complete cleaning from one of the schools listed. However, the work is usually done over several appointments. Independent Dental Hygiene Practices also offer lower cost dental hygiene services and some do home visits. To find an Independent Dental Hygiene Practice in your area you can call 416-961-6234, Toll free 1-800-268-2346 or visit **cdho.org**.

Madison Centre Hygiene

416-222-0500

4950 Yonge St Unit 15

(Concourse level)

**Oxford College of Arts and
Business**

416-439-8668

670 Progress Ave

**Regency Dental Hygiene
Academy**

416-341-0100

481 University Ave

Toronto College of Hygiene

416-423-3099

300 Steep Rock Dr



HEALTH & WELLNESS

Heat Alerts

High heat and humidity can be dangerous to people and pets. Older folks especially can be at risk during such weather because they don't sweat as effectively, may have poor circulation or a chronic medical condition, or be using medications that can compound the risk. For more information, including a partial list of air conditioned public places, call 311 or visit toronto.ca/health



To avoid heat-related illness, you should

- Stay out of the sun/heat at peak times
- Avoid alcohol, coffee and cola. Drink at least 4-8 glasses of liquid, preferably water, in a 24-hour period
- Wear a hat and dress in lightweight clothing
- Consult a doctor or pharmacist regarding the possible heat-related side effects of medications
- Avoid eating heavy meals
- Don't use the oven

If you are worried about a senior you know

- Make sure they keep a list of contact numbers by the phone
- Check in regularly, or make arrangements for someone

else to do this. Some agencies perform security checks and make friendly visits or phone calls. See page 94 for a list of these services and how to register

Get help if someone has these symptoms of heat illness

- Rapid breathing or difficulty breathing
- Weakness, dizziness or fainting
- Headache, confusion or nausea

You can help someone with heat illness by

- Calling for help
- Moving the person to a cooler location
- Giving the person sips of cool water, not ice cold water



Cooling Centres

Even a few hours in a cooler environment during extremely hot weather lowers the core body temperature and helps save lives. Cooling Centres are open during Extreme Heat Alerts from May 15 to September 30. Water and snacks are available at the Cooling Centres.

Check toronto.ca/health to confirm hours and availability.

Metro Hall

55 John St (24 hours)

East York Civic Centre

850 Coxwell Ave

North York Civic Centre

5100 Yonge St

Driftwood Community Centre

4401 Jane St

Etobicoke Olympium

590 Rathburn Rd

McGregor Community Centre

2231 Lawrence Ave E

Centennial Park Community Centre

1967 Ellesmere Rd

In an emergency call 911

For more information on summer safety call 311 or Toronto Health Connection 416-338-7600.

HEALTH & WELLNESS

Hoarding

Hoarding, or collecting and storing too many items, can be dangerous for household members and others. Some of the risks include fire, tripping or being hurt by falling objects, developing health problems due to mold growing in the



clutter, blocking the pathway of emergency responders, or being evicted. Hoarding can be a lifelong problem. Many hoarders don't realize the seriousness of their situation so it can be difficult to get them to accept help.

If you are concerned about a senior who is hoarding you

can contact the Seniors Crisis Access Line or Toronto Public Health. If you believe the hoarding poses a health and safety risk, let the landlord or property manager know. If there is no property management staff or the person lives in a house, contact the Fire Department.

Seniors Crisis Access Line 416-619-5001

- Call if you are concerned about an older person's health and safety
- Staff will not be able to share personal details but will confirm that they have made contact

Toronto Public Health 311 or Toronto Health Connection 416-338-7600

- Nurses can assist hoarders by assessing the situation and providing education and emotional support
- They will also connect hoarders to appropriate community resources and supports such as cleaning services and mental health agencies
- The hoarder must be willing to accept assistance and consent to a home visit

Fire Safety

Toronto Fire Services 416-338-9050 (non-emergencies only)

- For concerns related to hoarding and fire safety contact 311 or Toronto Fire Services directly

Cleaning and decluttering

Visiting Homemakers Association

416-489-2500 ext 4367 or 4780
1-888-314-6622 ext 4367 or 4780

vha.ca/our-services/extreme-cleaning.html

- Provides decluttering and deep cleaning services
- Subsidized services may be available to eligible vulnerable and isolated

seniors with age-related health conditions and/or mental illness who are facing eviction or institutionalization because of their unsanitary living conditions

- Clients can choose to pay for the service if they do not meet eligibility criteria.
- Cost is \$45 per hour per worker for a minimum of three hours





HEALTH & WELLNESS



Home Supports

Home supports can help seniors who have difficulty managing daily tasks such as dressing and bathing or who need extra help with meal preparation and light housekeeping stay in their homes and maintain their independence. Most agencies offering home support providers also



provide relief/respite care to allow caregivers to take a break. Some agencies also provide assistance with banking and shopping.

Have service needs evaluated by Community Care Access Centre (CCAC) staff first in case some or part of the care is covered by OHIP. If you do not qualify for CCAC-provided home support services, or if you want more hours or have been placed on a waiting list, you can

contact directly the agencies listed here to arrange for services.

Rates vary depending on the service provided and available subsidies and are subject to change. Hours vary. Confirm details with provider.

For nursing care, contact CCAC. For palliative or end of life care, contact CCAC or see pages 28-30. For assistive devices see pages 12-13.

Information, Referral and Assessment

Community Care Access Centre (CCAC)

416-310-2222

310CCAC.ca

frontdesk@ccac-ont.ca

- Information, referral and assessment for home care and other services available in home or in the community
- There are several different CCAC offices serving Toronto, each with a different phone number. To find the one nearest you, visit the website or call the central number

Financial assistance for home care

Veterans Affairs Canada Veterans Independence Program

Toll free 1-866-522-2122

veterans.gc.ca/eng

information@vac-acc.gc.ca

- Financial assistance to pay for housekeeping, personal care, access to nutrition, health and support services
- Persons in receipt of Prisoner of War (POW) compensation, eligible for War Veterans Allowance; primary caregiver for an eligible veteran or civilian; or low-income or disabled survivor of an eligible veteran or civilian

Home Care Services

Etobicoke

CANES Community Care

416-743-3892

135 Queen's Plate Dr Ste 400

canes.on.ca

canes@canes.on.ca

Mon-Fri 8:30 am-4:30 pm

- Light housekeeping, meal preparation and personal care
- Northern Etobicoke
- Ask for intake and a Community Care manager

will visit you in your home to assess your needs and develop a care plan

- Sliding scale fees

Humber Community Seniors' Services

416-249-7946

1167 Weston Rd

humberseniors.org

info@humberseniors.org

Mon-Fri 8:30 am-4 pm

- Light housekeeping, 55+
- Lawrence Ave W to St. Clair Ave W, Humber River to Bathurst St
- \$12/hour, minimum three hours

Storefront Humber Inc

416-259-4207

2445 Lake Shore Blvd W

storefronthumber.ca

storefronthumber@bellnet.ca

Mon-Fri 8:30 am-4:30 pm

- Meal preparation, light housekeeping, personal banking and shopping; escort services to medical appointments, 65+



- South Etobicoke
- \$6.50-\$19/hour, based on income, minimum two hours

North York

Baycrest Home Care Services

416-964-6402

3560 Bathurst St

baycrest.org

webmaster@baycrest.org

Mon-Sun 24 hours

- Full range of home care services, 55+
- GTA and York Region
- Hourly rate varies depending on service

CanCare Health Services

416-226-6995

45 Sheppard Ave E Ste 204

cancarehealth.com

Mon-Sun 24 hours

- Meal preparation, shopping and errands, personal care, 55+
- Greater Toronto Area
- \$22.25/hour, minimum one hour

Circle of Care

416-635-2860

4211 Yonge St Ste 401

circleofcare.com

info@circleofcare.com

Mon-Fri 7 am-8:30 pm (office)

6 am-11 pm (services)

- Light housekeeping, personal care, specialized care for persons with Alzheimer's, mental health issues and terminal illness, 55+
- Steeles Ave to St. Clair Ave, Dufferin St to Leslie St
- \$25/hour, two hour minimum; subsidies available; if on ODSP \$13.75/hour, two hour minimum

Downsview Services for Seniors

416-398-5510

497 Wilson Ave

downsviewservices.com

caring.matters@

downsviewservices.com

24/7

- Personal care and light housekeeping, 55+
- Call and request an assessment for home care
- Steeles Ave W to Briar Hill Ave, Humber River to Bathurst St
- \$18 hour, minimum 1 hour

North York Seniors Centre

416-733-4111 ext 302

80 Sheppard Ave W

nyseniors.org

email@nyseniors.org

Mon-Fri 8 am-5:30 pm, some services during evenings and weekends

- Light housekeeping and personal care, 55+
- Call and request an assessment for home care
- Steeles Ave to Hwy 410, Bathurst St to Victoria Park Ave
- \$17.80/hour, minimum 1.5 hours

Scarborough

Better Living Health and Community Services

The Hub at Victoria Park

416-447-7244 ext 541

1527 Victoria Park Ave

www.betterlivinghealth.org

info@betterlivinghealth.org

Mon-Fri 8:30 am-4:30 pm

- Light housekeeping and essential grocery shopping, 50+
- Sheppard Ave to Eglinton Ave, Yonge St to Victoria Park Ave
- Contact intake
- \$20.30/hour, minimum one hour

Carefirst Seniors and Community Services Association

416-502-2323

3601 Victoria Park Ave Ste 501

carefirstseniors.com

info@carefirstseniors.com

Mon-Fri 9 am-5 pm

- Personal care and light housekeeping, 50+
- Scarborough East, North York
- English, Mandarin and Cantonese
- \$21.50/hour, minimum two hours





HEALTH & WELLNESS

Home Supports

Scarborough Centre for Healthy Communities

416-642-9445

Easttown Centre Plaza

2660 Eglinton Ave E

schcontario.ca

ask@schcontario.ca

Mon-Fri 8:30 am-4:30 pm (office)

8 am-8 pm (care hours)

- Personal care, light housekeeping and meal preparation, 65+
- Community Health Clinic, Diabetes Education Program
- Steeles Ave to Lake Ontario, Brimley Rd to Pickering Line
- English, French, Tamil, other languages available
- \$16.50/hour, minimum two hours

TransCare Community Support Services

416-750-9885

Toll free 1-866-393-2079

1045 McNicoll Ave

tcare.ca

info@tcare.ca

Mon-Fri 8:30 am-4:30 pm (office)

Mon-Sun 8 am-8 pm (care hours)

- Light housekeeping, meal preparation, grocery shopping and personal care, 65+
- Scarborough
- English, Punjabi, Urdu, Hindi, Filipino, Mandarin, Cantonese, and others
- \$17/hour, two hour minimum

Warden Woods Community Centre

Health and Seniors Services

416-694-1138 ext 172

63 Mack Ave

wardenwoods.com

Mon-Fri 8 am-5 pm

- Light housekeeping and personal support, snow removal
- Southwest Scarborough
- \$11/hour, two hour minimum

Toronto/East York

Canadian Red Cross Community Health Services, Home Support Services

416-236-3894

21 Randolph Ave

redcrosscarepartners.ca

Mon-Fri 8:30 am-4:30 pm

- Homemaking
- Home assessment by supervisor, contract is signed
- Old cities of Etobicoke and York
- \$27.09/hour, minimum one hour

Central Neighbourhood House

416-966-8595, 416-925-4363

349 Ontario St

cnh.on.ca

homesupport@cnh.on.ca

Mon-Fri 9 am-5 pm

- Personal care, light housekeeping, no age criteria
- Self refer by calling 416-649-1000 or contact CCAC
- Bloor St E to Lake Ontario, Yonge St to Don River
- Fee depends on needs and service

Dixon Hall Home Help

416-365-0145

58 Sumach St

dixonhall.org

info@dixonhall.org

Mon-Fri 9 am-5 pm

- Home making services and light meal preparation, no age restriction
- Referrals welcome from individuals, family, friends, social service organizations, and health professionals
- Gerrard St E to Lake Ontario, Sherbourne St to River St
- \$9/hour, minimum two hours

Downtown Care-Ring

365 Bloor St E Ste 1002

416-868-1190

Mon-Fri 9 am-5 pm

- Shopping, light housekeeping, no specific age
- St. Clair Ave to Lake Ontario, Bathurst St to Pape Ave
- Service is provided by volunteers to give people "volunteer experience"

Millennium Support and Care Group

416-925-4417

7 Hayden St Ste 303

millenniumsupport.com

mscg@mail.com

Mon-Fri 9 am-5 pm

- Housekeeping, personal care, meal preparation, shopping, banking and travelling to medical appointments, 50+
- Greater Toronto Area
- \$19/hour, minimum four hours

**Parkdale Golden Age Foundation**

416-536-5534

27 Roncesvalles Ave Ste 401

pgaf.ca

pgaf@rogers.com

Mon-Fri 9 am-4 pm

- Light housekeeping, escort to medical appointments, 60+
- Parkdale
- English, French, Italian, Spanish, Hungarian, Portuguese, Filipino
- \$13/hour, minimum two hours; \$13 for the first 12 hours each week, \$18 for each additional hour

Second Mile Club of Toronto

416-597-0841

340 College St Ste 350

secondmileclub.ca

socialwork@secondmileclub.ca

Mon-Fri 9am-5 pm

- Light housekeeping, laundry, shopping, meal preparation, 55+
- St. Clair Ave W to Lake Ontario Bathurst St to Yonge St
- English, Mandarin and Cantonese
- \$12/hour, minimum two hours; subsidized fee \$7.50/hour

Silver Circle: West Toronto Support Services for Seniors

416-653-3535

80 Ward St

silvercircle.ca

info@wtss.org

Mon-Fri 9 am-4:30 pm

- Light housekeeping, laundry, meal preparation and personal care, 55+
- St. Clair Ave W to Bloor St W, Humber River to Bathurst St (boundaries vary for some programs)
- English, Italian, Spanish, Polish, Ukrainian, Portuguese, Croatian, Mandarin
- \$11/hour, minimum two hours

SPRINT In Home Services Department

416-481-6411

140 Merton St 2nd Fl

sprint-homecare.ca

sprint@sprint-homecare.ca

Mon-Fri 9 am-4:30 pm

- Homemaking, grocery shopping, personal care and escort to a medical appointment, 55+
- Hwy 401 to Bloor St, Bathurst St to Bayview Ave
- English, others may be available
- \$15/hour, minimum two hours to a maximum of eight hours for the first week

St. Christopher House Home Support Services

416-532-4828 ext 246

248 Ossington Ave

stchrishouse.org

homesupportprograms@

stchrishouse.org

Mon-Fri 8 am-6 pm

- Light housekeeping, meal preparation, escort to medical appointments, 55+

- Bloor St W to Lake Ontario, Roncesvalles Ave to Yonge Street
- English, Portuguese, Mandarin, Cantonese, Vietnamese, others may be available
- \$26/hour, minimum two hours for premium service and bypassing the waiting list; \$12/hour, minimum two hours, subsidies available

St. Clair Avenue West Services for Seniors

416-787-2114

2562 Eglinton Ave W Ste 202

servicesforseniors.ca

info@servicesforseniors.ca

Mon-Fri 8 am-6 pm

Sat-Sun 9 am-5 pm

- Light housekeeping, assistance with banking, shopping and errands, personal care, 55+
- Lawrence Ave W to St. Clair Ave W, Scarlett Rd to Bathurst St
- \$12/hour, subsidy available

VHA Home HealthCare Adult and Elder care

416-489-2500

30 Soudan Ave Ste 500

vha.ca

info@vha.ca

Mon-Fri 6:30 am-9:30 pm

Sat-Sun 6:30 am-6:30 pm

365 days a year

- Personal care, meal preparation, light housekeeping
- Greater Toronto Area
- \$24.50/hour, two hour minimum



HEALTH & WELLNESS

Home Supports

WoodGreen Community Services

WoodGreen Care and Wellness for Seniors

416-645-6000 ext 1262

815 Danforth Ave

woodgreen.org

info@woodgreen.org

Mon-Fri 9 am-5 pm

- Light housekeeping, 55+
- Eglinton Ave E to Lake Shore Blvd E, Don River to Coxwell Ave
- \$25/hour, two hour

minimum; subsidy may be available

City of Toronto

Long-Term Care Homes and Services

Homemakers and Nurses Services

416-392-8579

toronto.ca/ltc/services_

homemakers.htm

ltc-comm@toronto.ca

Mon-Fri 8:30 am-4:30 pm

- Subsidized homemaking for the elderly or disabled
- Limited income; live in the City of Toronto

- Fees based on income
- Initial telephone screening by an intake caseworker
- Complete financial and functional assessment by a community caseworker in your home

Hospitals & Post-discharge care

Discharge from hospital

If you or a family member have concerns or questions about what happens after leaving the hospital, ask to speak to a social worker or charge nurse at the hospital. They can make referrals to aftercare and support programs through the Community Care Access Centre (CCAC). You can also call CCAC directly but you will have to go through a health care assessment and you may have to pay for the services you request.



More information about home care supports is on pages 22-26.

Home At Last

East (Scarborough)

416-750-7858

Central 426-532-7586 ext 242

North 416-398-5510

Seniors who are without support of family and friends at the time of discharge from hospital may be eligible for this program. Request a referral from the hospital, or call the program directly for more information. This short term, free service can help with

- Driving and/or accompanying the patient home
- Picking up medications and/or groceries
- Preparing small meals
- Providing personal care and/or homemaking services
- Following up with phone calls and/or visits to check on the patient's well being
- Making referrals to other community support services

If you aren't sure about how you will manage after hospital discharge and want more information about community supports, you can also call Community Navigation and Access Program (CNAP) or Doorways to Care.

Community Navigation Access Program (CNAP)

Toll free 1-877-540-6565

cnap.ca

- Helps connect seniors and their caregivers to support services in Toronto including personal care, homemaking, and food programs

Doorways to Care

Toll free 1-866-626-0222

doorwaystocare.ca

- Complements the short-term Home at Last program by providing connections to community support agencies in North York





Hospitals with Emergency/Urgent Care Departments

The following is a list of hospitals in Toronto that provide emergency care. Included in the contact information are numbers to call when patients or family members have concerns or questions about patient care and/or discharge planning received while in hospital.

Etobicoke

**William Osler Health Centre
Etobicoke General Hospital**
416-494-2120
Patient Inquiry 416-494-2120
ext 33525
Patient Relations 416-494-2120
ext 32474
101 Humber College Blvd
williamoslerhc.on.ca

North York

**Humber River Regional
Hospital
Finch Ave Site**
416-744-2500
Patient Inquiry 416-747-3868
Patient Relations 416-243-4547
2111 Finch Ave W
hrrh.on.ca

**Humber River Regional
Hospital**
416-249-8111
Patient Inquiry 416-243-4104
Patient Relations 416-243-4697
200 Church St
hrrh.on.ca

North York General Hospital
416-756-6000
Patient Inquiry 416-756-6000
ext 2
Patient Relations 416-756-6125
4001 Leslie St
nygh.on.ca

**Sunnybrook Health
Sciences Centre**
416-480-6100
Patient Inquiry 416-480-4246
Patient Relations 416-480-4940
2075 Bayview Ave
sunnybrook.ca

Scarborough

**Scarborough Hospital
General Campus**
416-438-2911
Patient Inquiry 416-438-2911
Patient Relations 416-495-2701
ext 6140, 6433
3050 Lawrence Ave E
tsh.to

**Scarborough Hospital
Birchmount Campus**
416-495-2400
Patient Inquiry 416-495-2400
Patient Relations 416-495-2701
ext 5424
3030 Birchmount Rd
tsh.to

**Rouge Valley Health
System
Centenary Hospital**
416-284-8131
Patient Inquiry 416-284-8131
ext 7315
Patient Relations 416-284-8131
ext 4742
2867 Ellesmere Rd
www.rougevalley.ca

Toronto/East York

Mount Sinai Hospital
416-586-4800
Patient Inquiry 416-586-4800
ext 5054
Patient Relations 416-586-4800
ext 5066
600 University Ave
www.mtsinai.on.ca

St. Joseph's Health Centre
416-530-6000
Patient Inquiry 416-530-6000
ext 6038
Patient Relations 416-530-6652
30 The Queensway
stjoe.on.ca

St. Michael's Hospital
416-360-4000
Patient Inquiry 416-864-5454
Patient Relations 416-864-5215
30 Bond St
stmichaelshospital.com

**Toronto East General
Hospital**
416-461-8272
Patient Inquiry 416-469-6487
Patient Relations 416-469-6096
825 Coxwell Ave
www.tegh.on.ca

Toronto General Hospital
416-340-3111
Patient Inquiry 416-340-3131
Patient Relations 416-340-4907
190 Elizabeth St
uhn.ca

Toronto Western Hospital
416-603-5800
Patient Inquiry 416-603-5801
Patient Relations 416-340-4907
399 Bathurst St
uhn.ca



HEALTH & WELLNESS

Palliative Care and Hospice Programs

Anyone, regardless of age, can access palliative support once they have been medically diagnosed with a serious or life-threatening illness. You do this through a local Community Care Access



Centre (CCAC), or by contacting the program directly. Many hospice programs in Toronto use a common referral form, so you only need to apply once.

Access to hospital-based supports is typically through a member of the patient's health care team so these programs are not listed here. Such programs are assigned

to service areas based on Ministry of Health and Long-Term Care guidelines, although people with urgent needs can be eligible to receive services wherever there is a space available.

If you are looking for additional in-home supports, apply to your local CCAC. See pages 22-26 for more on these programs.

General Information Referral

If you are unsure of what care is available to you, contact your local CCAC.

Community Care Access Centre (CCAC)

416-310-2222

310CCAC.ca

frontdesk@ccac-ont.ca

- Information, referral and assessment for home care and other services available in home or in the community.
- There are several different CCAC offices serving Toronto, each with a different phone number. To find the one nearest you, visit the website or call the central number

Toronto Central Palliative Care Network

416-910-9993

tcpn.ca

support@tcpn.ca

- Information and links to Toronto-based palliative care services

Canadian Virtual Hospice

virtualhospice.ca

info@virtualhospice.ca

- The website provides access to online discussion groups and information about end of life care
- "Ask a professional" link provides email access for queries

Hospice Programs

Community Volunteer Hospice Programs

Hospice volunteers help with such activities as providing respite for caregivers, assisting with personal needs, light meal preparation, accompanying people, and playing games or other social activities. They may also provide bereavement and spiritual support or complementary therapies.

Alliance Hospice

416-447-7244 ext 541

alliancehospice.ca

Mon-Fri 8:30 am-4:30 pm

- Provides hospice care in the home as a complement to

professional medical care

- Social workers will help to coordinate care and assign volunteers. Interim support services provide assistance to people in the early stages or recovering from a life-threatening illness
- Anyone can phone to make a referral
- Steeles Ave to the Toronto Islands, Humber River to Victoria Park Ave (excluding the old City of York)
- Fee depends on the service; call for details

Circle of Care Hospice Program

416-635-2860

4211 Yonge St 4th Fl

circleofcare.com

info@circleofcare.com

- Trained volunteers provide two to four hours of visits a week to provide emotional support, companionship, caregiver relief and practical assistance
- Offers a Jewish hospice program and a non-denominational program





- Call to apply
- Centre St to St. Clair Ave, Keele St to Don Mills Rd

Dorothy Ley Hospice

220 Sherway Dr
416-626-9411

dlhospice.org

Mon-Fri 9 am-5 pm

- Community and residential palliative care. Ten bed residential care suite provides 24-hour care in a home-like setting
- Contact 416-626-0116 ext 225, ext 299 after office hours. You will be referred to a case manager who will visit you in your home to complete an assessment
- Lawrence Ave to Lake Ontario, Hwy 10 to Roncesvalles Ave
- No fee

Hazel Burns Hospice

416-782-5915

2562 Eglinton Ave W Ste 203

hbhospice.com

- Community volunteer hospice program
- Anyone can phone to make a referral
- Lawrence Ave to St. Clair Ave, east of the Humber River; Wilson Ave to Bloor St, west of the Humber River; Humber River to Bathurst St
- No fee

Hospice Toronto

2221 Yonge St Ste 400
416-364-1666

hospicetoronto.ca

info@hospicetoronto.ca

- Provides community volunteer in-home palliative care
- Call 416-364-1666 and dial zero for reception; Hospice Toronto encourages clients and their families to consult with them shortly after diagnosis
- Eglinton Ave to Toronto Island; Islington Ave to Warden Ave
- No fee

Jewish Family and Child Jewish Hospice Program

416-638-7800

4600 Bathurst St

jfandcs.com

- Provides connection to and identification with the Jewish community, counselling and emotional support, assistance with certain activities of daily living
- For any Jewish individual diagnosed with a life threatening illness
- Anyone can make a referral; contact the JF&FS Hospice Coordinator at 416-638-7800 ext 6201
- Toronto
- No fee

Philip Aziz Centre

558 Gerrard St E

416-363-9196

philipazizcentre.ca

- Community volunteer hospice program provides palliative care, interim support, caregiver relief
- People living with cancer, HIV/AIDS and other life-limiting illnesses

- All postal codes that begin with "M"
- No fee

Scarborough Centre for Healthy Communities Community Wellness Support Program

2660 Eglinton Ave E

416-642-9445

- Provides information, individual and group counseling and support, home visiting, caregiver relief
- Call 416-642-9445 and a Hospice Palliative Care or Bereavement Specialist will make arrangements to meet with you to fully explain the services and assess your needs
- Scarborough
- No fee

Residential Hospice Programs

The following programs provide residential care outside of a hospital or long term care home. Space is limited.

Casey House

9 Huntley St

416-962-7600

caseyhouse.com

info@caseyhouse.on.ca

- Inpatient rehabilitative, respite and palliative care; home care program (access through CCAC) provides access to recreational and complementary therapies and enhanced nursing and personal support hours
- Admissions are based on



HEALTH & WELLNESS

Palliative Care and Hospice Programs

level of need and priority is given to those who require end of life care. Respite admissions are pre-booked

- Contact the intake worker
- Toronto
- No fee

Dorothy Ley Hospice

220 Sherway Dr
416-626-9411

dlhospice.org

Mon-Fri 9 am-5 pm

- Community and residential palliative care. Ten bed residential care suite provides 24-hour care in a

home-like setting

- Contact 416-626-0116 ext 225, contact ext 299 after office hours. You will be referred to a case manager who will visit you in your home to complete an assessment
- Lawrence Ave to Lake Ontario, Hwy 10 to Roncesvalles Ave
- No fee

Additional in home

supports (see also pages 22-26)

VHA Home HealthCare End of Life/Palliative Care

30 Soudan Ave Ste 500

416-489-2500

**vha.ca/our-services/
palliative-care.html**
24/7

- Personal and home support workers provide care and perform household chores
- Nurses provide effective pain management and complete a health assessment in order to create the most comfortable course of care possible
- Contact 416-489-2500 ext 4649 for private services (\$23.50 an hour)
- Greater Toronto Area



Meals

This section contains information about allotment gardens, community kitchens, food banks, nutritional counselling and group dining for seniors. Group dining—also called community or congregate dining—provides a way to get out of the house and enjoy a good meal in the company of others. Activities are often arranged before or after meal times.



Fresh Vegetables and Fruit

**Food Share Toronto
Good Food Box**

416-363-6441

90 Croatia St
foodshare.net

A fresh produce buying club

- Depending on box size and type, customers pay between \$13 and \$34 for their box
- See the website for more information about food programs in Toronto

Not Far from the Tree

139-639 Dupont St

notfarfromthetree.org

- A program where locally picked fruit is shared with volunteer fruit pickers, tree owners, food banks, shelters and community kitchens
- To register, fill out the online registration form

Community Gardens

Community gardens are located in public parks or private lands where neighbours grow and care for vegetables, flowers and native plant species.

Toronto Parks, Forestry and Recreation

416-392-8188 press 1-1

toronto.ca/parks

- Garden plots are in various locations across Toronto, however, there may be a waiting list
- Rental fees for each garden plot are \$76.83 tax included



Community Kitchens

In community kitchens people cook together and then eat the prepared meal. Some meals are low cost and others are free. Most programs are open to adults as well as seniors. If you are unable to find a community kitchen in the list call the Community Information Line at 416-392-6655 for a location near you.

Etobicoke/York

Rexdale Women's Centre Cooking Club

416-745-0062

21 Panorama Ct

rexdalewomen.org

Mon 12-3 pm

- For community members
- Free

North York

Delta Family Resource Centre

416-747-1172 ext 77

2650 Finch Ave W

dfrc.ca

Tues 9:30-11:30 am

Wed 9:30-11:30 am

at 27 Firgrove Cres

- Pre-registration required
- Free

North York Community House

Caribbean Women's Cook and Talk

416-784-0920 ext 234

1541 Jane St

nych.ca

jfricker@nych.ca

Wed 1-3 pm (each session runs for eight weeks)

- Open to all; call for start date
- Free

Unison Health and Community Services

416-653-5400 ext 1266

1651 Keele St

Fri 10 am-2 pm

- Spanish-speaking 55 +
- Free

Scarborough

Agincourt Community Services

Dorset Park Community Hub

416-321-6912 ext 407

1911 Kennedy Rd

agincourtcommunityservices.com

Fri 10 am-12 pm

- Priority to Dorset Park community members
- Free

HeartBeatz-Cliffcrest Community Centre

416-267-6293 (ask to speak with the nutritionist)

416-267-6297

400 McCowan Rd

heartbeatz.ca

cliffcrest@bellnet.ca

Mon 10 am-1 pm; hours/days may vary, please call ahead

- Newcomers to Canada
- Free

Scarborough Centre for Healthy Communities

416-847-4143

4100 Lawrence Ave E

schcontario.ca

ask@schcontario.ca

Mon-Fri 9 am-5 pm

- Free for community members

Toronto/East York

Friends of Dufferin Grove Park

416-392-0913

875 Dufferin St

dufferinpark.ca

staff@dufferinpark.ca

Fri 6-7:30 pm June to September

- Open to all; call or e-mail
- Suggested donation \$7/meal

Mustard Seed Community Kitchen

Fontbonne Ministries, Sisters of St. Joseph of Toronto

416-465-6069

791 Queen St E

fontbonneministries.ca

Tues 3-5:30 pm

- Registration required
- \$10 a month or \$3 a day

Islamic Social Services and Resource Association Muslim Women's Cooking Group

416- 767-1531

2375 St. Clair Ave W

issra.ca

zakiyya@issra.ca

Sat 11 am-2 pm

- Open to all
- Free

Scadding Court Community Centre and Kitchen

416-392-0335

707 Dundas St W

scaddingcourt.org

Mon, Thurs noon-4 pm

Last Sunday of each month noon-2 pm family lunch

- Open to all
- Free



HEALTH & WELLNESS

Meals

South Riverdale Community Health Centre
Diabetes Education Community Network of East Toronto

416-461-9043

955 Queen St E

2nd & 4th Tues of month,

10 am-1:30 pm English

3rd Monday of month,

10 am-2 pm Cantonese/
Mandarin

- For those diagnosed with Type 2 or pre-Diabetes
- Free; registration required

The Meeting Place, St. Christopher House

416-504-4275

588 Queen St W

stchrishouse.org

Thurs, Fri 8:30 am-noon

- Registration required; please call for an appointment
- Fees apply

The Stop Community Food Centre

Healthy Meals Kitchen

416-651-7867 ext 23

1884 Davenport Rd

thestop.org/community-cooking

kristyn@thestop.org

2nd & 4th Thurs of the month

3-6 pm

- Low-income adults
- Free

Yonge Street Mission

416-929-9614 ext 3230

270 Gerrard St E

ysm.on.ca

info@ysm.ca

Fri 10:30 am-1 pm (program hours vary)

- Call to register
- Free



Food Banks



There are dozens of food banks throughout Toronto, each serving their own area.

Call Daily Bread at 416-203-0050 for a referral to a member food bank near you. Visit **211toronto.ca** for more information on other food banks, including those run by the Salvation Army. Please

note that most food banks require proof of address, identification and income verification. Rules for using food banks can vary. Ask about the rules when calling to make an appointment.

Canadian Red Cross Mobile Food Bank

416-480-1390

21 Randolph Ave

redcross.ca

toronto@redcross.ca

- Delivers food to people unable to access a food bank due to a temporary or permanent disability
- Intake assessment for eligibility

Daily Bread

416-203-0050

191 New Toronto St

www.dailybread.ca

info@dailybread.ca

- If you are referred to a food bank by Daily Bread, expect to show identification, proof of income, address, and expenditures such as rent and utilities
- Food banks usually provide a two to three day supply of food, based on the number of people in the family

North York Harvest Food Bank

416-635-7771

640 Lawrence Ave W

northyorkharvest.com

info@northyorkharvest.com

- Call for information on neighbourhood food banks and other food programs in North York
- Online food program locator tool provides location, hours, and eligibility information for local food bank and community kitchens



Specialty Food Banks

Halal Food and Essential Items Bank

Muslim Welfare Centre of Toronto

416-335-9994

100 McLevin Ave Ste 4A

muslimwelfarecentre.com

Mon-Thurs 2-4 pm

Sat 2-4 pm

- Identification and proof of income and rent required; call for an appointment
- Also in Mississauga

Ontario Vegetarian Food Bank

416-744-4357

vegfoodbank.ca

info@vegfoodbank.ca

2370 Midland Ave Main Fl

Ste B5

Sat 3-6 pm

2400 Finch Ave W Ste 10

Mon-Sat 10 am-12:30 pm

- Identification and proof of income required; call for an appointment

Meals on Wheels (MOW)

Meals on Wheels is

a meal delivery service for seniors

55 years and over, people with disabilities and those who are chronically/acutely ill or just out of hospital. Registration is required and fees apply.

Meals are available hot or frozen and the cost varies in the range of \$4-7 per entree. MOW agencies may be able to accommodate special diets (e.g. diabetics, vegetarians, Halal). For more information, contact the MOW provider in your area.

For general information and referral to a local meal delivery program, contact 211, a Community Care Access Centre (see page 11) or the Community Navigation Access Program (CNAP) Toll free 1-877-540-6565.



Etobicoke/York

Etobicoke Red Cross MOW

416-236-3180

21 Randolph Ave

Downsview Services to Seniors

416-398-5510

497 Wilson Ave

Humber Community Services

416-249-7946

1167 Weston Rd

St. Clair West Services for Seniors

416-787-2114

2562 Eglinton Ave W

West Toronto MOW

416-653-3535

80 Ward St

North York

Meals on Wheels and More

416-225-6041

80 Sheppard Ave W

SPRINT MOW

416-481-0669

140 Merton St 2nd Fl

Taylor Place/Better Living Centre MOW

416-447-7244

1 Overland Dr

Villa Charities, Services for Seniors MOW

416-789-2113

40 Playfair Ave

Yorkminster Park MOW

416-482-0549

1585 Yonge St

Scarborough

Scarborough Centre for Healthy Communities MOW

416-847-4124

629 Markham Rd Unit 2

St. Paul's L'Amoreaux MOW

416-493-3333

3333 Finch Ave E

Transcare Community Support Services

416-750-9885

1045 McNicoll Ave

Warden Woods MOW

416-694-1138

74 Fir Valley Ct





HEALTH & WELLNESS

Meals on Wheels (MOW)

West Hill MOW

416-284-5931
3545 Kingston Rd

Toronto/East York

St. Christopher House MOW

416-532-4828

248 Ossington Ave

Mid-Toronto MOW

416-962-9449
192 Carlton St 2nd Fl

East York MOW

416-424-3322
2 Thorncliffe Park Dr Unit 52

WoodGreen Community Services MOW

416-645-6000
815 Danforth Ave Ste 100

True Davidson MOW

416-752-9667
2723 St. Clair Ave E

Group Dining



Group dining—also called community or congregate dining—provides a way to get out of the house and enjoy a good meal in the company of others. Activities are often arranged before or after meal times. Unless otherwise noted, the locations and washrooms are wheelchair accessible. Call each agency for details on applying or to book an assessment. Where available, transportation is noted.

Etobicoke/York

CANES Community Care

416-743-3892
135 Queen's Plate Dr Ste 400
canes.on.ca
canes@canes.on.ca
3rd Wed of month 12-1:30 pm
at 2650 Finch Ave W

- 59+ and adults with physical disabilities; caregivers can attend
- Etobicoke
- \$5 for a hot meal
- Transportation \$8 roundtrip may be available for service area residents. Call

416-743-3892 ext 279

ESS Support Services

416-243-0127
2245 Lawrence Ave W
esssupportservices.ca
agency@esssupportservices.ca
Mon, Tues 11 am-2 pm at
4968 Dundas St W;
Fri at 1447 Royal York Rd

- 55+ and individuals with physical disabilities, acquired brain injury, memory impairment due to Alzheimer disease or related disorder, or who are frail or isolated
- Steeles Ave to Lake Ontario, Scarlett Rd to Mill Rd
- \$6.50 per meal
- Transportation \$7 per person roundtrip, group rate

Franklin Horner Community Centre

416-252-6822
432 Horner Ave
franklinhorner.org
franklinhorner@rogers.com
Mon-Fri 9:30 am-12:30 pm
Tues and Thurs lunch

- Breakfast and lunch open to all members
- No service boundaries
- \$25 annual membership; Tues lunch \$2, Thurs lunch \$3

St. Clair West Services for Seniors

416-787-2114 ext 242 Tues lunch, ext 246 Thurs lunch
2562 Eglinton Ave W Ste 202
servicesforseniors.ca
info@servicesforseniors.ca
Tues 11 am-2 pm at 1775 Eglinton Ave W; Thurs 11 am-2 pm at 130 Vaughan Rd

- 55+ and adults with physical or cognitive impairments or those who are convalescing
- English and Spanish
- No service boundaries
- \$3.50 per meal

Storefront Humber

416-259-4207
2445 Lakeshore Blvd W
storefronthumber.ca
storefronthumber@bellnet.ca
Tues noon-2 pm
Thurs noon-2pm

- 60+
- English, Italian, Polish; staff and volunteers may speak other languages
- Dundas St W to Lake Ontario, Etobicoke Creek to Humber River
- \$2/meal
- Transportation \$5 roundtrip for service area residents

**Syme 55 Plus Centre**

33 Pritchard Ave

416-766-0388

syme55.com

syme55@bellnet.ca

Mon-Thurs 11:30 am-1 pm Fri
noon-2 pm

- Seniors and adults with disabilities
- Lawrence Ave W to Bloor St W, Royal York Rd to Dufferin St
- \$25 annual membership fee, Mon-Thurs \$5 members, \$6.25 non-members; Fri \$6 members, \$7.50 non-members
- Transportation by Humber Community Senior Services; discount for Centre members

York West Active Living Centre

416-245-4395

1901 Weston Rd

yorkwestactivelivingcentre.ca
info@

yorkwestactivelivingcentre.ca

Mon-Thurs 11:30 am-1 pm
lunch, Fri soup

- 55+; individuals with dementia may be accompanied by a caregiver
- English, Spanish, Italian
- Hwy 401 to Eglinton Ave W, Kipling Ave to Keele St
- \$6.50 entrée; \$3.50 lunch; \$2.50 soup
- Transportation available for service area residents

York Fairbank Centre for Seniors

416-651-8300

2213 Dufferin St

yorkfairbank@on.aibn.com

Fri once or twice a month
lunch

- 55+
- English, Italian, Portuguese, Spanish
- Toronto
- \$5-\$7 Dine and Discover lunch

North York**Downsview Services for Seniors**

416-398-5510

497 Wilson Ave

downsviewservices.com

dnoel@downsviewservices.com

Mon-Fri 11:30 am-1 pm

- 55+ and adults with physical disabilities
- Steeles Ave W to Lawrence Ave W, Humber River to Bathurst St
- \$6 per meal; includes activities
- \$5 roundtrip for service area residents

North York Seniors Centre

416-733-4111

21 Hendon Ave

nyseniors.org

email@nyseniors.org

Mon 11 am-2 pm

- Women 55+
- Steeles Ave to Hwy 401, Bathurst St to Victoria Park Ave
- \$8
- \$5.50 each way for service area residents

Scarborough**Momiji Health Care Society**

416-261-6683

3555 Kingston Rd

momiji.on.ca

info@momiji.on.ca

Mon-Fri lunch and dinner;
Japanese lunch program at
satellite locations, call for details

- Japanese Canadian 60+ living in the community, tenants of the Momiji Seniors Residence
- English and Japanese
- Toronto
- Prices vary
- Transportation cost based on zone

Scarborough Centre Healthy Communities

416-642-9445

629 Markham Rd Unit 2

schcontario.ca

ask@schcontario.ca

Mon and Fri at different
restaurants

- 55+ and individuals with disabilities; people with dementia must be accompanied by caregiver
- Steeles Ave E to Lake Ontario, Brimley Rd to Scarborough eastern limits
- Prices vary
- Transportation \$5 roundtrip for service area residents

Senior Tamils' Centre – Scarborough Branch

416-496-2897

5200 Finch Ave E Ste 203

seniortamilscentre.com

admin@seniortamilscentre.com

Tues-Fri 9 am-1 pm

- Activities + light meal



HEALTH & WELLNESS

Group Dining

- Tamil seniors 55+; must be centre members
- English and Tamil
- Greater Toronto Area
- \$1/day, annual membership fee \$15 individual, \$20 family

TransCare Community Support Services

416-750-9885

1045 McNicoll Ave

tcare.ca

info@tcare.ca

11 am-3 pm days/locations vary

- 55+ and adults with disabilities
- English, Chinese (Mandarin); staff and volunteers may speak other languages
- Steeles Ave to Lake Ontario, Victoria Park Ave to Port Union Rd
- \$6.75 per meal; includes activities
- Transportation \$4 roundtrip, limited availability

Warden Woods Community Centre

416-694-1138 ext 139

74 Firvalley Crt

wardenwoods.com

samanthab@wardenwoods.com
Wed 10:30 am-2 pm meal + recreational activities

- 55+
- Eglinton Ave E to Lake Ontario, Victoria Park Ave to Kennedy Rd (No service area restriction if transportation not required)
- \$5 per meal
- Transportation \$6 round trip for service area residents

West Scarborough Neighbourhood Community Centre

416-755-9215 ext 227

313 Pharmacy Ave

wsncc.com

italianseniors@wsncc.on.ca

Tues 10 am-2:30 pm light breakfast, hot lunch + activities

- 65+
- English and Italian
- Toronto
- \$6
- Transportation \$5 roundtrip 0-6 kilometres from Centre; not wheelchair accessible

Toronto/East York

Central Eglinton Community Centre

416-392-0511

160 Eglinton Ave E

centraleglinton.com

olderadults@centraleglinton.com
Tues or Thurs twice a month
noon-2 pm Lunch and Learn + restaurant tour

- 50+
- Toronto
- Free Lunch and Learn; pay your own bill on restaurant tour

Davenport Perth Neighbourhood Centre

416-656-8025

1900 Davenport Rd

dpnc.ca

info@dpnchc.ca

Wed noon-1 pm Seniors soup social

- 55+
- English, Italian, Spanish, Portuguese, Chinese (Mandarin); staff may speak other languages

- Toronto Community Council northern limits to Bloor St W, CN/CP tracks to Bathurst St
- Free

East York Meals on Wheels (Diners Club)

416-424-3322

2 Thorncliffe Park Dr Unit 52

eastorkmealsonwheels.org

info@eastorkmealsonwheels.org

10 times per month at 10 different locations

- Older adults, individuals with disabilities and persons who are acutely or chronically ill or convalescing with their caregivers
- Eglinton Ave E to Sammon Ave, Broadview Ave to Victoria Park Ave
- \$7.40-\$8 per meal depending on location
- Transportation available roundtrip for service area residents

Good Neighbours Club

416-366-5377

170 Jarvis St

goodneighboursclub.org

administration@

goodneighboursclub.org

Mon-Sun breakfast 8:15-9:15 am; lunch noon-1:15pm; snack 3-3:30 pm

- Men 50+; must be members
- Bloor St to Lake Ontario, Bathurst St to Broadview Ave
- \$1 per meal/snack



HEALTH & WELLNESS

Group Dining

Les Centres D'Accueil Héritage

416-365-3350 ext 226

33 Hahn Place

caheritage.org

info@caheritage.org

Mon-Fri noon-1:30 pm

- Francophone seniors 55+ and individuals with HIV/AIDS; people with dementia and their caregivers
- French
- Greater Toronto Area
- \$7 per meal for members, \$9 for non-members

Mustard Seed Community Kitchen

**Fontbonne Ministries,
Sisters of St. Joseph of
Toronto**

416-465-6069

791 Queen St E

fontbonneminstries.ca

info@csj-to.ca

Wed noon-1 pm; Sat noon-12:45 pm (October-May)

- Women
- Toronto
- Free

Native Canadian Centre

416-964-9087

16 Spadina Rd

ncct.on.ca

reception@ncct.on.ca

Mon, Fri noon-1 pm
community lunch

- Open to all
- English, Cree, Ojibway
- Toronto
- \$3 donation if employed, \$2 donation if unemployed or student

Neighbourhood Link Community Services

416-691-7407

3036 Danforth Ave

neighbourhoodlink.org

info@neighbourhoodlink.org

Lunches and dinners held at five locations, call for details

- 50+, including those with dementia with their caregivers; open to seniors living outside of the service area
- East York northern limits to Lake Ontario, Coxwell Ave to Victoria Park Ave
- \$5 per meal

Parkdale Golden Age Foundation

416-536-5534

27 Roncesvalles Ave Ste 401

pgaf.ca

pgaf@rogers.com

Noon lunch at nine locations

- 60+ and adults with disabilities; persons with dementia accompanied by a caregiver
- English; volunteers may speak other languages
- Toronto
- \$4 per meal

POINT - People and Organizations in North Toronto

416-487-2390

200 Eglinton Ave W 1st Fl

pointinc.org

point@pointinc.org

Wed 11:45 am-2 pm (Oct-May)

- 55+ and caregivers if required
- Hwy 401 to St. Clair Ave, Bathurst St to Don River

- \$6.50 per meal
- Transportation by SPRINT

Second Mile Club

416-597-0841

340 College St Ste 350

secondmileclub.ca

mriach@secondmileclub.ca

Wed noon at 25 Brunswick St,
Thurs noon at 192 Carlton St

- 55+ and adults with physical disabilities
- English, Chinese (Mandarin and Cantonese)
- Wheelchair accessible building/washrooms at Brunswick location only
- St. Clair Ave W to Lake Ontario, Bathurst St to Yonge St
- \$30 annual membership fee; \$5.50 per meal

Senior Adult Services in the Annex

416-923-8909

341 Bloor St W 2nd Fl

sasannex.blogspot.ca

sasannex@rogers.com

- 1st and 3rd Thurs of the month 5-7pm; 1st Mon of the month 11-2 pm pub day
- English and Spanish for Thurs dinners
- Toronto
- \$6.50 for Thurs dinner, \$3.50 members, \$5 non-members for pub day



HEALTH & WELLNESS

Group Dining

Silver Circle West Toronto Services for Seniors

416-653-3535 ext 240

80 Ward St

silvercircle.ca

info@wtss.org

Hours and locations vary, call for details

- 55+; adults with physical disabilities and their caregivers
- St. Clair Ave W to Bloor St W, Humber River to Bathurst St
- \$2.50 to \$20 depending on event and location
- Transportation \$2 roundtrip depending on location

SPRINT - Senior Peoples' Resources in North Toronto416-481-0669 ext 232, 238, 294
140 Merton St 2nd Fl**sprint-homecare.ca**

sprint@sprint-homecare.ca

Mon-Fri 11:30 am-2 pm at nine locations

- 55+ and adults with disabilities
- Hwy 401 to Bloor St, Bathurst St to Bayview Ave

- \$3.75 to \$6.50 per meal; subsidies may be available
- Transportation \$5 roundtrip for service area residents

St. Matthew's Bracondale House

416-656-2669

707 St. Clair Ave W

smbh.ca

sdeslauriers@on.aibn.com

Mon-Sat noon-1 pm; Sun 1-2 pm

- 65+ tenants and those living in the community
- St. Clair Ave W to Bloor St W, Dufferin St to Spadina Ave
- \$6.50 Sat-Wed; \$7.50 Thurs; \$5.75 Fri

WoodGreen Community Services

416-645-6000 ext 1262

815 Danforth Ave Ste 100

woodgreen.org

info@woodgreen.org

Days and times vary at four locations

- 55+, frail or isolated, individuals with disabilities or developmental delays and individuals with dementia accompanied by a caregiver

- English, Chinese (Mandarin and Cantonese) and Portuguese
- Eglinton Ave E to Danforth Ave, Bayview Ave to Victoria Park Ave, Danforth Ave to Lakeshore Blvd East, Don Valley Pkwy to Coxwell Ave. No service area restriction if transportation service is not required
- \$5.75 per meal
- Transportation \$7 roundtrip for service area residents

Yonge Street Mission, Christian Community Centre

416-929-9614

270 Gerrard St E

ysm.ca

csinfo@ysm.ca

Tues, Thurs lunch + drop-in, call for times

- 60+
- Toronto
- \$2
- Transportation may be available



Nutrition Counselling



Eating right can help you stay healthy as you age. If you have questions about diet and nutrition, consult your family physician or contact one of the agencies listed.

General Information and Referral**Eat Right Ontario**

Toll free 1-877-510-5102

eatrightontario.ca

- Speak to a dietician about food choices, disease prevention and nutrition

Heart and Stroke Foundation of Ontario – Toronto Office

416-489-7111

2300 Yonge St Ste 301

heartandstroke.com

- Provides general information about heart disease and stroke; also offers various online resources such as tips and recipes on healthy eating



HEALTH & WELLNESS

Nutrition Counselling

Toronto Public Health Health Connection

416-338-7600

toronto.ca/health

- Speak to a Toronto Public Health Registered Dietitian
- Website has information and resources on health eating

Community Care Access Centre (CCAC)

416-310-2222

310CCAC.ca

frontdesk@ccac-ont.ca

- Information, referral and assessment for nutritional counselling other services available in home or in the community

- There are several different CCAC offices serving Toronto, each with a different phone number. To find the one nearest you, visit the website or call the central number

Medication



When your doctor prescribes a medication, make sure you understand what the medication is, why you need to take it, and if there are any side effects. Your pharmacist should be able to provide instructions about when to take the medication, how often and what to do if you miss a dose. Make sure he or she knows what other medications you may be taking.

The Ontario Drug Benefit Program covers some of the costs for prescription medications. Call Service Ontario for more information or speak with your pharmacist.

Always carry a list of the medications you are taking in case of emergency. You can use the In Case of Emergency form on pages 9-10, or ask your pharmacist to help you with a list.

Ontario Drug Benefit Program

ServiceOntario Infoline

Toll free 1-866-532-3161

TTY toll free 1-800-387-5559

health.gov.on.ca

- Seniors with valid Ontario Health Insurance are eligible for drug coverage under the Ontario Drug Benefit (ODB) Program on the first day of the month following their 65th birthday
- You don't need to apply. You should receive notice in the mail about two months before you turn 65. Tell your pharmacist you are eligible and they can confirm this in the provincial Health Network System
- Depending on your income, you may be asked to pay some portion of prescription drug product costs. For example, some seniors pay an annual deductible fee of \$100 and a dispensing fee of up to \$6.11 for ODB-eligible prescriptions
- Low income seniors do not have to pay any deductible but do pay a \$2 co-payment

towards the dispensing fee for each ODB-eligible prescription

Trillium Drug Program

Toll free 1-800-575-5386

ServiceOntario Infoline

Toll free 1-866-532-3161

TTY 416-327-4282

TTY Toll free 1-800-387-5559

health.gov.on.ca

- Helps people who have high prescription drug costs relative to their household income and who are not covered under the Ontario Drug Benefits Program
- Must have valid Ontario Health Insurance
- Individuals pay a deductible amount based on income and a \$2 co-payment towards the dispensing fee for each eligible prescription
- Download an application from the website, or ask for one at your pharmacy





HEALTH & WELLNESS

Medication

Meds Check Infoline

Toll free 1-866-255-6701

TTY toll free 1-800-387-5599

(or talk to your pharmacist)

health.gov.on.ca

- A free, 30-minute consultation with a pharmacist to review medications

- For those taking three or more medications for a chronic condition
- Also available in-home for those not able to attend their local pharmacy

Telehealth

Toll free 1-866-797-0000

TTY toll free 1-866-797-0007

health.gov.on.ca

- This free, confidential telephone service provides health advice or general health information, 24/7

Mental Health & Addictions



Many programs can help seniors and their caregivers face mental health and addiction challenges. This section includes listings for crisis lines and mobile crisis services, general information and referral services that can explain which options are available and how to access them, as well as longer term case management programs that can provide a multi-disciplinary approach to supporting people coping with a number of issues and who have trouble accessing traditional services.

Call 911 in an emergency**Crisis Lines****Seniors Crisis Access Line**

416-619-5001

Seniors Safety LineToll free 1-866-299-1011
(150 Languages)

Anishnawbe Health Mental Health Crisis Line (Aboriginal clients) 416-891-8606

Assaulted Women's Helpline 416-863-0511
Toll free 1-866-863-0511

Distress Centres of Toronto
416-408-HELP (4357)

Gerstein Crisis Centre
416-929-5200

St. Elizabeth Health Centre Community Crisis Response
(Etobicoke, North York)
416-498-0043

Crisis Services

Crisis staff can come to your home and talk to you, assess your needs and provide short-term intervention. If ongoing support is needed you may be referred to community services (e.g., meals on wheels, day program, friendly visits, support groups, etc.); and/or an ongoing mental health case management program or a psycho-geriatric service. Crisis staff can also determine if hospitalization is required and assist with admission. They typically

work during the day, so if the crisis is acute, or involves immediate life and safety issues, call 911. If you are not sure which program serves your area, call the Seniors Crisis Access Line at 416-619-5001.

St. Elizabeth Health Care Mobile Crisis/Integrated Community Mental Health Crisis Response Program

416-498-0043

2 Lansing Sq Ste 600

- Immediate telephone crisis intervention and support, mobile crisis visits in the home or the community, and referrals to other community services
- North York and Etobicoke

St. Elizabeth Health Care - Scarborough Hospital Mobile Crisis Program

416-495-2891

3050 Lawrence Ave E

Phone service is available 24/7 but home visits end at 8 pm

- Provides telephone crisis response and community crisis response to adults





HEALTH & WELLNESS

Mental Health & Addictions

experiencing a mental health crisis

- Scarborough and East York

Gerstein Crisis Centre

Administration 416-929-0149

Crisis Line 416-929-5200

100 Charles St E Toronto

gersteincentre.org

- Provides crisis intervention including telephone support, community visits and a short stay residence to adults who experience mental health problems
- Downtown Toronto

WoodGreen Community Services

Crisis Outreach Service for Seniors (COSS)

416-640-1459

815 Danforth Ave Unit 202

woodgreen.org

9 am-5 pm seven days a week

- Mobile crisis intervention service and short term case management (4-6 weeks) in home, hospital, shelters, or on the street
- 65+ with mental health and/or substance use issues in crisis
- Phone 416-640-1459 and leave a message; COSS will respond within 24 hours
- Danforth Ave to Lake Ontario, Yonge St to Coxwell Ave

General Information and Referral

There are many small agencies that provide specialized mental health and addiction services. To locate an agency that provides service in your language or neighbourhood, contact one of the organizations listed here. See also Counselling, pages 16-17.

Centre for Addiction and Mental Health Information

416-595-6111

Toll free 1-800-463-6273

camh.net

camh_mic@camh.net

- Information in English and French on mental health and substance use programs and services

Community Care Access Centres (CCAC)

416-310-2222

310CCAC.ca

frontdesk@ccac-ont.ca

- Information and referral for mental health and addictions services
- There are several different CCAC offices serving Toronto, each with a different phone number. To find the one nearest you, visit the website or call the central number

Drug and Alcohol Helpline

Toll free 1-800-565-8603

drugandalcoholhelpline.ca

24/7

- Provides confidential information about drug and alcohol addiction and treatment programs

Detox and Withdrawal Central Access

Toll free 1-866-366-9513

- Provides information and referral to a detox or withdrawal management program

Mental Health Helpline

Toll free 1-866-531-2600

mentalhealthhelpline.ca

24/7

- Confidential and anonymous information and referrals on mental health services and supports ranging from hospital based to community and self-help groups
- Access to interpreters for more than 170 languages

Metro Addiction Assessment Referral Service

416-599-1448

100 Stokes St 3rd Fl

camh.net

Mon-Fri 8 am-5 pm

- Group information sessions on addiction treatment options and individual assessment with an addictions counsellor



HEALTH & WELLNESS

Mental Health & Addictions

Consumer/Survivor Information Resource Centre of Toronto

416-595-2882

1001 Queen St W The Mall

csinfo.ca

Mon-Fri 1-4 pm drop-in,

9 am-5 pm telephone line

- Information and referrals to mental health and addictions services provided over the phone or in person; walk-in resource centre has free literature, books and videos for use at the centre

Concerns and Complaints

Psychiatric Patient Advocate Office

416-327-7000

Toll free 1-800-578-2343

55 St. Clair Ave W Ste 802

www.ppao.gov.on.ca

- Protects and promotes the rights and entitlements of Ontarians with mental illness

Problem Gambling

If gambling (casinos, slots, bingo, lotteries, etc.) is hurting your finances, relationships and well-being, you may have a gambling problem. Help is available through one of the agencies listed here. Call for more information or to request an assessment.

Ontario Problem Gambling Helpline

Toll free 1-888-230-3505

24/7

- Provides compassionate listening and referral to local resources

Centre for Addiction and Mental Health Problem Gambling Service

416-599-1322

Toll free 1-888-647-4414

175 College St

problemgambling.ca

gambling@camh.net

Mon, Tues, Fri 8 am-5 pm

Wed, Thurs 8 am-8 pm

- Group and limited individual counselling, consultation, counselling and advice for family members, couple and family counselling and telephone counselling and consultation
- Greater Toronto Area

Chinese Family Services of Ontario

416 979-8299

3300 Midland Ave Ste 229

chinesefamilyso.com

info@chinesefamilyso.com

Mon, Wed, Fri 9 am-5 pm

Thurs 9 am-8:30 pm

- Provides confidential counselling for individuals, groups and families who suffer from and/or are affected by a gambling addiction
- Greater Toronto Area
- Cantonese, Mandarin, Shanghainese and English

COSTI

416-244-7714

Sheridan Mall

1700 Wilson Ave Ste 105

costi.org

gamblingservices@costi.org

Mon, Tues, Thurs, Fri

8:30 am-4:30 pm

Wed 8:30 am-8 pm

- Provides individual counselling; available to all Italian, Portuguese and Spanish Canadians residing in Toronto

Jean Tweed Centre

Gambling Intake

416 255-7359 ext 248

215 Evans Ave

jeantweed.com

- Residential, individual and group counselling for women and their families facing addictions and problem gambling
- Apply in person any Tuesday at 4:30 pm, or call

Outreach and Case Management

Outreach services may be available to seniors with addictions and mental health issues who are unable to access treatment services in traditional settings. A multi-disciplinary team that may include a psychiatrist, nurse, social worker, occupational therapist and case worker can assess a senior in the home and provide follow-up support or referral as needed. The goal is to help someone improve quality of life in the least restrictive, most natural environment. Services may



not be senior-specific. Most agencies operate during regular business hours on weekdays.

Services that accept referrals from individuals, family members and community agencies

Access1

Toll free 1-888-640-1934
access1.ca

- Manages a common wait list for the major case management services in the Greater Toronto Area
- Provides information and advice about the service that best meets someone's needs, as well as information about waiting lists
- 16+ and experiencing a life-disrupting mental illness
- Submit an application form (available on the website or mailed on request) and you will be contacted to discuss eligibility

Centre for Addiction and Mental Health Geriatric Mental Health Program - PACE

416-535-8501 ext 32875
80 Workman Way
camh.net

- PACE provides in-home assessments, psychiatric consultations, follow up and referrals for frail elderly 65+ who are unable to come to the clinic, as well as services at the clinic

COTA Health

416-785-9230
700 Lawrence Ave W Ste 362
www.cotahealth.ca

- Provides individualized support to clients living with dementia, and clients 65+ living with a serious mental illness
- Submit application through the ACCESS1 system; for more information call 416-248-2050
- Etobicoke, North York, Scarborough and downtown Toronto

Community Outreach Programs in Addictions (COPA)

416-516-2982
49 Bathurst St Ste 200
copacommunity.ca

- Case management services using a harm reduction approach for seniors who have problems with addictions, mental health, and/or gambling; outreach to homes, long term care facilities and seniors' residences
- 55+, frail, isolated seniors who have difficulty using traditional addictions services
- Anyone can apply; family members can refer and receive telephone consultation
- Etobicoke, Downtown Toronto, contact COPA for specific areas
- English, Japanese, French, Ukrainian, Russian, Spanish, Polish

Community Resource Connections of Toronto St. James Town Outreach Program (STOP)

416-482-4103
366 Adelaide St E Ste 230

- Case management, referrals/ linkages to other services, assistance with infestation or hoarding issues
- 55+ living in St. James Town with mental health, addiction, or other health issues impacting ability to maintain housing
- Anyone can make a referral; contact intake at 416-482-4103 ext 316
- North St. James Town (Bloor St to Wellesley St, Sherbourne St to Parliament St)

Reconnect Mental Health Services Seniors Case Management

416-248-2050
2150 Islington Ave Ste 202
reconnect.on.ca

- Case management, referrals/ linkages to other services, coordination of services
- 60+ with identified mental health needs
- Submit application through the ACCESS1 system; for more information call 416-248-2050
- Old City of Toronto, Etobicoke and North York



HEALTH & WELLNESS

Mental Health & Addictions

WoodGreen Community Services

Full Circle

416-645-6000

815 Danforth Ave Ste 202

woodgreen.org

- Community case management; support to families and caregivers
- 60+ experiencing changes in behaviour related to the aging process while coping with mental health issues
- Anyone can make a referral, contact the Manager of Social Work at 416-645-6000 ext 5227

West Park Healthcare Centre Seniors Mental Health Service, Psychogeriatric Clinical Services

416-243-3732

82 Buttonwood Ave

www.westpark.org

- In-home assessment, information and advice, referral to community supports and care coordination
- 60+ and experiencing a mental health issue
- Referrals accepted from self, physicians, family members and community service providers; call or download referral form from the web site
- Etobicoke, old City of York and North York west of Dufferin St

Services requiring physician's referral

Baycrest Centre for Geriatric Care - Geriatric Psychiatry Community Service

416-785-2500 ext 2730

3560 Bathurst St

baycrest.org

- In-home assessment
- 65+ suffering from mental health problems, such as depression or memory loss
- Doctor's referral is required
- North of Steeles Ave to St. Clair Ave, Avenue Rd to Marlee Ave

Sunnybrook Health Sciences Centre - Community Psychiatric Services for the Elderly

416-480-4663

2075 Bayview Ave Ste F307

sunnybrook.ca

cpse@sunnybrook.ca

- In-home assessment by psychiatrist and case manager; counselling, ongoing management and referral to community supports
- 65+ with mental health concerns
- Referral from family doctor or other primary care provider is usually required
- Sheppard Ave to St. Clair Ave, Avenue Rd to the Don Valley Pkwy

Trillium Health Centre Seniors Mental Health Outreach Services

West Toronto Location

416-521-4057

150 Sherway Dr 4th Fl

trilliumhealthpartners.ca

- Home-based comprehensive assessment, consultation and education for clients and caregivers, collaboration with family physicians, family members and linkage to support services
- Frail 65+ with complex mental health, addiction and behavioural issues
- A family doctor must approve the referral and provide required medical information
- Southwest Etobicoke



HOUSING

Eviction Prevention

If you are facing eviction call the Tenant Hotline, a housing help centre, a community legal clinic (pages 69-71) or Central Intake (see below).

Tenant Hotline

416-921-9494
Mon-Fri 8:30 am-6 pm
Service in 150 languages

Central Intake

416-338-4766
24/7

Housing Help



Housing Help workers provide information about available housing options and assist with filling out or updating applications for rent-geared-to-income housing. They can also liaise with landlords on your behalf or give advice on housing issues, income support programs, and eviction prevention. Housing Help Centres are also the access point for Rent Bank services which include interest-free loans and seasonal utility grants.

For information on property tax relief see pages 56-57.

Housing Help Centres

Etobicoke/York

Albion Neighbourhood Services North

416-740-3704
The Rexdale Hub
21 Panorama Ct
Mon-Fri 9:30 am-5 pm

Albion Neighbourhood Services South

416-252-5990
185 Fifth St
Mon-Fri 9:30 am-5 pm

West Toronto Housing Help Services

416-531-0841
2333 Dundas St W Ste 404
Mon, Wed, Thurs 9 am-5 pm
Tues, Fri 1-5 pm

Unison Health and Community Services

416-653-5400
1651 Keele St
unisonhcs.org
Mon-Fri 9 am-5 pm
(call for an appointment)

North York

COSTI - North York Housing Help Centre

416-244-0480
North York Sheridan Mall
1700 Wilson Ave Ste 114
costi.org
Mon, Tues, Wed 8:30 am-5:30 pm
Thurs, Fri 8:30 am-4:30 pm

Scarborough

Scarborough Housing Help Centre

416-285-8070
2500 Lawrence Ave E Unit 205
shhc.org
Mon-Thurs 8:30 am-4:30 pm
Fri 8:30 am-2 pm

Toronto/East York

East York Housing Help Centre

East York East Toronto Family Resources Organization

416-698-9306
71 Gough Ave
eastyorkhousinghelp.ca
Mon-Fri 9 am-4:30 pm

Flemington Neighbourhood Services

416-424-2900
10 Gateway Blvd Ste 104
fnservices.org
Mon-Fri 9 am-5 pm

Neighbourhood Information Post

416-924-2543
269 Gerrard St E 2nd Fl
nipost.org
Mon, Tues, Thurs, Fri 9:30 am-4:30 pm, Wed 1 pm-4:30 pm
• Rent Bank and eviction prevention

WoodGreen Community Services

416-645-6000 ext 1175
650 Queen Street E
woodgreen.org
Monday 9 am-1 pm
Tuesday, Wednesday (call for an appointment)
Thursday 1-5 pm
Friday closed



HOUSING

Housing Help

Specialized Housing Help Programs

Central Neighbourhood House Vulnerable Seniors Program

416-925-4363
349 Ontario St
cnh.on.ca

Mon-Fri 9 am-5 pm (call or drop in to make an appointment)

- Assists homeless and at risk individuals 55+ with housing searches, landlord and tenant mediation, eviction prevention and advocacy

Neighbourhood Link Support Services

416-691-7407
3036 Danforth Ave
neighbourhoodlink.org
Mon-Thurs 9 am-4 pm
Fri 9 am-1 pm

- Provides housing support to vulnerable seniors, including crisis intervention, eviction prevention, and help to find and maintain housing

Warden Woods Community Centre Prevention of Homelessness Among Older Adults

416-694-1138
74 Firvalley Ct
wardenwoods.com
Mon-Fri 9 am-5 pm

- Provides support to adults 55+ who are homeless or at risk using a case management approach
- Services include crisis intervention, information, referral and counselling

Centre for Equality Rights in Accommodation Eviction Prevention Program

416-944-0087
Toll free 1-800-263-1139
340 College St Ste 101A
equalityrights.org/cera
Mon-Fri 9 am-5 pm

- Telephone eviction prevention service provides education and assistance to tenants

Tenant Complaints and Concerns



Tenants who have complaints and concerns (property standards, discrimination, bed bugs, hoarding) can address them to one of the following organizations. For information on bed bugs see page 14, for hoarding see page 21.

City of Toronto Municipal Licensing and Standards

311
toronto.ca/apartmentstandards

- If tenants have complaints

about repairs, building safety or heating, and have not been able to address them with the landlord, they can contact Municipal Licensing and Standards

Ministry of Municipal Affairs and Housing Investigation and Enforcement Unit

416-585-7214
Toll free 1-888-772-9277
777 Bay St 12th Fl
www.mah.gov.on.ca/ieu

- Responds to complaints about alleged offences under the Residential Tenancies Act such as improper eviction, failing to obey Provincial Work Orders, withholding vital services

Centre for Equality Rights in Accommodation (CERA)

416-944-0087
Toll free 1-800-263-1139
340 College St Unit 215
equalityrights.org/cera

- Can help fight housing discrimination



Housing Access & Applications to Different Types of Housing

Applying for housing or a housing subsidy can be confusing because there are different types of housing and many different housing providers. It's helpful to understand that access to most of the subsidized or rent-geared-to-income housing units is managed on behalf of the City of Toronto through one centralized waiting list coordinated by an organization called Housing Connections. This includes rent-geared-to-income units in seniors' residences, retirement homes, non-profits and co-ops. You can apply for rent-geared-to-income seniors housing when you are 59. If you already have an application on file with Housing Connections, make sure it's updated to "senior" when you turn 59. You can

do this directly through Housing Connections or ask for assistance at a Housing Help Centre.

Another centralized waiting list, Coordinated Access to Supportive Housing, or CASH, coordinates access to housing programs that support residents, including seniors, with mental illness and addictions. Supports provided on site vary from provider to provider. You can specify which housing provider and location you prefer. Applicants are assessed for eligibility.

For most other types of housing you will need to apply directly to the organization operating the housing. We've listed co-operative and non-profit housing (see pages 49-53) because even at market rent, it can be a more affordable option for independent seniors. The wait time for a market rental unit is normally less than a rent-geared-to-income unit.

The listing includes co-operatives and non-profits that are exclusively for seniors or that have units reserved for seniors. Anyone interested in a market rent unit should contact the housing provider directly to submit an application. Rent-geared-to-income units in these buildings are managed through Housing Connections.

If you would like more information about your housing options, need assistance filling out or updating a Housing Connections application, contact a Housing Help Centre for assistance. (See page 45.)

If you need health supports, whether short or long term, in order to maintain your independence and stay at home, or you are thinking about moving into a nursing home, please contact your local Community Care Access Centre (see page 11).

Housing Connections

416-981-6111

176 Elm St Main Fl

housingconnections.ca

Mon, Wed, Thurs, Fri

8:30 am-4:30 pm

Tues 10 am-6 pm

- The majority of subsidized housing units in Toronto are allocated through one centralized waiting list, managed by Housing

Connections. This includes rent-geared-to-income units in seniors' residences, retirement homes, non-profits and co-ops

- People who need rent-geared-to-income (or RGI) housing must apply through Housing Connections and keep their information up to date

- There are several options to fill out or update an application: go to the Housing Connections office; visit the website; contact a Housing Help Centre (see page 45); or contact one of Housing Connections' other community partners (listed on their website)





HOUSING

Housing Access & Applications to Different Types of Housing

Coordinated Access to Supportive Housing (CASH) Toronto Mental Health and Addictions Supportive Housing Network

416-979-1994

Fax 416-916-1689

15 Toronto St 9th Fl

tosupportivehousing.ca

- Supportive housing serves people with mental health and addictions issues, and there are many different supportive housing programs across the city, including some specifically for seniors
- The level of staffing and services provided such as meals and personal support varies among programs. CASH staff and housing providers will work with you to locate the housing program that suits your needs. Additional supports can also be provided by the local Community Care Access Centre if required
- With a single application, you can apply to supportive housing at any one of the 29 network agencies. Applications can be submitted in person, mailed in or faxed
- Applications will be reviewed and assessed for eligibility. There may be a waiting list

Long-Term Care Homes

Long-term care homes, also called nursing homes, are licensed, regulated and funded by the Ministry of Health and Long-Term Care. They provide around the clock supervision, nursing care and assistance with personal care and meals. They also provide shorter term stays for up to 90 days a year for those needing respite or convalescing.

To apply for long-term care, contact your local Community Care Access Centre (see page 11) to arrange for an assessment interview. The CCAC coordinator will determine if your care needs can be met in a long-term care facility and the coordinator will complete the application with you. You can apply for up to five homes and you do not have to decide which five immediately. Your application can be submitted with only one home on it and you can add four more in the next six weeks. If you apply for a home and a space becomes available, you are expected to accept it so visit the home if possible before making your application.

The province pays the "care" portion of the cost directly to the home. The resident pays room and board, also called a "co-payment" which

varies according to the type of room. The co-payment amount is standardized across the province and based on pension rates. A co-payment reduction may be available to low-income seniors (with a net income below \$21,000) to allow for a personal needs allowance of \$130 month.

Retirement Homes

Retirement homes usually have some on-site services such as housekeeping, dining or recreational programs, but they do not provide the same level of care as long-term care homes. The Retirement Homes Regulatory Authority oversees and enforces the regulations and care standards established by the province in the Retirement Homes Act.

Some retirement homes have rent-geared-to-income units available. You can make an application for these through Housing Connections. Please be aware that these spaces are limited and there are waiting lists.

HOUSING

Co-ops & Non-profits



Co-operative and non-profit housing can be an affordable rental option for independent seniors aged 59 and over. Market rents are often lower in co-ops and non-profits than in private sector housing. Co-operative housing is owned by residents and governed by a volunteer Board of Directors. In this type of co-op, residents are voting members and they assist with operations, but they do not have any individual equity and cannot sell their units. Non-profit housing is either owned by municipal housing corporations accountable to local governments, or is owned

by private not-for-profit groups. Many seniors enjoy and benefit from the social interaction that takes place in co-operative and non-profit housing communities.

To apply for market rentals, interested applicants should contact the co-op or non-profit directly to inquire about unit availability, waiting lists and the application process. In some cases, a nominal application and/or membership fee is charged. Rent-geared-to-income (RGI) units in these buildings may be available for eligible applicants on the centralized waiting list managed by Housing Connections (see page 47). If you need help filling out an RGI application, you can ask for assistance at your local housing help centre

(see page 45). The wait time for a market rent unit in a co-op or non-profit is normally less than a rent-geared-to-income unit, and occupancy standards based on need apply in both cases. For example, a single adult would apply for a bachelor or a one bedroom unit not a two bedroom unit. Currently, the wait for a one bedroom rent-geared-to-income unit in a co-op or non-profit is about seven to ten years.

This listing includes co-ops and non-profits that are exclusively for seniors or that have units reserved for seniors. Unless noted, you can apply at age 59 or older. Contact the organization for details on waiting lists. For complete listings visit **coophousing.com** and **onpha.on.ca**.

Etobicoke/York

ACLI Etobicoke Community Homes Inc.

416-744-8355
88 Humber College Blvd
acli@rogers.com

Beech Hall Housing Co-operative

416-769-4119
2-2 Humber Blvd
beech-hall-housing-coop.com
beech.hall@yahoo.ca

- 55+, internal wait list for RGI subsidy for eligible residents

Central King Seniors Residence

416-614-0667
15 King St
lburton-cksr@on.aibn.com

Church of Atonement

416-259-5748
256 Sheldon Ave
jubileecentre@bellnet.ca

Humbervale Christian Outreach Foundation Inc.

416-242-7044
1447 Royal York Rd
spellman@on.aibn.com

Our Saviour Thistletown Lutheran Lodge

416-744-2144
2715 Islington Ave
thistletownlutheranlodge@bellnet.ca

Rexdale Presbyterian Senior Citizens Corp. Hwy Terraces Apartments

416-745-2891
2314 Islington Ave
seniorcitizens@bellnet.ca



**Richview Baptist Foundation**

416-247-5316
1540 Kipling Ave
richviewresidence.ca
theoffice@richviewresidence.org

St. Demetrius Development Corp.

416-243-9051
60 Richview Rd
stdemetrius.ca
mkrywonis@stdemetrius.ca
• 59+ for RGI, 65+ for market rentals

St. Hilda's Towers

416-256-6531
2339 Dufferin St
sthildastowers.com
marlene@sthildastowers.com

Vila Gaspar Corte Real Inc.

416-654-6472
33 Gabian Way
saud@opmg.ca

North York**Almise Co-operative Homes Inc.**

416-510-0227
16 Concorde Pl 9th Fl
pioneerplace@rogers.com

Baycrest Terrace

416-785-2500
3560 Bathurst St
baycrest.org
ssmyth@baycrest.org

B'nai B'rith Canada Senior Citizens Residential Program

416-633-6224
15 Hove St
bnaibrith.ca
pgladman@bnaibrith.ca

Canadian Legion Toronto Homes

416-222-9945
4-4715 Bathurst St
• For allied veterans, members of the Royal Canadian Legion or the Ladies' Auxiliary

Casa Abruzzo Benevolent Corp.

416-789-7654
338 Falstaff Ave
villacharities.com
gnatale@villacharities.com

Dorothy Klein Seniors Housing

416-783-2679
200-1 Valleybrook Dr
egodaj@greenwin.ca

Emmanuel Lutheran Manor

416-750-2227
1684 Victoria Park Ave
emmanuelmanor@on.aibn.com

Italian Canadian Benevolent Seniors Apartment Corp.

416-789-7011
901 Lawrence Ave W
villacharities.com
paldi@villacharities.com

Maple Leaf Drive Seniors Non-Profit Residence Corp.

416-247-3949
10 Maple Leaf Dr
mldspropmgmt@rogers.com

Swansea Town Hall Residences

416-664-5178
4810 Dufferin St Ste E
stopash@dmsproperty.com

The Bob Rumball Centre for the Deaf

416-449-9651
2395 Bayview Ave
bobrumball.org
info@bobrumball.org
• 43 units reserved for 65+ who are deaf or hard of hearing and require personal assistance

Upper Canada Lodge B'nai B'rith Seniors

416-664-5178
4810 Dufferin St Ste E
bnaibrith.ca
stopash@dmsproperty.com

Wigwamen Terrace

416-481-4451
23 Lesmill Rd Unit 106
wigwamen.com
info@wigwamen.com
• 59+ and of Aboriginal ancestry

Scarborough**Abbeyfield Houses Society of Toronto**

416-481-6137
38 Lakeside Ave
abbeyfieldtorontohouse.weebly.com
bstatten@bosleyrealestate.com

Aldebrain Attendant Care Services of Toronto

416-285-5447
2155 Lawrence Ave E 2nd Fl
aldebrain.ca
• For people with disabilities



HOUSING

Co-ops & Non-profits

Estonian Relief Committee in Canada

416-284-0813
40 Old Kingston Rd
ehatare.ca
ruth.ehatare@on.aibn.com
• No RGI subsidy available

Inter Faith Homes Centenary Corp.

416-283-3939
2877 Ellesmere Rd
interfaithhomes@rogers.com

Jack Goodlad Senior Citizen Residences Corp.

416-406-3009
3010 Lawrence Ave E
cynthia@apmmanagement.com

Shepherd Village Inc.

416-609-5700
3760 Sheppard Ave E
shepherdvillage.org
dhillier@shepherdvillage.org
• 65+

St. David's Village Corp.

416-267-2737
1290 Danforth Rd
stdavids@on.aibn.com
• 59+ for RGI; 60+ for market rentals

St. Paul's L'amoreaux Centre

416-493-3333
3333 Finch Ave E
diane@splc.ca

Sts. Peter and Paul Ukrainian Community Homes

416-291-3900
221 Milner Ave
stspeterandpaulresidence.com
office@stspeterandpaulresidence.com

Walton Place Scarborough Inc.

416-285-9767
835 Birchmount Rd
waltonplace@rogers.com

Wexford Residence Inc.

416-469-4012
1860 Lawrence Ave E
thewexford.org
sbassett@thewexford.org

Wilmar Heights United Church Non-Profit Homes

416-759-7269
967 Pharmacy Ave
wilmarcourt.com
james.ramesbottom@sympatico.ca

Yee Hong Chinese Evergreen Homes Metro Toronto Corp.

416-298-0688
2319 McNicoll Ave
Louis.Tam@yeehong.com

Toronto/East York

Bonar-Parkdale Senior Citizen Non-Profit Housing Corp.

416-537-0089
240 Dunn Ave
bonarparkdale@rogers.com

Canadian Macedonian Senior Citizen's Centre

416-755-9231
850 O'Connor Dr
zcokov@canadianmacedonianplace.com
• 55+ and of Macedonian origin

Canadian Martyrs Seniors Residence

416-424-1366
1155 Yonge St
canadianmartyrsseniors@bellnet.ca

Christie Gardens Apartments and Care Inc.

416-530-1330
600 Melita Cres
christiegardens.org
grace.sweatman@christiegardens.org
• 59+ for RGI; 65+ for market rentals

Corpernicus Lodge

416-536-7122
66 Roncesvalles Ave
copernicuslodge.com
• 65+

Grace-Carman Senior Citizens' Home Inc.

416-533-1155
180 Sheridan Ave
• 55+ and with mental health challenges

Habayit Shelanu Seniors Residence Corp.

416-515-1015
155 Kendal Ave
dmsproperty.com
abotzo@dmsproperty.com



HOUSING

Co-ops & Non-profits

Hellenic Home for the Aged Inc.

416-654-8619

33 Winona Dr

www.hellenichome.org

kkostouros@hellenichome.org

- 59+ and of Greek origin

Hope Seniors Centre

416-694-7293

2526 Danforth Ave

Les Centres D'Accueil Heritage

416-365-3350

104-33 Hahn Pl

caheritage.org

gparent@caheritage.org

- Some units are reserved for French-speaking 59+

LOFT Community Services St. Anne's Place

416-979-1994

15 Toronto St 9th Fl

loftcs.org

tmccullum@loftcs.org

Loyola Arrupe Corp.

416-766-7977

1709 Bloor St W

whunterlac@hotmail.com

McClintock Manor

416-469-1105

730 Pape Ave

nisbetlodge.com

g.moorhouse@nisbetlodge.com

- 59+ and Christian

Neighbourhood Link Homes

416-691-7407

3036 Danforth Ave

neighbourhoodlink.org

rhewitt@neighbourhoodlink.org

Old York Tower Non-Profit Seniors Housing

416-363-0415

85 The Esplanade

cynthia@apmmanagement.com

Rakoczi Villa

416-413-1300

80 Carlton St

aykler.com

bob@aykler.com

- 59+ and of Hungarian origin

Riverdale United Non-Profit Homes Inc.

416-664-5168

1117 Gerrard St E

stopash@dmsproperty.com

Stanley Knowles Housing Co-operative

416-481-3712

38 Orchard View Blvd

amillar@stanleyknowles.com

- Federal co-op, open waiting list only for wheelchair accessible units
- Two-thirds of units are reserved for 60+
- No RGI subsidy is available

St. Joseph's Senior Citizen Apartments

905-985-4322

67 Curzon St

stjoesapts@bellnet.ca

St. Matthew's Bracondale House

416-656-2669

707 St. Clair Ave W

smbh.ca

sdeslauriers@on.aibn.com

- 59+ for RGI, 65+ for market rentals

Thorncliffe Chapel Housing Corp.

416-423-4057

18 Thorncliffe Park Dr

thorncliffechapel@rogers.com

- Has units reserved for those 59+

Tobias House of Toronto

416-413-1300

80 Carlton St

aykler.com

bob@aykler.com

Toronto Community Housing Corp (TCHC)

416-981-4196

931 Yonge St

416 981-RENT (7368)

torontohousing.ca

marketrent@torontohousing.ca

- Various buildings for 59+

Toronto Lithuanian Senior Citizens Inc.

416-762-1777

1700 Bloor St W

vm1700@rogers.com

- 59+ and of Lithuanian origin

Villa Luso Non-Profit Housing Corp.

416-588-3848

500-1289 Dundas St W

anabela512@hotmail.com

Westminster Court Senior Citizens Housing Corp. of East York

416-696-7813

156 Floyd Ave

angela.cowie@samuelproperties.com

samuelproperties.com

**Widworthy Charitable Foundation**

416-469-4012

110 Unity Rd

dmsproperty.com

110unity@dmsproperty.com

Woodgreen Community Housing Inc.

416-645-6000

402-815 Danforth Ave

woodgreen.org

ababcock@woodgreen.org

Yonge Rosedale Charitable Foundation

416-923-8887

877 Yonge St

fellowshiptowers.com

groadknight@

fellowshiptowers.com

Home Safety & Injury Prevention

These simple home safety tips are from Toronto Public Health. Check out the Toronto Public Health website **toronto.ca/health** for more information on safety and injury prevention.

Bathroom

- Install a non-skid mat, runner, strips or rubber mat in the bottom of the bathtub and shower
- Install grab bars in and around the bathtub, shower and toilet
- Consider a bath seat
- Use hand held shower head
- Consider a raised toilet seat to make getting on and off easier
- Ensure the hallway to the bathroom is well lit and clutter free

Bedroom

- Keep eye glasses, hearing aids and/or mobility aids (cane, walker) within close reach from the bed
- Consider using cordless phones so it is easier to get to a phone
- Keep a flashlight nearby in case of an emergency
- Have a lamp within arm's reach of your bed
- Use a night light to provide a well lit path

Kitchen

- Keep your pots and pans, canned goods and staple foods in locations and/or cupboards between knee and shoulder height
- Buy automatic shut off switches for appliances such as kettles, electric frying pans and toaster ovens

Living Room

- Make sure area rugs and mats have a non-skid backing or are secured to the floor

- Arrange furniture so that you have a clear path
- Keep electrical cords out of the paths where you walk

Safety Check

- Use a door viewer in addition to good lighting so you can see people before opening the door
- Keep all doors and windows locked at all times
- Use night lights to brighten hallways, bathrooms and stairways
- Ask a friend or family member to be your "buddy," a person who you can call in case of concern
- Check the batteries in all smoke and carbon monoxide detectors on a regular basis
- If you are planning to be away, put lights on timers
- Ask someone to pick up your mail, cut your lawn or shovel your snow, when you are away





HOUSING

Home Maintenance, Yard Work and Snow Removal



In this section you will find information about agencies that offer indoor and outdoor home maintenance services for seniors and adults with disabilities. For outdoor maintenance, such as grass cutting and snow removal, agencies often arrange for students to do the work for a fee. For indoor work, such as installing grab bars, agencies arrange for handypersons to do the work for a fee. Rates vary. Office hours are provided, but clients and workers can arrange actual work time. Call the agency directly to register and/or confirm details.

Etobicoke/York

CANES Community Care

416-743-3892 ext 247
135 Queen's Plate Dr Ste 400
canes.on.ca

canes@canes.on.ca

Mon-Fri 8:30 am-4:30 pm

- Snow shovelling, yard work and odd jobs
- Clients must pay for materials. Grab bar installations are free
- 65+ and living in the service area
- Steeles Ave to Bloor St W, Jane St to Hwy 427
- Fees apply

Humber Community Seniors' Services

416-249-7946
1167 Weston Rd
humberseniors.org
info@humberseniors.org

- Mon-Fri 8:30 am-4 pm
Snow shovelling, yard work and odd jobs
- 55+
- Former City of York
- Fees apply

Storefront Humber

416-259-4207 ext 242
2445 Lake Shore Blvd W
storefronthumber.ca
storefronthumber@bellnet.ca
Mon-Fri 8:30 am-4:30 pm

- Snow removal, grass cutting and home maintenance
- 60+ and adults with disabilities
- Bloor St W to Lake Ontario, Etobicoke Creek to Humber River
- Snow and grass \$10/student under 14 years, \$11/student over 14. Home maintenance geared to income \$7.50-\$21 per hour

Syme 55 Plus Centre

416-766-0627
33 Pritchard Ave
syme55.com
syme55@bellnet.ca
Mon-Fri 8 am-4 pm

- Snow removal
- 55+ and adults with disabilities
- Lawrence Ave W to Bloor St W, Scarlett Rd to Caledonia Rd
- \$15 first hour, \$20 hour and half, \$25 hour and half to two hours

York Fairbank Centre for Seniors

416-651-8300
2213 Dufferin St
yorkfairbank@on.aibn.com
Mon-Fri 8:30 am-4 pm

- Snow clearing
- 65+ and adults with disabilities
- Toronto
- \$11 per hour

North York

Better Living Health and Community Services The Four Seasons Connections Program

416-447-5074
1 Overland Dr
www.betterlivinghealth.org
info@betterlivinghealth.org
Mon-Fri 8:30 am-4:30 pm

- Snow shovelling, yard work and odd jobs
- 55+ and adults with disabilities
- North York
- Prices vary: \$10 per hour for a youth 12-17, \$15 for an adult worker 18+, and \$20 for an adult worker with their own equipment

**Scarborough****Scarborough Centre for Healthy Communities**

416-642-9445

629 Markham Rd, Unit 2

schcontario.caask@schcontario.ca

9 am-5 pm

- Snow shovelling and grass cutting
- Elderly and adults with disabilities
- Steeles Ave to Lake Ontario, Brimley Rd to Scarborough eastern limits
- Fees apply

TransCare Community Support Services

416-750-9885

Toll free 1-866-393-2079

1045 McNicoll Ave

tcare.cainfo@tcare.ca

Mon-Fri 8:30 am-4:30 pm

- Snow removal and yard work
- 55+ and adults with disabilities
- Steeles Ave to Lake Ontario, Victoria Park Ave to Port Union Rd
- \$13 per hour for yard work; for snow removal \$15 for a single driveway, \$20 for a double driveway

Toronto/East York**SAINTS – Student Assistance in North Toronto for Seniors**

416-481-6284

25 Wanless Ave

saintstoronto.casaints@saintstoronto.ca

Mon-Fri 10 am-5 pm

- Cleaning, painting, snow shovelling, odd jobs
- Hwy 401 to Bloor St, Bathurst St to Bayview Ave
- \$10 hour paid directly to student

WoodGreen Community Services

416-645-6000 ext 1262

815 Danforth Ave Suite 100

woodgreen.orginfo@woodgreen.org

Mon-Fri 9 am-5 pm

- Outdoor and indoor maintenance
- 55+ and adults with disabilities
- Outdoor maintenance Eglinton Ave E to Danforth Ave, Bayview Ave to Victoria Park Ave; indoor maintenance Danforth Ave to Lakeshore Blvd E, Don Valley Pkwy to Coxwell Ave
- \$10/hour for outdoor maintenance by a student; \$17/hour for indoor or outdoor handyperson

City of Toronto**Transportation Services**

311

toronto.ca/transportation

- The City provides mechanical sidewalk snow clearing in most parts of Toronto including Etobicoke, North York and Scarborough. There is no reason for seniors or disabled persons to register for sidewalk snow removal in these areas
- If you are a senior or disabled person living in the core area (parts of Toronto, York and East York) and require assistance to clear the sidewalk of snow, you can download the application form from **toronto.ca/transportation**
- The service is free, but you must meet eligibility requirements and submit the required documentation
- If you have any questions about the service or the form please contact 311



HOUSING

Utility, Property Tax and Home Renovation Assistance for Homeowners and Tenants



High utility bills, increases in property tax or the costs of renovations may put low income seniors at risk. The programs listed here can provide assistance to homeowners and tenants. For more details on eligibility and the application process contact the organization directly. For home maintenance see pages 54-55.

Help to Pay Utility Bills

Low-Income Energy Assistance Program (LEAP) Toronto Hydro torontohydro.com/leap

- One-time financial assistance up to \$500 for eligible low-income customers who have difficulty paying electricity bills
- Must have recently received a "past due" notice and/or disconnection notice from Toronto Hydro
- Apply through your local housing help centre (see page 45). For more information visit torontohydro.com/leap or call your local housing help centre

saveONenergy Home Assistance Program Toronto Hydro 1-855-234-9376 torontohydro.com/homeassistance

- Helps eligible Ontario homeowners, tenants and social housing providers improve energy efficiency through a detailed in-home energy assessment, professional installation of energy-saving measures and advice on steps that can be taken to save energy
- To get more information or download the application form visit the website or call

Water Rebate Program City of Toronto

416-338-4829 Customer Service
TTY 416-392-0719
toronto.ca/taxes
Mon-Fri 8:30 am-4:30 pm

- This program offers a water rebate if you are a low-income senior or a low-income person with a disability who consumes less than 400 cubic meters (m³) of water each year
- Information and applications for this program are available at Tax and Water Enquiry/Cashier counters at Civic Centres and City Hall, or by calling
- Submit your application by the deadline for review by the City. If you meet all eligibility criteria, a rebate will be applied to your utility bill in the year following the application year

- You must have metered water service in your home and provide a meter reading if required

Housing Stabilization Fund Toronto Employment and Social Services toronto.ca/socialservices

- This program can assist with last month's rent deposit, rental arrears, essential furniture and energy arrears
- For residents of the City of Toronto who are in receipt of Ontario Works (OW) and Ontario Disability Support Program (ODSP)
- Applicants should contact their active OW/ODSP caseworker and provide the required documentation for an assessment and referral

Property Tax Deferral and Cancellation

Property Tax Deferral and Property Tax Increase Cancellation City of Toronto

416-338-4829 Customer Service
TTY 416-392-0719
toronto.ca/taxes
Mon-Fri 8:30 am-4:30 pm

- The City of Toronto offers tax relief programs to low-income seniors and low-income persons with a disability
- The Property Tax Deferral Program gives low-income seniors and low-income persons with a disability the opportunity to apply



for a deferral of property tax increases. Note that the total deferral amount is a lien on the property and must be paid back to the City if and when you no longer own the property

- The Property Tax Increase Cancellation Program gives low-income seniors and low-income persons with a disability the opportunity to apply for a cancellation of property tax increases. You should renew your application each year to receive the maximum benefit
- Information and applications for these programs are available at Tax and Water Enquiry/Cashier counters at Civic Centres and City Hall, or by calling a Customer Service Representative

Home Renovation

Ontario Ministry of Finance Healthy Home Renovation Tax Credit

Toll free 1-800-337-7222

TTY Toll free 1-800-263-7776

www.fin.gov.on.ca

- A refundable tax credit to help with the cost of modifying your home to improve accessibility
- You could get back 15% of the cost of eligible renovations, up to \$1,500 each year regardless of income
- The refund can be claimed by homeowners or tenants 65+, or family members who share a home with a senior relative

- Eligible expenses include renovations to permit a first-floor occupancy or secondary suite for a senior, handrails, wheelchair ramps and stair lifts, walk-in bathtubs, additional light fixtures
- Assistive devices, housekeeping services and general maintenance are not eligible expenses
- For a complete list of eligible expenses, visit the website or call for more information

Toronto Renovates for Seniors and Persons with a Disability

311 Toronto or 416-392-2489

toronto.ca/

affordablehousing

- Offers federal/provincial funding for lower-income seniors 65+ and people with a disability who wish to make health and safety repairs or accessibility modifications to their homes
- Funding is limited and available on a first-come, first-served basis as a grant, a loan or a combination of grant and loan
- Grants of up to \$3,500 are available for home modifications to accommodate a disability or to make a home more accessible
- Forgivable loans of up to \$10,000 are available for essential home repairs and/or accessibility modifications
- A grant and forgivable loan may be combined to a maximum of \$10,000.

- Homeowners are eligible for both loan and grant funding.
- Tenants renting homes in private rental apartments are eligible for accessibility grants only
- Your household income must be below \$47,600 for singles/couples; \$66,660 for two or three people; and \$82,600 for four or more people
- The value of your home must be no more than \$514,531 based on Municipal Property Assessment Corporation (MPAC) information. This value is determined by provincial funding rules and is subject to change



LEGAL & FINANCIAL

Benefits & Income Programs



This section covers government benefits that apply to seniors as well as some programs that serve people living with a disability or those who need financial assistance. Applying for and understanding eligibility requirements of income support programs can be complex. In order to avoid delays, contact the government agency directly to make sure you have the correct information about how to apply and what documents need to accompany an application. Notify the government agency of changes in your circumstances (for example,

death of a spouse, change of address) as soon as possible.

Many programs are based on information provided on income tax forms. You should file a tax return even if you have no income in order to receive benefits. If you need help filling out a tax return, see page 66 for more information.

You may be eligible for financial assistance, such as help paying for medication costs, if you are working part time. See the listing for Ontario Disability Support Program for more detail.

For information on financial assistance for homeowners and tenants, see Utility, Property Tax and Renovation Assistance on pages 56-57.

Where to get help to apply for government benefits

For legal help and advice, contact your community legal clinic. To find the legal clinic that serves your area you can go to yourlegalrights.on.ca and click on "Find Services" at the top of the page. You can also go to the Legal Aid Ontario website at legalaid.on.ca or call 416-979-1446.

Additionally, many community agencies provide assistance with filling out forms. To find one in your area, call 211. You can also visit a Service Canada Centre for assistance with federal government applications including Canada Pension Plan (CPP) and Old Age Security (OAS). To find the nearest Service Canada Centre call 1-800-622-6232 or see pages 73-74.

Benefit programs for those 60+

Canada Pension Plan (CPP)

Toll free 1-800-277-9914
TTY Toll free 1-800-255-4786
servicecanada.gc.ca

- CPP is an employment based contributory pension plan
- In order to receive the CPP benefits listed here, you must have worked and paid into the plan, or be the surviving spouse or common-law partner, or dependent child of someone who has

- There is no mandatory retirement age in Ontario and this has resulted in changes to some programs. Changes to CPP early retirement benefits (60 to 65) took effect in 2012
- You must apply in writing for benefits

CPP Retirement Pension

- You can apply for reduced benefits at age 60 and full benefits, based on your employment contributions to CPP, at age 65
- Your pension will be reduced more if you take it before turning 65

- You will have to continue making CPP contributions if you are working and collecting CPP before age 65
- If you apply for CPP between the ages of 65 and 70 your benefits will be increased

CPP Disability Benefits (CPP-D)

- Available to people who have made enough contributions to CPP, and whose long-lasting disability prevents them from working at any job on a regular basis
- People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit
- If you receive less on CPP-D than you would from the Ontario Disability Support Program (ODSP), you may be eligible for supplemental ODSP. Contact your local ODSP office for an application

CPP Death Benefit

- Provides a one-time payment to, or on behalf of, the estate of a deceased contributor

CPP Survivor's Pension

- The surviving spouse or common-law partner and dependent children may be eligible for monthly survivor benefits

International Benefits

Toll free 1-800-454-8731
TTY Toll free 1-800-255-4786
servicecanada.gc.ca

- If you have lived or worked in another country, you may be eligible for social security benefits either from that country or from Canada
- Canada has international social security agreements with a number of countries that offer comparable pension programs that pay benefits when you retire, or if you become disabled or die

Old Age Security (OAS)

Toll free 1-800-277-9914
TTY Toll free 1-800-255-4786
servicecanada.gc.ca

- If you are 65+, have lived in Canada for at least 10 years after turning 18, and are a Canadian citizen or a legal resident of Canada, you should apply for Old Age Security
- Contact OAS directly and speak to a consultant to make sure you have the necessary information and to avoid delays

The Allowance

- If you are 60-64 and your spouse or common-law partner receives the OAS pension and is eligible for the GIS, you should apply for the Allowance

Allowance for the Survivor

- If you are age 60 to 64, have a low income and are widowed or the spouse or common-law partner of an OAS pensioner you may qualify for either the Allowance or the Allowance for the Survivor

Guaranteed Income Supplement (GIS)

- Provides a monthly non-taxable benefit, on top of the Old Age Security pension, to low-income seniors living in Canada
- The yearly income of the applicant or, in the case of a couple, the combined income of the applicant and spouse or common-

law partner, cannot exceed certain limits

- GIS must be renewed every year

Ontario Guaranteed Annual Income System (GAINS)

Toll free 1-866-668-8297
www.fin.gov.on.ca/en/credit/gains

- Once you are receiving OAS and GIS you will automatically be assessed for eligibility for the GAINS benefit
- Eligibility is based on your previous year's income tax return

Ontario Disability Support Program (ODSP)

Toll free 1-800-808-2268
mcss.gov.on.ca

- ODSP is designed to meet the needs of people with disabilities who are in financial need, or who want and are able to work and need support
- ODSP is also available to people 65+ who are not eligible for OAS but who meet financial eligibility criteria
- You are also eligible for ODSP top up if you receive an amount smaller than your ODSP income amount from CPP Disability benefit or if you are 65+ and receiving a smaller amount from OAS/GIS and GAINS than you would from ODSP
- You may be eligible for extended health benefits if you are no longer eligible for ODSP because your



LEGAL & FINANCIAL

Benefits & Income Programs

income is too high and you have high health related costs. This program may be able to help with the costs of prescription drugs, basic dental care, vision care, medical supplies such as diabetic and incontinence supplies and assistive devices such as hearing aids

ODSP offices

Downtown Toronto

416-314-5700
TTY 416-314-3393
385 Yonge St 2nd Fl
or
385 Yonge St 3rd Fl
416-212-7411
TTY 416-212-7565

Toronto Central

416-314-6514
TTY 416-314-3596
47 Sheppard Ave E 6th Fl

Toronto East

416-325-0123
TTY 416-326-7290
770 Birchmount Rd Unit 30

Toronto West

416-325-5900
TTY 416-325-5846
1870 Wilson Ave

Other Benefit Programs

Employment Insurance (EI)

Toll free 1-800-206-7218
TTY Toll free 1-800-529-3742
servicecanada.gc.ca

- You can fill out an application at a Service Canada Centre or online
- To find the Service Canada Centre where you live call 1-800-622-6232 or see pages 73-74

Employment Insurance Benefits

Toll free 1-800-206-7218
TTY Toll free 1-800-529-3742
servicecanada.gc.ca

- Employment Insurance provides regular benefits to eligible individuals who lose their jobs through no fault of their own (for example, due to pregnancy, illness or accident or because of lay-offs or business closings) and who are available for work but can't find a job
- Compassionate care benefits to provide financial assistance to the spouse, partner, parents or adult children caring for gravely ill family members may be eligible for up to six weeks of EI. You will require a medical certificate from a doctor stating the family member has a significant chance of dying within six months and needs a family member to provide care or support
- Contact the Office for Client Satisfaction if you

have a problem with your EI claim that cannot be solved at the local office. See servicecanada.gc.ca/eng/ocs for more information or call toll free 1-866-506-6806

GST/HST Credit

Toll free 1-800-959-1953
cra-arc.gc.ca

- The GST/HST Credit program issues payments to Canadians with low and modest incomes to help offset all or part of the GST/HST they pay on the purchase of goods and services
- The Canada Revenue Agency website provides information on application procedures, eligibility and payment of the GST/HST credit. You must file an income tax return to receive the benefit

Ontario Works (OW) Toronto Employment and Social Services

Information 416-392-8623
Apply for assistance 416-397-0330
Apply online toronto.ca/socialservices
Client Services Information Unit 416-392-2956

- Provides employment supports, financial benefits and social supports to people living in Toronto
- Staff in offices across the city provide a range of services including help finding a job and financial support
- For an up-to-date list of



offices and corresponding postal codes (areas of service), or to apply for assistance see the website

- Multilingual access lines available for those who don't speak English

Client Services & Information Unit

Metro Hall
55 John St 12th Fl
416-392-2956

- Staff at the Client Services and Information Unit provide information on

services offered by Toronto Employment and Social Services as well as answer questions about legislation and procedures related to Ontario Works

Budgeting



This section has information about workshops that can help you to gain a better understanding of financial management and/or help you to manage your money through voluntary trusteeship.

- Call the Answerline 416-393-7131, contact your local branch or pick up a copy of What's On to find out what local programming is available

North York

JVS Toronto Financial Literacy: Lessons for Life

416-649-1754
1911 Finch Ave W Unit 3
jvstoronto.org
services@jvstoronto.org

- Offers one-day workshops on credit, banking, saving and budgeting

Jane/Finch Community and Family Centre Financial Advocacy and Problem Solving (FAPS)

416-663-2733
4400 Jane St Ste 108
janefinchcentre.org
admin@janefinchcentre.org

- Support services on financial literacy including the Mobile Community Financial Worker and workshops on budgeting, credit and banking

Scarborough

Agincourt Community Services Association Financial Advocacy and Problem Solving (FAPS)

416-321-6912
4155 Sheppard Ave E
agincourtcommunityservices.com
info@agincourtcommunityservices.com

- Support services on financial literacy, including the Mobile Community Financial Worker and workshops on budgeting, credit and banking

Downtown Toronto

St. Christopher House Financial Advocacy and Problem Solving (FAPS)

416-848-7980
1033 King St W
stchrishouse.org
info@stchrishouse.org

- Assistance managing personal resources, getting a bank account, filing tax returns and dealing with debt

Financial Literacy Programs

If you find you need some extra help budgeting on a fixed income, the following programs can help build money management skills. The programs are free but may require registration. Contact the organization directly for details.

Toronto – various locations

Toronto Public Library

416-393-7131
TTY 416-393-7030

torontopubliclibrary.ca

- The Money Matters initiative offers financial literacy programs and a list of resources available at the library



LEGAL & FINANCIAL

Budgeting

Trustee Programs

There are two types of financial trustee programs: voluntary and government appointed. The community-based programs listed here are voluntary and do not require a Capacity Assessment. They will assist you to budget, pay your rent and apply for benefits. There may be a waiting list.

Also listed is the Office of the Public Guardian and Trustee. They will appoint a trustee if you are found incompetent to manage your finances by a Community Capacity Assessor and do not have anyone else to act on your behalf.

Agincourt Community Services Association

416-321-6912 ext 247
4155 Sheppard Ave E Ste 100
agincourtcommunityservices.com

- Voluntary trusteeship program for vulnerable people in Scarborough
- Administers funds for enrolled clients and assists with budgeting and paying bills
- Financial literacy counselling and workshops

Evangel Hall

416-504-3563
552 Adelaide St W
evangelhall.ca

- Voluntary trusteeships for local residents

Neighbourhood Information Post Housing Trusteeship Program

416-924-2543
269 Gerrard St E 2nd Fl
nipost.org

- Helps individuals maintain rental accommodation by arranging for rent payments to be on a pre-authorized basis
- Budget counselling

St. Stephen's Community Centre

416-964-8747
260 Augusta Ave
ststephenshouse.com

- Voluntary trusteeship program
- There is a waiting list

Ontario Ministry of the Attorney General Office of the Public Guardian and Trustee

416-314-2800
Toll free 1-800-366-0335
TTY 416-314-2687
55 Bay St Ste 800
attorneygeneral.jus.gov.on.ca

- The trustee will manage your income, complete your taxes, pay your bills and issue you an allowance



LEGAL & FINANCIAL

Where to go with Complaints



For the most part, an ombudsman, or complaints office, is a method of last resort. Before using the ombudsman, it's best to try to resolve the problem by using the complaint procedures offered by the organization you are dealing with. If you are

uncertain what complaint procedures are available, ask the organization directly.

See the tenant section (page 46) for information about tenant concerns and property standards.

See also Fraud on page 65. For complaints related to hospital care, see the listings for Patient Relations at each site on page 27.

Remember to:

- Ask for and write down the names and titles of the people you have dealt with
- Keep track of the dates of your contact with the organization
- Keep all documents and letters relating to your complaint

Government Services

City of Toronto Office of the Ombudsman

416-392-7062
TTY 416-392-7100
Fax 416-392-7067
375 University Ave Ste 203
ombudstoronto.ca
ombuds@toronto.ca

- Addresses concerns about the services delivered by the City of Toronto and its agencies, boards and commissions and investigates complaints of administrative unfairness
- Confidential complaints can be made online, in person or by phone, mail, e-mail and fax
- The Office is impartial and independent from City staff and City Council

Province of Ontario Ombudsman of Ontario

Toll free 1-800-263-1830
TTY Toll free 1-866-411-4211
Fax 416-586-3485
Bell Trinity Square

483 Bay St 10th Fl, South Tower

ombudsman.on.ca
info@ombudsman.on.ca

- Investigates complaints about services provided by the government of Ontario and its organizations
- Confidential complaints can be made online, in person or by phone, mail, e-mail and fax
- Appointments are recommended for in-person complaints

Government of Canada Office for Client Satisfaction

Toll free 1-866-506-6806
TTY Toll free 1-866-506-6803
Toll free fax 1-866-506-6802
355 North River Rd
Place Vanier Tower B, Fl 2
Mail Drop VB201
Ottawa ON K1A 0L1
servicecanada.gc.ca

- The Office for Client Satisfaction (OCS) is a neutral organization that receives, reviews and acts on

suggestions, compliments and complaints pertaining to the service delivery of Service Canada benefits and services

- The OCS ensures that any feedback received is given due diligence and works to resolve any issues brought to its attention

Community Care Access Centres (CCAC)

416-310-2222
310CCAC.ca
frontdesk@ccac-ont.ca

- As a first step to resolving an issue or concern, contact the CCAC directly and ask to speak to the Case Manager/Care Coordinator or the Ombudsperson
- There are several different CCAC offices serving Toronto, each with a different phone number
- We have listed the head office numbers here, along with the number to call with concerns or complaints. The Toronto Central office





LEGAL & FINANCIAL

Where to go with Complaints

complaints procedure is explained below.

- If you are unsure of which CCAC you have been dealing with, visit the website or call the central number

Central Community Care Access Centre

416-222-2241
Toll free 1-888-470-2222
TTY 416-222-0876
45 Sheppard Ave E Ste 700
central.ccac-ont.ca
info@central.ccac-ont.ca

- Call the main number to address concerns with the Care Coordinator. If you are not satisfied with the resolution, you may ask to speak to the Senior Manager. Finally, you could present your concerns to the Case Review Committee

Central East Community Care Access Centre

905-430-3308
Toll free 1-800-263-3877
Concerns/Complaints
Toll free 905-430-3308 ext 547
920 Champlain Court, Whitby
ce.ccac-ont.ca
info@ce.ccac-ont.ca

Central West Community Care Access Centre

905-796-0040
Toll free 1-888-733-1177
Concerns/Complaints
905-796-0040 ext 7256
199 County Court Blvd
Brampton
info@cw.ccac-ont.ca

Toronto Central Community Care Access Centre

416-506-9888
TTY 416-506-1512
Toll free 1-866-243-0061
Concerns/Complaints
416-217-3828
250 Dundas St W Ste 305
toronto.ccac-ont.ca
feedback@toronto.ccac-ont.ca

Mississauga Halton Community Care Access Centre

905-855-9090
Toll free 1-877-336-9090
Concerns/Complaints
905-855-9090 ext 7883
401 The West Mall Ste 1001
ccac-ont.ca

Long-Term Care ACTION Line

- 1-866-876-7658
TTY 1-800-387-5559
- The Long-Term Care ACTION Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Community Care Access Centres (CCAC)
 - The Long-Term Care ACTION Line staff will ask whether the CCAC has been contacted about your concern. If not, you will be asked for permission to notify the CCAC and the CCAC will contact you to discuss your concerns
 - Callers have the option of speaking to an Independent Complaints Facilitator (ICF) to discuss their concerns. ICFs are located throughout Ontario and are trained to

listen to your concerns. If you decide to be referred to an ICF, they will contact you by telephone within 10 business days

Retirement Homes Regulatory Authority

Toll free 1-855-275-7472
160 Eglinton Ave E 5th Fl
rhra.ca
info@rhra.ca

- Responds to calls about harm or risk of harm to retirement home residents resulting from abuse, neglect, improper care or treatment, unlawful conduct and misuse of a resident's money
- Anyone who suspects harm must report it to the RHRA at 1-855-ASK-RHRA (275-7472)

Consumer Complaints

Government of Canada Office of Consumer Affairs

Toll free 1-800-328-6189
TTY Toll free 1-866-694-8389
Fax 613-954-2340
Industry Canada
C.D. Howe Building
235 Queen St
Ottawa ON K1A 0H5
ic.gc.ca

- Offers tools and products to answer many common consumer questions, including those on fraud, debt, identity theft and cell phone plans
- Also has information about recalls and alerts on consumer products, food, health products and vehicles

LEGAL & FINANCIAL

What to do about Fraud



Fraud is the number one crime against older Canadians and many fraud artists target seniors specifically. Many use high pressure tactics saying you need to act now, or that the situation is an emergency. Other scams involve asking you for personal and financial information such as credit cards and PINs or sending you goods you didn't order and asking you to pay for them. Never feel pressured to give out personal information, agree to send money or a donation right away, or to sign something you haven't had time to read or understand. Most importantly, never feel too embarrassed or ashamed to report suspected fraud. If you think you may have been a target of fraud, or want to report a fraud, or if you need more information, contact the police or the Canadian Anti-Fraud Centre.

Toronto Police Service

416-808-2222

torontopolice.on.ca

- To report an incident, go to any Toronto Police Station or contact the main Toronto Police switchboard at 416-808-2222

Canadian Anti-Fraud Centre

Toll free 1-888-495-8501

Toll free fax 1-888-654-9426

antifraudcentre.ca

info@antifraudcentre.ca

- Updated information on avoiding fraud
- SeniorBusters volunteers provide seniors with emotional and moral support over the phone

Financial Consumer Agency of Canada

Toll free 1-888-495-8501

Toll free fax 1-888-654-9426

fcac-acfc.gc.ca

info@antifraudcentre.ca

- Report suspected credit or debit card fraud

Ministry of Consumer Services

Consumer Protection Branch

416-326-8800

Toll free 1-800-889-9768

TTY 416-229-6086

TTY Toll free 1-877-666-6545

Fax 416-326-8665

5775 Yonge St Ste 1500

www.sse.gov.on.ca/mcs/en/pages/default.aspx

consumer@ontario.ca

- If you are not satisfied with a product or service, you can call for information about your consumer rights and how to file a complaint
- The website explains your rights under the Consumer Protection Act. For example, a contract is subject to a cooling off period. You have the absolute right to cancel it (for any reason) within 10 days of receiving a written copy of the agreement
- The website has sample cancellation and complaint letters you can fill out and use



LEGAL & FINANCIAL

Income Tax

Income Tax Clinics

It is very important to file income tax returns regularly. You must file your taxes to receive federal and provincial tax credits. Some housing providers require a copy of your tax return in order to qualify for rent geared-to-income housing.

You may qualify to have your income tax prepared for free at one of the clinics held at various locations throughout the Greater Toronto Area each spring. Some offer clinics specifically for seniors. To find out more, contact the organizations listed here or call 211.

Institute of Chartered Accountants of Ontario

Clinic hotline 416-962-1841 ext 462
Toll free 1-800-387-0735

icaoo.on.ca

- Volunteer chartered accountants prepare income tax returns free of charge at various locations

Canada Revenue Agency

Toll Free 1-800-959-8281

cra-arc.gc.ca

- See the website for a list of volunteer tax clinics in your community assisting eligible low income individuals or call the toll free number

Toronto Public Library

416-393-7131

TTY 416-393-7030

torontopubliclibrary.ca

- See the website for information about tax clinics, seminars and workshops about personal finance held at various libraries

Tax savings for seniors

Canada Revenue Agency

Toll free 1-800-267-6999

Tax Information Phone Service

Toll free 1-877-627-6645

cra-arc.gc.ca

- Visit the website or call for the latest information on the various tax credits and grants that might be available to you
- Examples include the Age Amount Tax Credit, Pension Income Amount, Medical Expenses and Senior Homeowners Property Tax Grant

Ontario Ministry of Finance Healthy Home Renovation Tax Credit

Toll free 1-800-337-7222

TTY Toll free 1-800-263-7776

www.fin.gov.on.ca

- The Healthy Home Renovation Tax Credit is a permanent, refundable tax credit to help with the cost of modifying your home to improve accessibility
- The credit is worth up to \$1,500 each year regardless of income, and can be claimed by senior homeowners or tenants, or people who share a home with a senior relative
- For more detail see page 57

LEGAL & FINANCIAL

Legal Clinics

This section has information about legal services available to people with low income. It includes contact information for Legal Aid offices, Duty Counsel, community legal clinics and clinics that specialize in areas such as disability or refugee law. The Advocacy Centre for the Elderly (page 70) specializes in legal issues common to seniors, such as long-term care, income and pensions.



Crisis Information

Victim Support Line

416-314-2447

Toll free 1-888-579-2888

www.attorneygeneral.jus.gov.on.ca

- Information and referrals to services such as counselling and financial support for victims of crime
- Provides access to interpretation services in more than 200 languages

General Information and Referral

Community Legal Education Ontario

416-408-4420

119 Spadina Ave Ste 600

cleo.on.ca

cleo@cleo.on.ca

- Produces free legal education materials in clear language on different subjects

including social assistance, landlord and tenant, refugee and immigration, workers' compensation, criminal, consumer, family, health and disability, seniors, and youth law

- Not a legal clinic—cannot provide legal advice
- Services in English and French

Justice Ontario

Toll free 1-866-252-0104

www.attorneygeneral.jus.gov.on.ca

- Provides information and answers commonly asked questions on topics such as finding a lawyer or paralegal, what happens in court and estate planning
- Toll free telephone access to the same information in 173 languages

JusticeNet

416-479-0552

6013 Yonge St Ste 304

justicenet.ca

info@justicenet.ca

- A not-for-profit service helping people in need of legal help, whose income is too high to access legal aid and too low to afford standard legal fees

Legal Aid Services

Legal Aid Ontario helps low-income individuals and disadvantaged communities get legal assistance through a broad range of services, including legal representation for those who appear in court without a lawyer, telephone

and online assistance, resources, referrals and a certificate program for the most serious cases.

Legal Aid Ontario

416-979-1446

Toll free 1-800-668-8258

Collect calls accepted

TTY 416-598-8867

TTY Toll free 1-866-641-8867

Fax 416-979-8669

legalaid.on.ca

info@lao.on.ca

- Legal aid representatives determine, by an over-the-phone assessment, if a client's situation warrants a legal aid certificate which enables an individual to retain a private lawyer of their choice
- Each person's financial circumstances and their type of legal problem are evaluated to decide on eligibility
- Interpreter services are available in more than 100 languages

Legal Aid Ontario Area Office

GTA District Legal Aid Office

416-598-0200

Toll free 1-800-668-8258

TTY Toll free 1-866-641-8867

Fax 416-598-0558

20 Dundas St W Ste 201

- Services are available in French and English



LEGAL & FINANCIAL

Legal Clinics

Duty Counsel

If you are at the courthouse and do not have a lawyer, you can get legal help and advice from duty counsel. Call Legal Aid Ontario toll free at 1-800-668-8258 or 416-979-1446 during business hours for more information.

Duty Counsel - Criminal College Park

416-598-1260
Fax 416-598-5614
444 Yonge St Rm 270

Duty Counsel - Criminal Etobicoke North

416-597-5890
Fax 416-503-0721
2201 Finch Ave W Rm 126

Duty Counsel - Criminal North York

416-663-5560
Fax 416-663-3343
1000 Finch Ave W

Duty Counsel - Criminal Old City Hall

416-594-9300
Fax 416-594-9345
60 Queen St W Rm 251

Duty Counsel - Criminal Scarborough

416-757-6257
Fax 416-757-4374
1911 Eglinton Ave E

Duty Counsel - Family

Toll free 1-800-668-8258
Fax 416-928-9210
311 Jarvis St 2nd Fl

Duty Counsel - Family North York

416-221-8270
47 Sheppard Ave E

Duty Counsel - Family

416-327-2064
393 University Ave 9th Fl

Family Law

Family Law offices are staffed with experienced family lawyers and paralegals who can assist you with retaining a lawyer.

Family Law Office - Toronto

416-348-0001
Toll free 1-800-331-9618
Fax 416-348-0829
20 Dundas St W Ste 201

Family Law Office - North York

416-730-0936
Fax 416-730-1584
45 Sheppard Ave E

Immigration/Refugee Law

There are free services for eligible clients requiring assistance on immigration and refugee legal issues, including the certificate program that enables clients to retain their own lawyer. This office does not assist with obtaining permanent resident status, sponsorship applications or renewals of temporary visas.

Refugee Law Office - Toronto

416-977-8111
Fax 416-977-5567
20 Dundas St W Ste 202

- Assists eligible clients with their refugee claims and other risk assessment applications, their detention reviews, appeals of deportation orders and Federal Court hearings, including stays of removal

LEGAL & FINANCIAL

Legal Clinics

Community Legal Clinics

Community legal clinics provide representation to low-income individuals living within a specific area.

Areas of service include landlord and tenant law, immigration law and income assistance law. To qualify for legal aid services, the client's legal issue must be one that Legal Aid Ontario covers, and the client must demonstrate that they have little or no money left after paying for basics necessities such as food and housing.

Etobicoke/York

Rexdale Community Legal Clinic

416-741-5201
Fax 416-741-6540
21 Panorama Ct Ste 24
**rexdalecommunity
legalclinic.ca**

- Steeles Ave to Eglinton Ave,
Indian Line to Humber River

South Etobicoke Community Legal Service

416-252-7218
Fax 416-252-1474
5353 Dundas St W Ste 210
southetobicokelegal.ca

- Eglinton Ave to Lake
Ontario, Humber River to
Etobicoke Creek

North York

Downsview Community Legal Services

416-635-8388
Fax 416-635-6471
893 Sheppard Ave W

- Steeles Ave to Stayner Ave,
Keele St to Yonge St

Flemingdon Community Legal Services

416-441-1764
TTY 416-441-9156
Fax 416-441-0269
49 The Donway W Ste 205
flemingdonlegal.org

- York Mills Rd to Danforth
Ave, Yonge St to Victoria
Park Ave

Jane Finch Community Legal Services

416-398-0677
Fax 416-398-7172
1315 Finch Ave W Ste 409
**janefinchcommunity
legalservices.ca**

- Steeles Ave to Falstaff Ave/
Hwy 401, Humber River to
Keele St

Willowdale Community Legal Services

416-492-2437
Fax 416-492-6281
245 Fairview Mall Dr Ste 106
willowdalelegal.com

- Steeles Ave to York Mills Rd,
Yonge St to Victoria Park Ave

York University - Osgoode Hall Law School Community Legal Aid Services Program (CLASP)

416-736-5029
Fax 416-736-5564
4700 Keele St
osgoode.yorku.ca
clasp@osgoode.yorku.ca

- Law students provide
client referrals, advice and
representation
- Serves clients with postal
codes that start with "M"

Scarborough

Scarborough Community Legal Services

416-438-7182
Fax 416-438-9869
695 Markham Rd Ste 9
**scarboroughcommunity
legal.ca**

- Steeles Ave to Lake Ontario,
Midland Ave to Scarborough/
Pickering border

West Scarborough Community Legal Services

416-285-4460
Fax 416-285-1070
2425 Eglinton Ave E Ste 201
westscarboroughlegal.ca

- Steeles Ave to Lake Ontario,
Victoria Park Ave to Midland
Ave



LEGAL & FINANCIAL

Legal Clinics

Toronto/East York

CFT French Legal Aid Services **Centre francophone de Toronto**

416-922-2672
Fax 416-928-0850
22 College St Ste 305
centrefranco.org

- Toronto
- Services available in French

East Toronto Community Legal Services

416-461-8102
Fax 416-461-7497
1320 Gerrard St E
• Danforth Ave to Lake Ontario, Don River to Victoria Park Ave

Kensington-Bellwoods Community Legal Services

416-924-4244
Fax 416-924-5904
489 College St Ste 205
kbcls.org
• Bloor St to Lake Ontario, Ossington Ave to Yonge St

Neighbourhood Legal Services

416-861-0677
Fax 416-861-1777
333 Queen St E
• Bloor St to Lake Ontario, Yonge St to Don River

Parkdale Community Legal Services

416-531-2411
Fax 416-531-0885
1266 Queen St W
parkdalelegal.org

- Bloor St W to Lake Ontario, Humber River to Ossington Ave

Unison Health and Community Services

416-653-5400
Fax 416-653-8049
1651 Keele St
unisonhcs.org

- Steeles Ave to St. Clair Ave W, Humber River to Bathurst St

University of Toronto Downtown Legal Services Student Legal Aid Services Society

416-934-4535
Fax 416-934-4536
655 Spadina Ave
dls.sa.utoronto.ca
law.dls@utoronto.ca
• Law students provide free legal services for low income individuals
• Toronto

West Toronto Community Legal Services

416-531-7376
Fax 416-531-0032
2333 Dundas St W Ste 404
• Rogers Rd and Eglinton Ave to Bloor St, Keele St to Yonge St

Community Legal Clinics – Specialty

These legal clinics specialize in areas of law for low-income clients who are marginalized. As with all legal aid services, to qualify, the client's legal issue must be one that Legal Aid Ontario covers, and the client must demonstrate that they have little or no money left after paying for basics necessities, such as food and housing.

Aboriginal Legal Services of Toronto

416-408-3967
Fax 416-408-4268
415 Yonge St Ste 803
aboriginallegal.ca
alst@web.net

- Provides Aboriginal controlled and culturally based justice alternatives

Advocacy Centre for the Elderly

416-598-2656
Fax 416-598-7924
2 Carlton St Ste 701
advocacycentreelderly.org
• Legal clinic for low income seniors, specializing in the legal problems of seniors, including advance care planning, long term care and retirement home issues, pension and income, and Consent and Capacity issues



Advocacy Centre for Tenants Ontario

416-597-5855
Toll free 1-866-245-4182
Fax 416-597-5821
425 Adelaide St W 5th Fl
acto.ca

- Works to better the housing situation of low income tenants

African Canadian Legal Clinic

416-214-4747
Toll free 1-888-377-0033
Fax 416-214-4748
18 King St East Ste 901
aclc.net

- Provides advice and represents African Canadians

Arch Disability Law Centre

416-482-8255
Toll free 1-866-482-2724
TTY 416-482-1254
TTY Toll free 1-866-482-2728
425 Bloor St E Ste 110
archdisabilitylaw.ca
archlib@lao.on.ca

- Defends and advances equality rights of people with disabilities

Canadian Environmental Law Association

416-960-2284
Fax 416-960-9392
130 Spadina Ave Ste 301
cela.ca

- Works to protect human health and the environment by seeking justice for those harmed by pollution

Centre for Spanish-Speaking Peoples

416-533-8545
Fax 416-533-5731
2141 Jane St 2nd Fl
spanishservices.org

- Provides advice and assists individuals with issues such as employment rights and immigration/refugee law

HIV and AIDS Legal Clinic (Ontario)

416-340-7790
Toll free 1-888-705-8889
Fax 416-340-7248
65 Wellesley St E Ste 400
halco.org

talklaw@halco.org

- Provides free legal services for people living with or affected by HIV/AIDS

Income Security Advocacy Centre

416-597-5820
Toll free 1-866-245-4072
Fax 416-597-5821
425 Adelaide St W 5th Fl
incomesecurity.org
isac@lao.on.ca

- Works with and on behalf of low income communities to address issues of income security and poverty

Industrial Accident Victims Group of Ontario

416-924-6477
Toll free 1-877-230-6311
Fax 416-924-2472
489 College St Ste 203
iavgo.org

- Serves injured workers in Ontario

Injured Workers' Consultants (Compensation Only)

416-461-2411
Fax 416-461-7138
815 Danforth Ave Ste 411
injuredworkersonline.org

- Seeks better treatment of injured workers

Metro Toronto Chinese and Southeast Asian Legal Clinic

416-971-9674
Fax 416-971-6780
180 Dundas St W Ste 1701

- Provides legal services for low income people from the Toronto Chinese and Southeast Asian communities

South Asian Legal Clinic of Ontario

416-487-6371
Fax 416-487-6456
45 Sheppard Ave E Ste 106A
salc.on.ca

- Provides legal services for low income people from South Asia in the GTA

Toronto Workers' Health and Safety Legal Clinic

416-971-8832
Fax 416-971-8834
180 Dundas St W Ste 2000, Box 4
workers-safety.ca
vannucl@lao.on.ca

- Legal services concerning workers' health and safety



LEGAL & FINANCIAL

Power of Attorney and Next of Kin

Power of Attorney

A Power of Attorney is a legal document that gives someone you choose the legal right to act on your behalf in certain situations.

There are three different kinds of Power of Attorney:

- A Continuing Power of Attorney for Property covers your financial affairs and allows the person you choose to act for you even if you become mentally incapable
- A non-continuing Power of Attorney for Property covers your financial affairs but can't be used if you become mentally incapable
- A Power of Attorney for Personal Care covers your personal decisions, such as housing and health care

There are a few instances where the government may act as the final decision maker if a family member cannot be found or if you have not chosen someone to act on your behalf should you become incapable:

- Medical treatment
- Admission to a long term care facility
- Personal assistive services in a long term care facility

You can request a free Power of Attorney form and information kit from the

Office of the Public Guardian and Trustee

Property Guardianship
416-314-2800
Treatment Decisions
416-314-2788
Toll free 1-800-366-0335
TTY 416-314-2687
595 Bay St Ste 800
Toronto ON M5G 2M6
www.attorneygeneral.jus.gov.on.ca

Next of Kin

It is important to provide next of kin information in case of a medical emergency. If you are incapable of providing consent to a procedure, treatment may be delayed while medical staff try to locate a family member to give consent to treatment. If a family member cannot be found the Office of the Public Guardian and Trustee will appoint a representative to act on your behalf.

Filling out the In Case of Emergency (ICE) form on pages 9-10 and keeping it handy is a convenient way to ensure you are prepared for a medical emergency.

LEGAL & FINANCIAL

Senior Drivers 80+

Starting with your 80th birthday, you need to renew your driver's licence every two years. About 90 days before your driver's licence expires, the Ministry sends you a letter and a driver's licence renewal form. After you get your letter, call the Senior Driver Booking Line to sign up for a session as soon as possible. Make sure to have your driver's licence on hand when you make the call. You will be given the date, time and location of your renewal session.



Ministry of Transportation Senior Driver Booking Line

416-235-3579

Toll free 1-800-396-4233

Service Canada and Service Ontario Centres

Service centres can provide you with information about various government services as well help you to register or apply for government programs and update or replace government-issued identification.



At the renewal session

- Your vision is tested using a vision screener—wear the same eyeglasses you use for driving
- A driving counsellor guides a group education session on how aging affects driving, gives tips on how seniors can drive more safely and talks about new traffic laws
- You complete a multiple-choice written test about the rules of the road and road signs

- After the session you may have to take a road test

Remember to bring your driver's licence, the renewal form you received in the mail and hearing aids if you wear them.

After you take the required tests and finish the session, you will be directed to go to a ServiceOntario centre (see page 74) to get your new driver's license card.

Service Canada

Toll free 1-800-622-6232

TTY Toll free 1-800-926-9105

- Provides a wide range of government information and services: getting or replacing a passport, Social Insurance Number or Permanent Resident Card

Service Canada Centres

**Full-service locations,
Mon-Fri 8:30 am-4 pm**

Etobicoke/York

Toronto Etobicoke
5343 Dundas St W

Toronto West Humber
2291 Kipling Ave





LEGAL & FINANCIAL

Service Canada and Service Ontario Centres

Service Canada Centres continued

North York

Toronto Lawrence Square
700 Lawrence Ave W

Toronto Willowdale
4900 Yonge St

Scarborough

Toronto Malvern
31 Tapscott Rd

Toronto Scarborough
200 Town Centre

Toronto/ East York

Toronto Centre
25 St. Clair Ave E

Toronto City Hall
100 Queen St W

Toronto College Street
559 College St

Toronto Gerrard Square
1000 Gerrard St E

**Part time locations, hours
vary by location, call
1-800-622-6232 to confirm**

Etobicoke/York

Toronto Attwell
220 Attwell Dr
Thurs 9:30 am-noon

Toronto Etobicoke South
779 The Queensway
Thurs 1:30-4 pm

Toronto Rogers Road
605 Rogers Rd
Thurs, Fri 12:30-3:30 pm

North York

Toronto Flemingdon Park
29 St. Dennis Dr
2nd Mon/month noon-4 pm

Scarborough

Toronto Steeles L'Amoreaux
2900 Warden Ave
2nd Wed/month 10 am-2 pm

Toronto/East York

Toronto Cecil Street
Community Centre
58 Cecil St
Thurs 10 am-3:30 pm

Toronto Metro Hall
55 John St
Mon 9:30 am-3 pm

ServiceOntario

416-326-1234
TTY 416-325-3408
Toll free 1-800-267-8097
TTY Toll free 1-800-268-7095

serviceontario.ca

- Provides a wide range of government information and services: update or replace a Driver's Licence, Health Card or an Ontario Photo Card

ServiceOntario Centres

Etobicoke/York

Rexdale
988 Albion Rd
Etobicoke
3300 Bloor St W Unit 142
Midtown
2700 Dufferin St Unit 54
Mount Dennis
605 Rogers Rd Unit D4

Etobicoke
250 The East Mall Unit 193
Etobicoke South
1255 The Queensway Unit 16B

Weston
250 Wincott Dr Unit 19B

North York

Don Mills
3555 Don Mills Rd Unit 8
Toronto Golden Mile
1871 O'Connor Dr Units 3 & 4
47 Sheppard Ave E 4th Fl
Unit 417

North York
1170 Sheppard Ave W Unit 51

Scarborough

Scarborough
3495 Lawrence Ave E
Scarborough South
3025 Kingston Rd
Scarborough North
2300 Lawrence Ave E Unit 7
Agincourt
4800 Sheppard Ave E Unit 112

Toronto/East York

College Park
777 Bay St Lower Level
College
534 College St
Leaside
854 Eglinton Ave E
Lakeshore East
1025 Lake Shore Blvd E
Downtown
33 Victoria St Unit 150

LEGAL & FINANCIAL

Veterans



This section provides contact information for Toronto residents needing to access services and benefits provided by Veterans Affairs Canada.

Veterans Affairs Canada

Information

Toll free 1-866-522-2122

Counselling/Crisis Line

Toll free 1-800-268-7708

Bureau of Pensions Advocates

Toll free 1-877-228-2250

Operational Stress Injury

Social Support (OSISS)

Toll free 1-800-883-6094

Peer, Family and/or

Bereavement Support

Toll free 1-800-883-6094

veterans.gc.ca

information@vac-acc.gc.ca

- Veterans and their families may be eligible for a range of supports including pensions, counselling and treatment, rehabilitation, job placement and disability benefits
 - If you are not sure if you or a family member is eligible for supports, please call for more information and an assessment
- Veterans Affairs, in partnership with Good Shepherd Ministries and the Royal Canadian Legion, Ontario Command, provides supports to homeless and at-risk veterans
 - Supports include first/last month's rent, furniture and food vouchers, dental treatment, eyeglasses and utility payments
 - Canadian ex-service personnel and their dependants (spouse/children); Commonwealth ex-service personnel who are residents in Canada and their dependants; allied countries ex-service personnel who are residents in Canada and their dependants are eligible

Operation Leave the Streets Behind

416-869-3619 ext 280

Toll free 1-800-268-7708

TTY Toll free 1-800-567-5803

412 Queen St E

on.legion.ca



LEGAL & FINANCIAL

Veterans





EDUCATION & EMPLOYMENT

Employment Centres

If you are looking for work and need help updating a resume or practicing interview skills, try one of the many employment centres located throughout Toronto.



City of Toronto Employment & Social Services

416-392-8623

toronto.ca/socialservices
Mon-Fri 8:30 am-4:30 pm

- Locations and contact information: toronto.ca/socialservices/office_listings.htm

- Career and Employment Information Specialists provide help and no appointment is necessary
- Each Centre has free tools and resources to help with a job search. Access to computers, the internet, printers, fax machines and telephone
- The Centres host a variety of work-related workshops, some of which are focused on adults 50+. Call ahead to ask what services are available for you
- Some locations have extended hours and all offices are closed on statutory holidays

Government of Ontario Ministry of Training, Colleges & Universities

Toll free 1-800-387-5656

TTY Toll free 1-866-533-6339

edu.gov.on.ca/eng/tcu

Mon-Fri 8:30 am-5 pm

- For more information about employment programs and their locations, visit the website or call to speak to an employment counsellor
- A range of community agencies operate employment centres with a full range of employment services, information and resources

Education



This section has information about a variety of continuing education programs and includes literacy and English as a Second Language (ESL) programs, lecture series and general interest classes specifically for seniors. For more detailed information, please contact the programs directly or visit their websites.

Metro Toronto Movement for Literacy

416-961-4013

Literacy Hotline

416-961-5557

344 Bloor St W Ste 405

www.mtml.ca/lan

- The website hosts the Literacy Program Map, an interactive, online referral database with detailed, up-to-date information on literacy and upgrading programs, classes, schools and tutor associations for adults
- Telephone information and referral for adult literacy, upgrading and ESL programs

Toronto District School Board

General Line 416-397-3000

Continuing Education and

Seniors' Daytime Programs

416-338-4111

tdsb.on.ca

communityprograms@tdsb.on.ca

- 65+
- Daytime courses in art, fitness and general interest
- Registration fees, extra costs for materials may apply
- Continuing Education evening courses are available at a reduced fee for 65+

Toronto Public Library

416-393-7131

TTY 416-393-7030

torontopubliclibrary.ca

- Computer, literacy and ESL training offered in many branches and Learning Centres across Toronto. For dates, times and locations, call or speak to staff at a local branch. See pages 86-93 for a list of branches





EDUCATION & EMPLOYMENT

Education

Etobicoke/York

Humber College – Various Campuses

416-675-3111

humber.ca

enquiry@humber.ca

- Register with proof of age, 65+
- \$20 fee for select courses, regular fees apply to all other courses
- Phone ahead

Learning Unlimited

416-410-6204

80 Lothian Avenue

learningunlimitedetobicoke.com

Tues-Thurs 10 am-12 pm

- 55+
- Series of lectures by university professors on a variety of topics
- \$30 per lecture series plus membership with the Fairfield Seniors Centre

Toronto/East York

Academy of Lifelong Learning

416-946-5185

59 St. George St

allto.ca

info@allto.ca

Tues-Fri 10 am-4 pm

- 50+
- Daytime studies and workshops on a variety of general interests
- Runs September to April
- \$175/year membership fee

Collège Boréal

416-365-1562

Toll free 1-800-361-6673

1 Yonge St 3rd Fl

Mon-Wed 6-9 pm

- 60+
- French as a second language
- \$33.95 fee, extra for material and textbooks

George Brown College Seniors' Association

416-415-5000 ext 2418

200 King St E Room 106

Mon-Thurs 10 am-3 pm

- 55+
- Daytime programs of a cultural and educational nature, January to December
- \$25/year membership fee
- Additional costs per course

Ryerson University

416-979-5103

297 Victoria St

Mon-Thurs 10 am-3 pm

ryerson.ca

mena.carrabetta@ryerson.ca

- 50+
- Programs in continuing education, lifestyle and community engagement
- Many free events; others have nominal fees

The Life Institute

416-979-5000 x6989

350 Victoria St 3rd Fl

Mon-Thurs 9:30 am-3 pm

Fri 9:30 am-12 pm

thelifeinstitute.ca

info@thelifeinstitute.ca

- 50+
- \$80/year membership fee
- Additional costs per course

Senior Alumni Association University of Toronto

416-978-0544

21 King's College Cir

Mon 1-3 pm

Wed 10 am-12 pm

alumni.utoronto.ca

senior.alumni@utoronto.ca

- 55+ University of Toronto alumni
- \$70 for a series of seven lectures

Later Life Learning

416-946-7516

2 Sussex Ave

utoronto.ca/innis/III

III.innis@utoronto.ca

Mon, Thurs 10 am

Fri 1:30 pm

- 55+
- Three, 10-week lecture series offered twice a year on a variety of topics
- No membership fee. \$50 for each 10-week lecture series



THINGS TO DO

Adult Day Programs

Adult Day Programs

provide supervised

and supported social and recreational activities for seniors who are physically frail or have dementia or Alzheimer's disease. They typically encourage light physical activity and mental stimulation as well as provide nutritious meals and some personal care. Some agencies provide



transportation to and from the program. A few agencies offer supervised and supported overnight accommodation services as well.

You can contact the agencies directly for details on the admission process, waiting lists, available subsidies and

accessibility of the location. Admissions to Adult Day Programs usually require a client assessment, which includes completing an application and a medical form. Community Care Access Centres also refer clients to Adult Day Programs.

General Information and Referral

Community Care Access Centre (CCAC)

416-310-2222

310CCAC.ca

frontdesk@ccac-ont.ca

- Service Information, referral and assessment for adult day programs and other services available in the community or in the home
- There are several different CCAC offices serving Toronto, each with a different phone number. To find the one nearest you, visit the website or call the central number

Community Navigation and Access Program

Toll free 1-877-540-6565

cnap.ca

- Refers seniors to a network of 30 community support service agencies that offer Adult Day Programs as well as other programs

Adult Day Programs

Etobicoke/York

ESS Support Service

416-243-0127 Intake
2245 Lawrence Ave W

esssupportservices.ca

mmolina@esssupportservices.ca

Mon-Sat 8:30 am-4:30 pm
extended hours are available

- Adult Day services at five locations for seniors who are elderly, frail, socially isolated, and people with physical and/or cognitive impairments
- Etobicoke and surrounding areas. There is no service area restriction if transportation service is not required
- \$22 per day includes snacks and meals. Extended hours cost more
- \$7 roundtrip for Etobicoke residents depending on availability of space

Humber Community Seniors' Services Inc.

416-249-7946

1167 Weston Rd

humberseniors.org

info@humberseniors.org

Mon-Fri 10 am-3 pm

- Adults with cognitive impairment and frail, vulnerable adults
- Toronto
- \$22 per day includes meal and snacks. Subsidies are available based on income
- \$6 roundtrip, call for details
- English and Spanish

Kipling Acres

416-392-2300

416-392-2323 Intake

2233 Kipling Ave

toronto.ca/ltc/kiplingacres.htm

gfilice@toronto.ca

Mon-Fri 9 am-3 pm

- Community members who are physically frail, socially isolated or who have mild cognitive impairment



- Clients must be able to self medicate and they cannot wander or require two-person transfers
- \$20 per day includes meal and snacks. Subsidies are available based on income. Transportation is not available
- English and Italian

St. Clair West Services for Seniors

416-787-2114 ext 214
2562 Eglinton Ave W Ste 202
servicesforseniors.ca

info@servicesforseniors.ca

Mon-Fri 8 am-6 pm; Sat, Sun 9 am-5 pm; overnight service

- Seniors who are physically frail, have physical challenges and/or have Alzheimer's disease and/or dementia
- Lawrence Ave W to St. Clair Ave W, Spadina Rd to the Humber River. No service area restriction if transportation service is not required
- \$11 for Adult Day Program, \$15 for Alzheimer Day Program, \$20 for Interlude Program (overnight). Subsidies are available based on income
- \$5 roundtrip
- English; staff speak Portuguese, Spanish and Italian

Storefront Humber

416-259-4207
2445 Lakeshore Blvd W
storefronthumber.ca
storefronthumber@bellnet.ca
Mon-Fri 9:30 am-2:30 pm
one Sat/month

- Adult Day Programs at two locations for frail elderly, people with disabilities and people with early stage dementia
- Sheppard Ave to southern boundaries of North York, Bayview Ave to Victoria Park Ave. No service area restriction if transportation service is not required
- \$10 per day includes meal and snacks
- \$5 roundtrip for residents of the service area
- English, Italian, Polish, Ukrainian; staff and volunteers may speak other languages

North York

Baycrest

416-785-2500 ext 2223
3560 Bathurst St
baycrest.org
Mon-Thurs 9 am-3:30 pm
Parkland and Oceanside
Mon-Fri 9 am-3:30 pm
Mountain View

- Three Adult Day Programs: Parkland for frail seniors; Oceanside for seniors with mild cognitive impairment; Mountain View for seniors with moderate to severe cognitive impairment
- Programs are non-sectarian but oriented towards Jewish culture

- Centre Street to St. Clair Ave, Dufferin Ave to Leslie St. No service area restriction if transportation service is not required
- \$32 per day, includes snack and meal (Parkland and Oceanside); \$46 (Mountain View).
- \$9 each way (Parkland and Oceanside); \$9.50 each way (Mountain View)

Better Living Health and Community Services

416-447-7244 ext 541
1 Overland Dr

www.betterlivinghealth.org

info@betterlivinghealth.org

Mon- Fri 9 am-3 pm

Half days 9 am-12:30 pm or 12:30-3 pm

- For persons with Parkinson's, Alzheimer's, dementia, cognitive impairment and physically frail
- Sheppard Ave to Eglinton Ave, Yonge St to Victoria Park Ave. No service area restriction if transportation service is not required
- \$29 per day includes meal and snacks; \$14.50 half day
- \$8 roundtrip available for residents of the service area





THINGS TO DO

Adult Day Programs

Cummer Lodge Adult Day Program

416-392-9486

416-392-9502 Intake

205 Cummer Ave

toronto.ca/ltc/cummer.htm

jmeade@toronto.ca

Mon-Fri 7:30 am-4 pm

- Persons living in the community, who are physically frail, socially isolated or who have mild cognitive impairment. Clients must be able to self medicate; they cannot wander or require two-person transfers
- Toronto
- \$20 per day includes meal and snacks. Subsidies are available based on income

Downsview Services for Seniors

BOOST Day Program

416-633-9519 ext 410

15 Clubhouse Crt

downsviewservices.com

caring.matters@downsviewservices.com

Mon-Fri 9 am-3 pm

- For individuals living with stroke, or other neurological disorders, or who are frail
- Steeles Ave W to Lawrence Ave W, Humber River to Bathurst St. No service area restriction if transportation service is not required
- Call the Community Care Access Centre at Toll free 1-888-470-2222 to apply
- \$18 per day includes lunch
- \$5 roundtrip for residents of the service area
- English and Italian

Jane/Finch Community and Family Centre Unity in Diversity Adult Day Program

416-663-2733

4400 Jane St Ste 108

janefinchcentre.org

admin@janefinchcentre.org

- Various days and times; all programs are four hours
- 10 groups are held at six different locations for mobile adults 55+
- Free; includes meal. TTC tokens are provided
- Mixed English (three groups), Spanish (two groups); one group Vietnamese, Cambodian, Hindi, Guyanese and Punjabi

North York Seniors Centre A Day Away Club

416-733-4111

80 Sheppard Ave W

nyseniors.org

email@nyseniors.org

Mon-Fri 10 am-3 pm

- Depending on availability, clients can attend two or three days per week
- Seniors who are physically frail and/or cognitively impaired and individuals with Parkinson's disease
- Steeles Ave to Hwy 401, Bathurst St to Victoria Park Ave. No service area restriction if transportation service is not required
- \$26.75 per day includes meal and snacks
- \$5.50 each way for residents of service area

Villa Colombo Services for Seniors

Adult Day Program

416-746-6247

2201 Finch Ave W Unit 26

villacharities.com

ricci@villacolombo.on.ca

Mon-Fri 8 am-4 pm

- Program is geared toward Italian-Canadians 50+ with cognitive impairment due to Alzheimer's disease, related dementias or brain injuries
- Toronto
- Contact a Community Care Access Centre to apply
- \$35 per day includes meal and snacks. Subsidies are available based on income
- \$7-17 roundtrip within the service area Steeles Ave to St. Clair Ave, Islington Ave to Yonge
- English and Italian

Scarborough

Bendale Acres

Adult Day Program

416-397-7000

416-397-7020 Intake

2920 Lawrence Ave E

toronto.ca/ltc/bendaleacres.htm

maerola@toronto.ca

Mon-Fri 7:30 am-5 pm

- Community members who are physically frail, socially isolated or who have mild cognitive impairment. Clients must be able to self medicate and they cannot wander or require two-person transfers
- Toronto
- \$20 per day includes meal and snacks. Subsidies are available based on income
- No transportation available



Carefirst Seniors and Community Services Association

Adult Day Program

416-502-2323

3601 Victoria Park Ave Ste 209

carefirstseniors.com

info@carefirstseniors.com

Mon-Fri 9:30 am-2:30 pm

- For adults 55+ who experience functional limitations or social isolation
- Steeles Ave E to Lake Ontario, Victoria Park Ave to Rouge River. No service area restriction if transportation service is not required
- \$20 per day includes meal and snacks
- \$10 roundtrip for residents of the service area
- English, Mandarin and Cantonese

Providence Community Centre

416-285-3803

3276 St. Clair Ave E

providence.on.ca

info@providence.on.ca

Mon-Fri 24 hours

Sat 7 am-5 pm

- For individuals with Alzheimer's disease and/or dementia; must have a diagnosis of irreversible dementia. Evening club and overnight stay care available
- Greater Toronto Area
- \$20 per day includes meal and snacks
- Assistance with arranging transportation is available

Scarborough Centre for Healthy Communities

416-847-4132

629 Markham Rd Unit 2

schcontario.ca

ask@schcontario.ca

Mon-Fri 9:30 am-3:30 pm

- Persons in early stage of Alzheimer's disease or other dementia, persons with disabilities, vulnerable and at-risk seniors
- Hwy 401 to Lake Ontario, Markham Rd to Scarborough eastern limits. No service area restriction if transportation service is not required
- \$20 per day includes meal and snacks
- \$2.50 each way for residents of the service area
- English and Greek

St. Paul's L'Amoreaux Centre

416-493-3333 ext 299

3333 Finch Ave E

splc.ca

info@splc.ca

Mon-Wed, Fri 9 am-3 pm

Living Well Day Program and

Chinese Day Program

Mon-Fri 9 am-3 pm

Greek Day Program

Mon-Thurs 9 am-3 pm

Sunflower Club (Dementia and Alzheimer Program)

- 55+, cognitively impaired or not, physically well or frail
- Denison Rd to Ellesmere Rd, Don Mills Rd to Brimley Rd. No service area restriction if transportation service is not required
- \$18.25 full day with lunch, \$11 full day without lunch,

\$16.25 half day with lunch, \$9 half day without lunch.

- \$7-20 transportation for area residents depending on location
- English, Greek, Mandarin and Cantonese

TransCare Community Support Services

Adult Day Program

416-750-9885 ext 278

Toll free 1-866-393-2079

1045 McNicoll Ave

tcare.ca

info@tcare.ca

Mon-Fri 10 am-3 pm

- Seniors, adults with disabilities and/or those who are chronically ill and individuals in early stages of dementia
- Steeles Ave to Lake Ontario, Victoria Park Ave to Port Union Rd. No service area restriction if transportation service is not required
- \$22 per full day, \$18 per half day includes meal and snacks
- \$8.50 roundtrip for residents of the service area



THINGS TO DO

Adult Day Programs

Warden Woods Community Centre

416-694-1138 ext 133

74 Firvalley Crt

wardenwoods.com

samanthab@wardenwoods.com

Mon, Tues, Thurs 9 am-3 pm

- For frail 55+ and persons in the early stages of Alzheimer's disease and other dementias
- Eglinton Ave E to Lake Ontario, Victoria Park Ave to Kennedy Rd. No service area restriction if transportation service is not required
- \$15 per day includes meal, snacks, program supplies and transportation. Subsidies are available based on income
- Transportation is available for residents of the service area who do not have Wheeltrans access

Toronto/East York

Corpernicus Lodge

416-536-7122 ext 225

66 Roncesvalles Ave

copernicuslodge.com

zorkad@copernicuslodge.com

Mon, Wed, Thurs, Fri

8:30 am-3:30 pm

- For frail or cognitively impaired seniors 60+ and Polish speaking
- \$30 per day includes meal and snacks; \$20 half days
- English and Polish

Hellenic Home

Adult Day Program

416-654-7718 ext 2275

33 Winona Dr

www.hellenichome.org

pgatsiou@hellenichome.org

Mon, Wed, Fri 9 am-4 pm

- 65+; may be frail and/or cognitively impaired
- \$20 per day includes meal and snacks. Subsidies are available based on income
- English and Greek

Les Centres D'Accueil Héritage

416-365-3350

33 Hahn Pl Ste 104

caheritage.org

gmanena@caheritage.org

Mon-Thurs 9:30 am-2:30 pm

- French speaking vulnerable adults; frail adults, individuals with dementia, individuals with physical disabilities
- There may be a waiting list
- \$16 per day includes transportation, snack, lunch and activities. Subsidies are available based on need
- Adult Day Program held at two locations in Toronto
- French

Mid-Toronto Community Services

Adult Day Program

416-962-9449 ext 332

188 Carlton St

midtoronto.com

admin@midtoronto.com

Mon-Thurs 10 am-3 pm

Fri, Sat 10 am-2 pm

- People with Alzheimer's disease or related dementia

- CPR tracks to Lake Ontario, Yonge St to Don Valley Pkwy. No service area restriction if transportation service is not required
- Fees are based on a sliding scale; includes snack and meal. Subsidies are available based on need
- Transportation available for residents of the service area

Neighbourhood Link Community Services

416-698-5908

11 Main St

neighbourhoodlink.org

info@neighbourhoodlink.org

Mon-Sat 9:30 am-3:30 pm

Wed, Thurs 5-8 pm (for frail and isolated seniors)

- For frail and isolated elderly and individuals with dementia (Wednesday and Friday); also for the cognitively impaired and for people with Alzheimer's disease
- Danforth Ave to Lake Ontario, Coxwell Ave to Victoria Park Ave. No service area restriction if transportation service is not required
- \$22 per day includes meal and transportation. Subsidies are available based on need. Wed and Thurs dinner \$6; dinner with transportation roundtrip \$11; dinner with transportation one way \$8
- Transportation available for seniors living near Neighbourhood Link offices and facilities

**Senior Adult Services in the Annex**

416-923-8909

341 Bloor St W 2nd Fl

sasannex.blogspot.ca

sasannex@rogers.com

Fri 9 am-3 pm Mixed program

- Toronto
- 65+; may be frail
- Call to apply
- \$6.50 per day includes lunch
- Transportation not available

Silver Circle West Toronto Services for Seniors

416-653-3535 ext 229

80 Ward St

silvercircle.ca

info@wtss.org

Mon-Fri 9 am-4:30 pm

- For cognitively impaired or frail 55+ and adults with disabilities
- St. Clair Ave W to Bloor St W, Humber River to Bathurst St; boundaries may vary for some programs. No service area restriction if transportation service is not required
- \$21 includes meal and snacks
- \$6 roundtrip for residents of the service area
- English; staff speak other languages

SPRINT - Senior Peoples' Resources in North Toronto

416-486-8666 ext 227

140 Merton St 2nd Fl

sprint-homecare.ca

sprint@sprint-homecare.ca

Mon-Sat 9:30 am-3 pm

Tues, Wed, Fri 2:30 pm-7:30 pm

- 55+ living in the community; also for persons who are physically frail or who

have cognitive or physical impairment

- Day Program held at the Anne Johnston Health Station at 2398 Yonge St 2nd Fl
- Hwy 401 to Bloor St, Bathurst St to Bayview Ave
- \$22 per day includes meal and snacks. Subsidies are available based on income
- Transportation available for residents of the service area who have no other means of getting to and from the program; fee starts at \$3.50 each way

St. Christopher House Adult Day Program and Enhanced Adult Day Program

416-532-4828 ext 426

248 Ossington Ave

stchrishouse.org

info@stchrishouse.org

Mon-Fri 8 am-6 pm

Sat 9 am-5 pm

- 55+; Enhanced Adult Day Program for frail seniors and those 55+ with a cognitive impairment and/or physical disability
- Bloor St to Lake Ontario,

Roncesvalles Ave to Yonge St. No service area restriction if transportation service is not required

- \$20 per day includes meal, snacks and transportation. Subsidies are available based on income
- \$2 roundtrip for residents of the service area
- English, Portuguese, Italian, Cantonese and Mandarin

St. Clair O'Connor Community Inc.

416-757-8757

2701 St. Clair Ave E

scoc.ca

info@scoc.ca

Mon-Fri 9 am-3:30 pm

- For frail seniors, persons in early/moderate stage of dementia and stroke recovery patients
- Toronto
- \$15 per full day, \$8 for half day includes meal and snacks. Subsidies available based on income
- Uses Harmony Hall ride service for East Toronto clients 416-752-8868





THINGS TO DO

Adult Day Programs

St. Stephen's Community House

Multicultural Integrated Adult Day Service

416-929-3281

340 College St

ststephenshouse.com

tirene@ststephenshouse.com

Tues, Thurs (mixed), Fri

(Chinese) 9 am-2:30 pm

- For frail or isolated 55+; also for persons with cognitive impairments and early stage Alzheimer's disease
- Davenport Rd to Queen St W, Dufferin St to University Ave. No service area restriction if transportation service is not required
- \$8-15 per day, depending on client's income. Subsidies are available based on income
- Transportation available for residents of the service area; cost is included in daily fees
- English, Cantonese, Mandarin and Portuguese

WoodGreen Community Services

416-645-6000 ext 1262

815 Danforth Ave Ste 100

woodgreen.org

info@woodgreen.org

Mon-Fri 9 am-2:30 pm

- Two Adult Day Programs at different locations for frail seniors and people with dementia
- Eglinton Ave E to Danforth Ave, Bayview Ave to Victoria Park Ave; Danforth Ave to Lakeshore Blvd E, Don Valley Pkwy to Coxwell Ave. No service area restriction if transportation service is not required
- \$20 per day includes meal, snacks and transportation for residents of service area. Subsidies are available based on income
- English, Cantonese and Mandarin



416-393-7131

TTY 416-393-7030

torontopubliclibrary.ca

Toronto Public Library provides high quality library collections as well as programs and services that reflect the diverse interests and needs of seniors both in all branches located across the city, and through its website. Here you can find more than 11 million items, in a range of formats and languages, including large print, audio books, “talking books,” music CDs, DVD films, newspapers and magazines. The library has a growing collection of e-books, e-audiobooks, eVideo and eMusic that are accessible from home or in branch. There are also a wide range of programs available for seniors. Most branches are wheelchair accessible, and all have accessibility aids and devices. All libraries also offer free WiFi service.

Some libraries have Learning Centres or Library Settlement Partnerships. You can learn to use computers at the Learning Centre, then continue to use them once you’ve mastered that skill. The Library Settlement Partnership is a newcomer information service providing free assistance with getting a job, learning English, getting a driver’s licence, and much more.

Home Library Service

Home Library Service is available for Toronto residents who are homebound for three months or longer due to age, illness or disability. A variety of library materials, including books, paperbacks, large print books and talking books, are available free of charge. For more information call 416-395-5557.

Seniors Retirement Home Services

Small collections of library materials may be delivered to seniors’ residences. The collections are changed up to four times a year. The service of checking books in and out is provided by the institutional staff, residents and/or volunteers, not by library staff. For more information, call 416-395-5557.



Programs for Seniors

High quality programs reflect the interest and needs of seniors and are available in branches located all across the city. Programs include:

- Computer and Internet instruction
- Accessing online information through the library’s many magazine databases
- Volunteer opportunities such as adult literacy tutoring and helping children to build reading and study skills
- Book clubs, literary talks, and author readings
- Life-long learning programs on topics such as health information, nutrition, personal finance, retirement planning, gardening and many more

More information can be found by

- Reading What’s On, the library’s programs and events publication available at local branches several times throughout the year
- Calling the Answerline 416-393-7131
- Going to the website at torontopubliclibrary.ca
- Asking library branch staff



LIBRARIES

Etobicoke/York

Branch Hours & Locations

Map	Library Branch	Phone No.	Address	Branch Hours	LC	LSP
1	Albion	416-394-5170	1515 Albion Rd. M9V 1B2	Mon-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5	•	•
2	Alderwood	416-394-5310	2 Orianna Dr. M8W 4Y1	Mon 10-8:30; Tues, Wed & Fri 10-6; Thur 12:30-8:30; Sat 9-5		
3	Brentwood	416-394-5240	36 Brentwood Rd. N. M8X 2B5	Mon-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5		
4	Eatonville	416-394-5270	430 Burnhamthorpe Rd. M9B 2B1	Mon-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5	•	
5	Elmbrook Park	416-394-5290	2 Elmbrook Cres. M9C 5B4	Tues & Fri 10-6; Wed & Thur 12:30-8:30; Sat 9-5		
6	Evelyn Gregory	416-394-1006	120 Trowell Ave. M6M 1L7	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
7	Humber Bay	416-394-5300	200 Park Lawn Rd. M8Y 3J1	Tues & Fri 10-6; Wed & Thur 12:30-8:30; Sat 9-5		
8	Humberwood	416-394-5210	850 Humberwood Blvd. M9W 7A6	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
9	Jane/Dundas	416-394-1014	620 Jane St. M6S 4A6	Mon 12:30-8:30; Tues-Thur 9-8:30; Fri & Sat 9-5		
10	Long Branch	416-394-5320	3500 Lake Shore Blvd. W. M8W 1N6	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
11	Maria A. Shchuka	416-394-1000	1745 Eglinton Ave. W. M6E 2H4	Mon-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5	•	
12	Mimico Centennial	416-394-5330	47 Station Rd. M8V 2R1	Tues & Wed 12:30-8:30; Thur & Fri 10-6; Sat 9-5		•
13	Mount Dennis	416-394-1008	1123 Weston Rd. M6N 3S3	Mon, Wed & Fri 10-6; Tues & Thur 12:30-8:30; Sat 9-5; *Sun 1:30-5		
14	New Toronto	416-394-5350	110 Eleventh St. M8V 3G5	Tues & Fri 10-6; Wed & Thur 12:30-8:30; Sat 9-5;		
15	Northern Elms	416-394-5230	123B Rexdale Blvd., Unit 5, M9W 1P1	Tues & Wed 12:30-8:30; Thur & Fri 10-6; Sat 9-5		
16	Oakwood Village Library And Arts Centre	416-394-1040	341 Oakwood Ave. M6E 2W1	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
17	Rexdale	416-394-5200	2243 Kipling Ave. M9W 4L5	Tues & Fri 10-6; Wed & Thur 12:30-8:30; Sat 9-5		
18	Richview	416-394-5120	1806 Islington Ave. M9P 3N3	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
19	Weston	416-394-1016	2 King St. M9N 1K9	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		

* Open Sundays from January 6, 2013 to June 23, 2013 inclusive, except Sundays on holiday weekends, with closures on March 31, 2013; May 19, 2013; June 30, 2013.

LC = Learning Centre

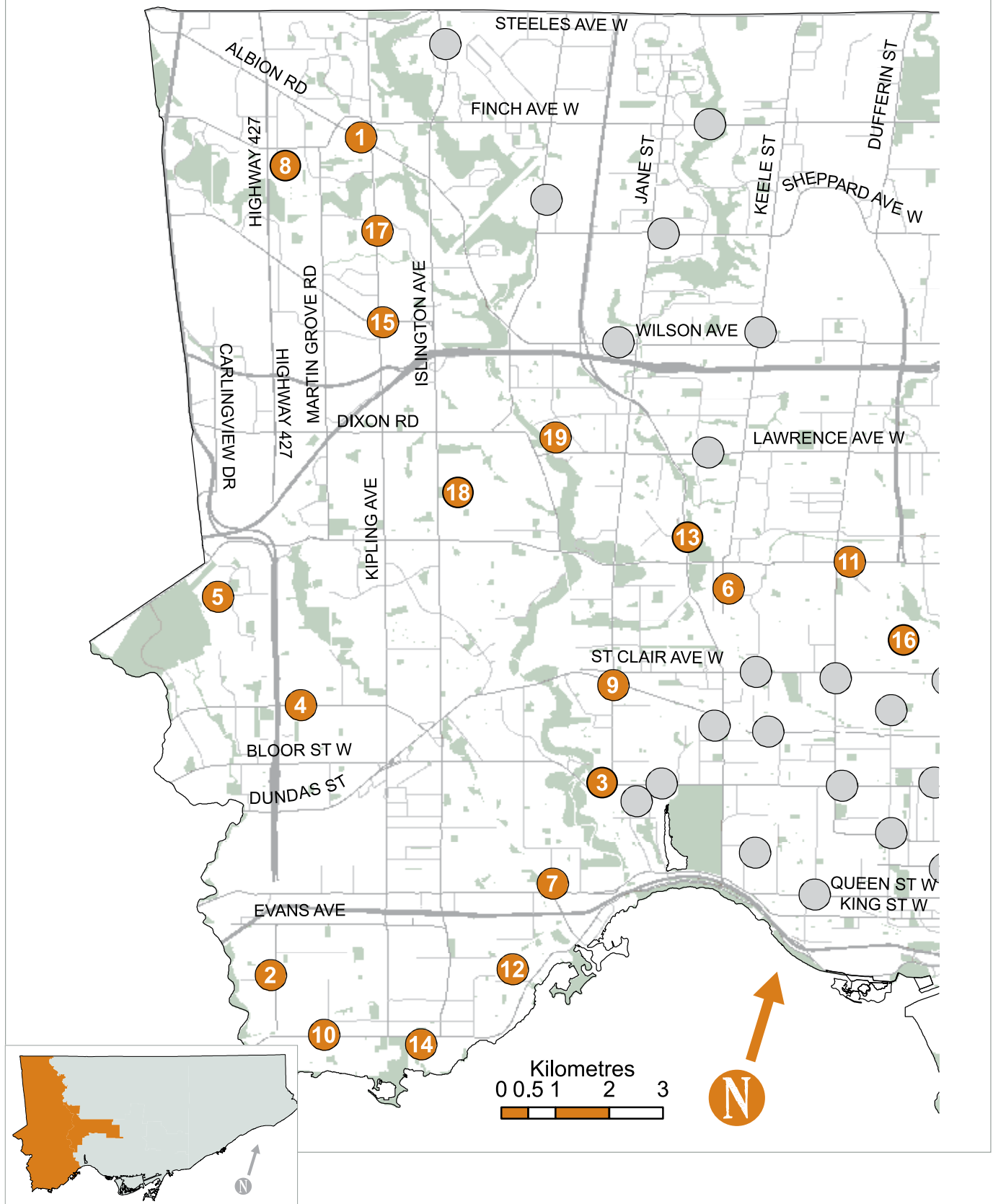
LSP = Library Settlement Partnerships



LIBRARIES

Etobicoke/York

● Library in Etobicoke/York ○ Library on another map





LIBRARIES

North York

Branch Hours & Locations

Map	Library Branch	Phone No.	Address	Branch Hours	LC	LSP
1	Amesbury Park	416-395-5420	1565 Lawrence Ave. W. M6L 1A8	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
2	Armour Heights	416-395-5430	2140 Avenue Rd. M5M 4M7	Tues, Thur & Fri 10-6; Wed 12:30-8:30; Sat 9-5		
3	Barbara Frum	416-395-5440	20 Covington Rd. M6A 3C1	Mon 12:30-8:30; Tues-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5		
4	Bayview	416-395-5460	Bayview Village Shopping Centre 2901 Bayview Ave. M2K 1E6	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5; *Sun 1:30-5		
5	Black Creek	416-395-5470	North York Sheridan Mall 1700 Wilson Ave. M3L1B2	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
6	Brookbanks	416-395-5480	210 Brookbanks Dr. M3A 2T8	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
7	Centennial	416-395-5490	578 Finch Ave. W. M2R 1N7	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		•
8	Don Mills	416-395-5710	888 Lawrence Ave. E. M3C 1P6	Mon 12:30-8:30; Tues-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5		
9	Downsview	416-395-5720	2793 Keele St. M3M 2G3	Mon 12:30-8:30; Tues-Thur 9-8:30; Fri 9-5:30; Sat 9-5; *Sun 1:30-5		
10	Fairview	416-395-5750	35 Fairview Mall Dr. M2J 4S4	Closed for renovation.		•
11	Flemingdon Park	416-395-5820	29 St. Dennis Dr. M3C 3J3	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5; *Sun 1:30-5		•
12	Hillcrest	416-395-5830	5801 Leslie St. M2H 1J8	Mon-Fri 9-8:30; Sat 9-5		
13	Humber Summit	416-395-5840	2990 Islington Ave. M9L 2K6	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
14	Jane/Sheppard	416-395-5966	1906 Sheppard Ave. W. M3L 1Y7	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
15	North York Central Library	416-395-5535 TTY 416-395-5596	5120 Yonge St. M2N 5N9	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5		•
16	Pleasant View	416-395-5940	575 Van Horne Ave. M2J 4S8	Mon-Fri 9-8:30; Sat 9-5		
17	Victoria Village	416-395-5950	184 Sloane Ave. M4A 2C4	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
18	Woodview Park	416-395-5960	16 Bradstock Rd. M9M 1M8	Tues, Wed & Fri 10-6; Thur 12:30-8:30; Sat 9-5		
19	York Woods	416-395-5980	1785 Finch Ave. W. M3N 1M6	Mon 12:30-8:30; Tues-Thur 9-8:30; Fri 9-6; Sat 9-5; *Sun 1:30-5	•	•

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LC = Learning Centre

LSP = Library Settlement Partnerships

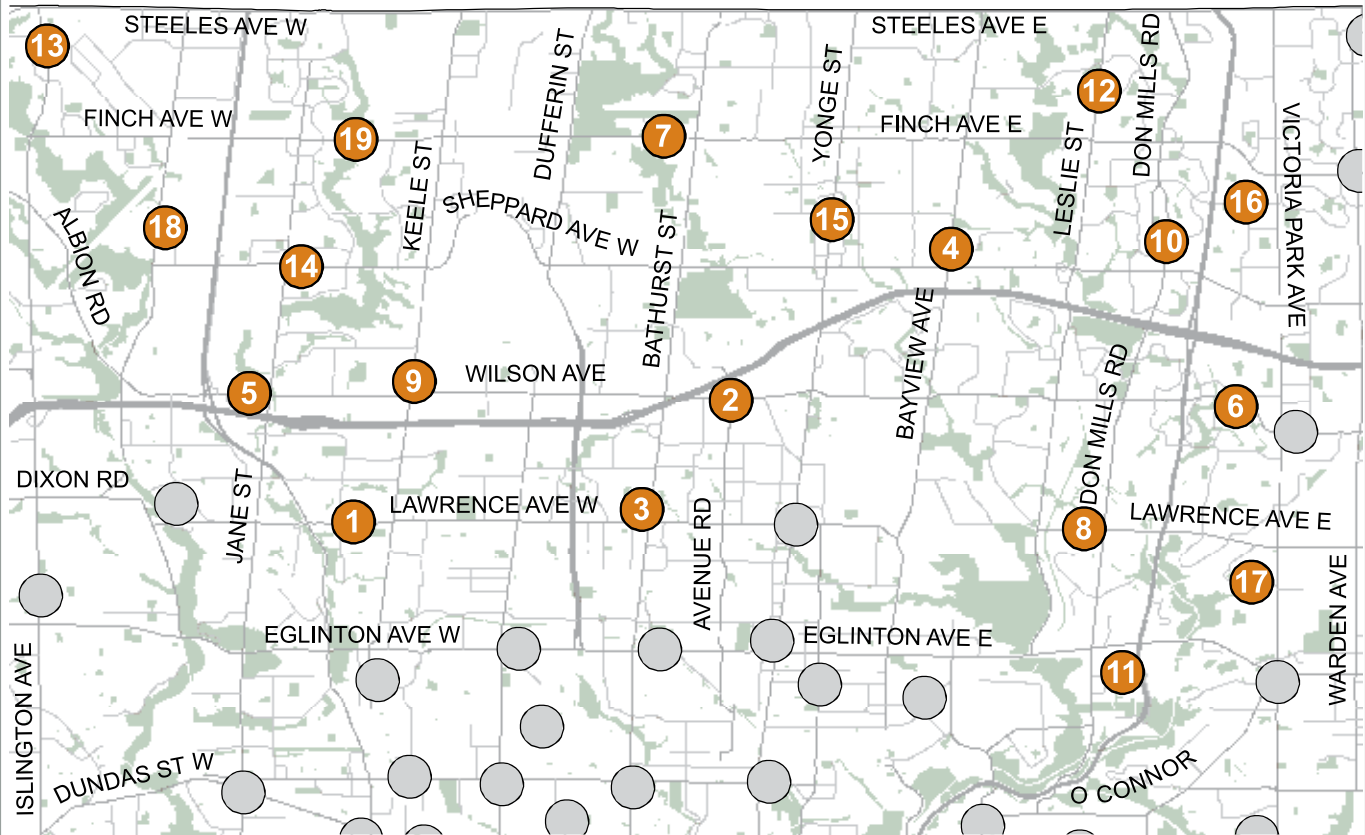


LIBRARIES

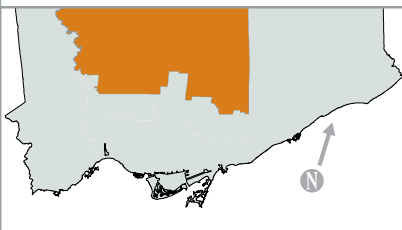
North York

Library in North York

Library on another map



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LIBRARIES

Scarborough

Branch Hours & Locations

Map	Library Branch	Phone No.	Address	Branch Hours	LC	LSP
1	Agincourt	416-396-8943	155 Bonis Ave. M1T 3W6	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
2	Albert Campbell	416-396-8890	496 Birchmount Rd. M1K 1N8	Mon 12:30-8:30; Tues-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
3	Bendale	416-396-8910	1515 Danforth Rd. M1J 1H5	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
4	Bridlewood	416-396-8960	Bridlewood Mall 2900 Warden Ave. M1W 2S8	Mon-Fri 9-8:30; Sat 9-5		•
5	Burrows Hall	416-396-8740	1081 Progress Ave. M1B 5Z6	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
6	Cedarbrae	416-396-8850	545 Markham Rd. M1H 2A1	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5;	•	
7	Cliffcrest	416-396-8916	Cliffcrest Plaza 3017 Kingston Rd. M1M 1P1	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
8	Eglinton Square	416-396-8920	Eglinton Square Mall, 1 Eglinton Square, Unit 126 M1L 2K1	Mon-Wed 9-8:30; Thur 12:30-8:30; Fri & Sat 9-5		
9	Goldhawk Park	416-396-8964	295 Alton Towers Circle M1V 4P1	Mon-Thur 9-8:30; Fri & Sat 9-5; *Sun 1:30-5		
10	Guildwood	416-396-8872	Guildwood Plaza 123 Guildwood Parkway M1E 4V2	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
11	Highland Creek	416-396-8876	3550 Ellesmere Rd. M1C 3Z2	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
12	Kennedy/ Eglinton	416-396-8924	Liberty Square Shopping Plaza, 2380 Eglinton Ave. E. M1K 2P3	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
13	Malvern	416-396-8969	30 Sewells Rd. M1B 3G5	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	
14	Maryvale	416-396-8931	Parkway Mall 85 Ellesmere Rd. M1R 4B9	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
15	McGregor Park	416-396-8935	2219 Lawrence Ave. E. M1P 2P5	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5; *Sun 1:30-5		
16	Morningside	416-396-8881	4279 Lawrence Ave. E. M1E 2S8	Mon-Wed 9-8:30; Thur 12:30-8:30; Fri & Sat 9-5		•
17	Port Union	416-396-8885	5450 Lawrence Ave. E. M1C 3B2	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
18	Steeles	416-396-8975	Bamburgh Gardens Shopping Plaza 375 Bamburgh Circle M1W 3Y1	Mon-Fri 9-8:30; Sat 9-5		
19	Taylor Memorial	416-396-8939	1440 Kingston Rd. M1N 1R3	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
20	Woodside Square	416-396-8979	Woodside Square Mall 1571 Sandhurst Circle M1V 1V2	Mon-Thur 9-8:30; Fri & Sat 9-5		

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LC = Learning Centre

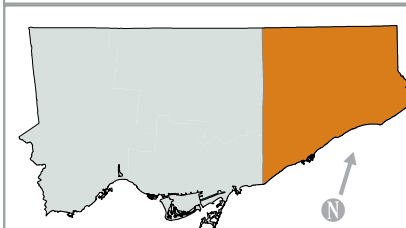
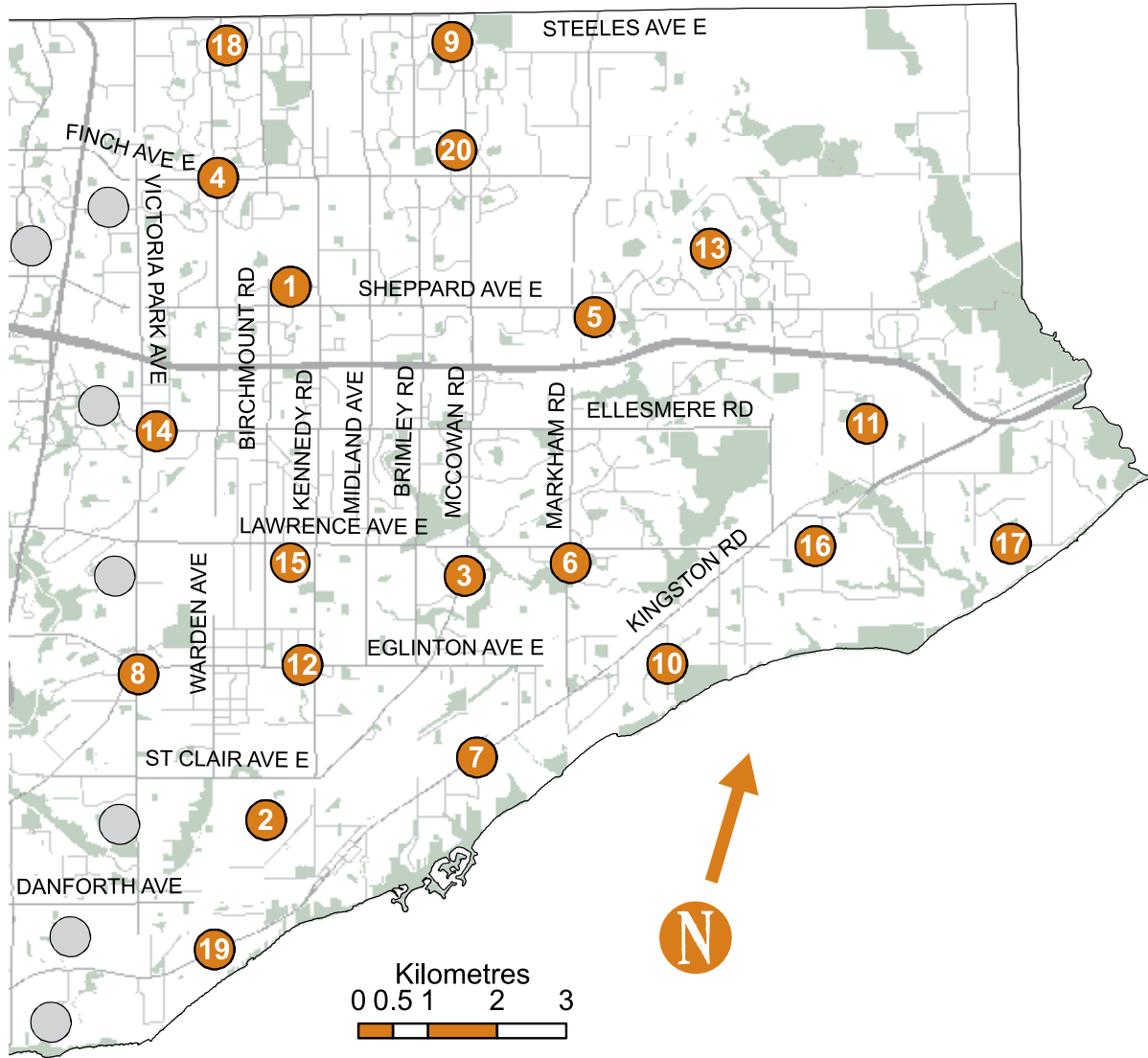
LSP = Library Settlement Partnerships



LIBRARIES

Scarborough

● Library in Scarborough ○ Library on another map





LIBRARIES

Toronto/EastYork

Branch Hours & Locations

Map	Library Branch	Phone No.	Address	Branch Hours	LC	LSP
1	Annette Street	416-393-7692	145 Annette St. M6P 1P3	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
2	Beaches	416-393-7703	2161 Queen St. E. M4L 1J1	Mon-Thur 9-8:30; Fri & Sat 9-5		
3	Bloor/Gladstone	416-393-7674	1101 Bloor St. W. M6H 1M7	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
4	City Hall	416-393-7650	Nathan Phillips Square 100 Queen St. W. M5H 2N3	Mon-Fri 10-6		
5	College/Shaw	416-393-7668	766 College St. M6G 1C4	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
6	Danforth/ Coxwell	416-393-7783	1675 Danforth Ave. M4C 5P2	Mon-Thur 9-8:30; Fri & Sat 9-5		
7	Davenport	416-393-7732	1246 Shaw St. M6G 3P1	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
8	Dawes Road	416-396-3820	416 Dawes Rd. M4B 2E8	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
9	Deer Park	416-393-7657	40 St. Clair Ave. E. M4T 1M9	Mon-Thur 9-8:30; Fri & Sat 9-5		
10	Dufferin/St. Clair	416-393-7712	1625 Dufferin St. M6H 3L9	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
11	Forest Hill	416-393-7706	700 Eglinton Ave. W. M5N 1B9	Mon-Thur 9-8:30; Fri & Sat 9-5		
12	Gerrard/Ashdale	416-393-7717	1432 Gerrard St. E. M4L 1Z6	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		•
13	High Park	416-393-7671	228 Roncesvalles Ave. M6R 2L7	Mon-Thur 9-8:30; Fri & Sat 9-5		
14	Jones	416-393-7715	118 Jones Ave. M4M 2Z9	Mon & Fri 10-6; Tues 10-8:30; Wed & Thur 12:30-8:30; Sat 9-5		
15	Leaside	416-396-3835	165 McRae Dr. M4G 1S8	Mon-Thur 9-8:30; Fri & Sat 9-5		
16	Lillian H. Smith	416-393-7746	239 College St. M5T 1R5	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
17	Locke	416-393-7730	3083 Yonge St. M4N 2K7	Mon-Thur 9-8:30; Fri & Sat 9-5		
18	Main Street	416-393-7700	137 Main St. M4E 2V9	Mon-Thur 9-8:30; Fri & Sat 9-5		
19	Mount Pleasant	416-393-7737	599 Mt. Pleasant Rd. M4S 2M5	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
20	Northern District	416-393-7610	40 Orchard View Blvd. M4R 1B9	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5		
21	Palmerston	416-393-7680	560 Palmerston Ave. M6G 2P7	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
22	Pape/Danforth	416-393-7727	701 Pape Ave. M4K 3S6	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5		
23	Parkdale	416-393-7686	1303 Queen St. W. M6K 1L6	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	•
24	Parliament Street	416-393-7663	269 Gerrard St. E. M5A 2G6	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5		•
25	Perth/Dupont	416-393-7677	1589 Dupont St. M6P 3S5	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
26	Queen/Saulter	416-393-7723	765 Queen St. E. M4M 1H3	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
27	Riverdale	416-393-7720	370 Broadview Ave. M4K 2M8	Mon-Thur 9-8:30; Fri & Sat 9-5	•	•
28	Runnymede	416-393-7697	2178 Bloor St. W. M6S 1M8	Mon-Thur 9-8:30; Fri 9-5; & Sat 9-5		

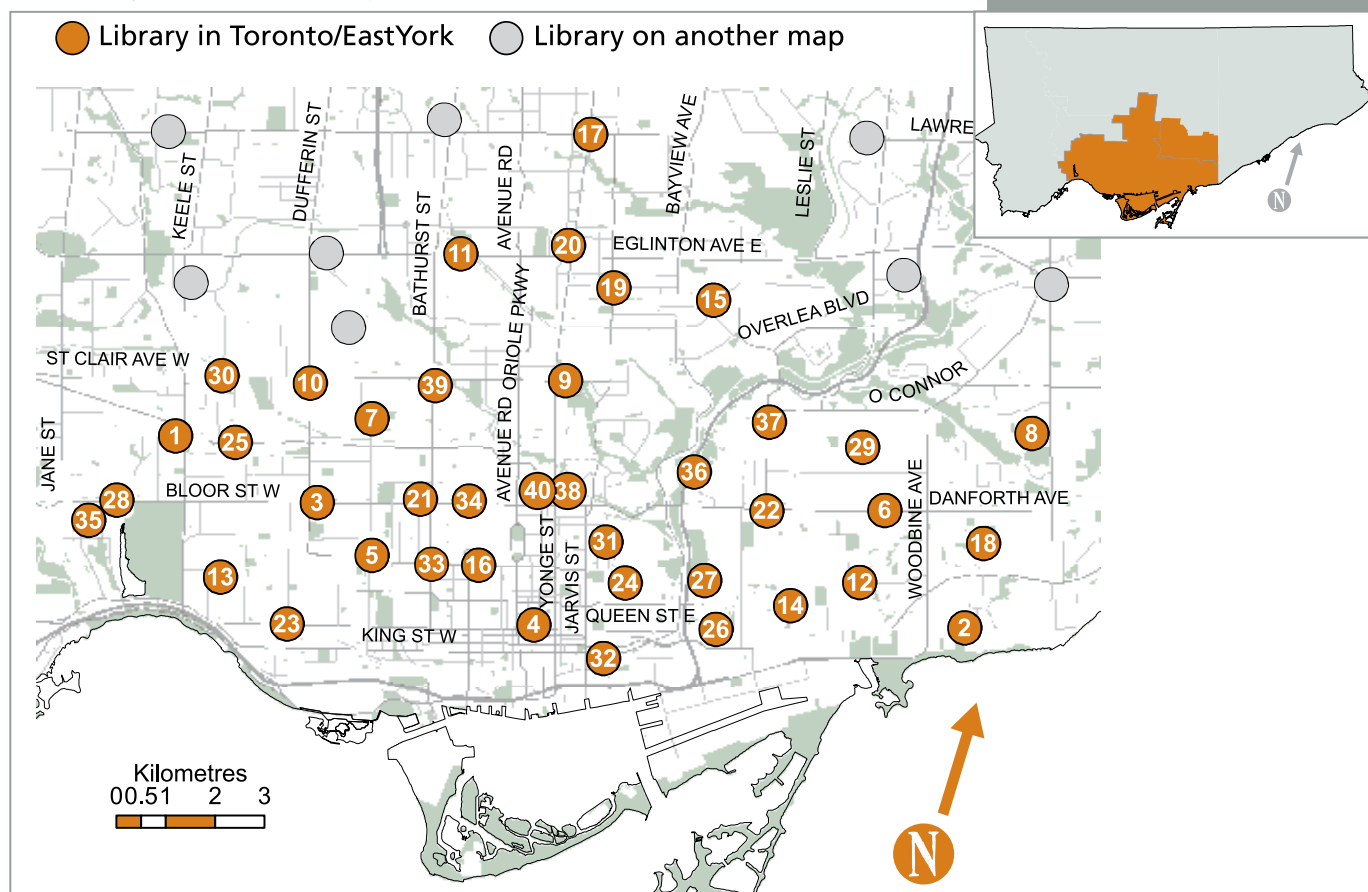


Map	Library Branch	Phone No.	Address	Branch Hours	LC	LSP
29	S. Walter Stewart	416-396-3975	170 Memorial Park Ave. M4J 2K5	Mon-Fri 9-8:30; Sat 9-5; *Sun 1:30-5	•	
30	St. Clair/Silverthorn	416-393-7709	1748 St. Clair Ave. W. M6N 1J3	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
31	St. James Town	416-393-7744	495 Sherbourne St. M4X 1K7	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
32	St. Lawrence	416-393-7655	171 Front St. E. M5A 4H3	Mon 10-8:30; Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
33	Sanderson	416-393-7653	327 Bathurst St. M5T 1J1	Mon-Thur 9-8:30; Fri & Sat 9-5		
34	Spadina Road	416-393-7666	10 Spadina Rd. M5R 2S7	Tues & Thur 12:30-8:30; Wed & Fri 10-6; Sat 9-5		
35	Swansea Memorial	416-393-7695	95 Lavinia Ave. M6S 3H9	Tues & Thur 10-12 & 1-6; Wed 1-8; Sat 10-5		
36	Thornccliffe	416-396-3865	48 Thornccliffe Park Dr. M4H 1J7	Mon-Fri 9-8:30; Sat 9-5		•
37	Todmorden Room	416-396-3875	1081½ Pape Ave. (at Torrens) M4K 3W6	Tues & Thurs 12:30-5, 6-8:30; Wed & Sat 9-12, 1-5 Closed Saturdays, July 7-Sept. 1		
38	Toronto Reference Library	416-395-5577 TTY 416-393-7100	789 Yonge St. M4W 2G8	Mon-Thur 9:30-8:30; Fri 9:30-5:30; Sat 9-5; *Sun 1:30-5	•	•
39	Wychwood	416-393-7683	1431 Bathurst St. M5R 3J2	Mon-Thur 9-8:30; Fri & Sat 9-5		
40	Yorkville	416-393-7660	22 Yorkville Ave. M4W 1L4	Mon-Thur 9-8:30; Fri & Sat 9-5		

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LC = Learning Centre

LSP = Library Settlement Partnerships





THINGS TO DO

Friendly Visiting

Some community agencies coordinate visiting with seniors and disabled adults in their homes or by phone, mainly using volunteers. Activities may include walking, reading, and chatting. Call the agency to register. Most friendly visiting services are free although a membership fee may apply and some do have waiting lists. Service may be available in a variety of languages so ask when you phone. Call 211 to locate an agency that provides this service in a specific language. See also Palliative Care—Community Hospice Programs pages 28-30.



Etobicoke/York

ESS Support Services (formerly Etobicoke Services for Seniors)

416-243-0127
2245 Lawrence Ave W
esssupportservices.ca
agency@esssupportservices.ca
Mon-Fri 8:30 am-4:30 pm
• Free for Etobicoke seniors

Storefront Humber

416-259-4207
2445 Lake Shore Blvd W
storefronthumber.ca
storefronthumber@bellnet.ca
Mon-Fri 8:30 am-4:30 pm
• Dundas St W/Bloor St W to Lake Ontario, Etobicoke Creek to Humber River

North York

Bernard Betel Centre

416-225-2112 ext 134
1001 Steeles Ave W
betelcentre.org
reception@betelcentre.org
Mon-Thurs 9 am-5 pm
Fri 9 am-4 pm
• Hwy 7 to Eglinton Ave, Dufferin St to Yonge St

North York Seniors Centre

416-733-4111
80 Sheppard Ave W
nyseniors.org
email@nyseniors.org
Mon-Fri 8 am-5:30 pm
• Free friendly visiting for those living Steeles Ave to Hwy 410, Bathurst St to Victoria Park Ave

Scarborough

Momiji Health Care Society

416 261-6683 ext 224
3555 Kingston Rd
momiji.on.ca
info@momiji.on.ca
Mon-Fri 9 am-5 pm
• Japanese and English speaking volunteers visit isolated Japanese-Canadian seniors in the Greater Toronto Area

Scarborough Centre for Healthy Communities

416-847-4122
629 Markham Rd Unit 2
schcontario.ca
ask@schcontario.ca
Mon-Fri 9 am-5 pm
• Scarborough residents only, proof of address may be required

TransCare Community Support Services

416 750-9885
Toll free 1-866-393-2079
1045 McNicoll Ave
tcare.ca
info@tcare.ca
Mon-Fri 8 am-4:30 pm
• Scarborough

Yee Hong Centre for Geriatric Care

416-321-6333 ext 2613
2311 McNicoll Ave
yeehong.com
scarborough.mcnicoll@yeehong.com
Mon-Fri 9 am-5 pm
• Scarborough

Toronto/East York

Central Neighbourhood House

416-925-4363
349 Ontario St
cnh.on.ca
central@cnh.on.ca
Mon-Fri 9 am-5 pm
• Bloor St E to Lake Ontario, Bathurst St to Don River

**Dixon Hall**

416-863-0499

58 Sumach St

dixonhall.org

info@dixonhall.org

Mon-Thurs 8:30 am-8 pm

Fri 8:30 am-4:30 pm

- Gerrard St E to Lake Ontario, Sherbourne St to River St

Fontbonne Ministries, In Good Company

416-465-6069

791 Queen St E

fontbonneministries.ca

infoingoodcompany@csj-to.ca

Tues-Thurs 8:30 am-4 pm

- Visits for clients in the Greater Toronto Area

Good Neighbours Club

416-366-5377

170 Jarvis St

goodneighboursclub.org

administration@

goodneighboursclub.org

Mon-Sun 8 am-5 pm

- Friendly visits to club members, men only, in downtown Toronto

Parkdale Golden Age Foundation

416 536-5534

27 Roncesvalles Ave Ste 401

pgaf.ca

pgaf@rogers.com

Mon-Fri 9 am-4 pm

- Bloor St to Lake Ontario, Parkside Dr to Dufferin St

Second Mile Club of Toronto

416-597-0841

340 College St Ste 350

secondmileclub.ca

mriach@secondmileclub.ca

Mon-Fri 9 am-5 pm

- Five branches located throughout Toronto

Silver Circle: West Toronto Support Services for Seniors

416-653-3535

80 Ward St

silvercircle.ca

info@wtss.org

Mon-Fri 9 am-4:30 pm

- St. Clair Ave W to Bloor St W, Humber River to Bathurst St

SPRINT

416-481-6411

140 Merton St 2nd Fl

sprint-homecare.ca

sprint@sprint-homecare.ca

- Hwy 401 to Bloor St
Bathurst St to Bayview Ave

St. Christopher House

416-532-4838

Seniors Intake Line

248 Ossington Ave

stchrishouse.org

info@stchrishouse.org

Mon-Fri 8:30 am-4:45 pm

- Bloor St W to Lake Ontario, Roncesvalles Ave to Yonge St

Ukrainian Canadian Social Services Toronto

416-763-4982

2445 Bloor St W

tor.ucss.info

toradmin@ucss.info

Mon-Fri 9 am-5 pm

- Friendly visiting to Greater Toronto Area seniors in their homes, long-term care or hospital





THINGS TO DO

Community Centres

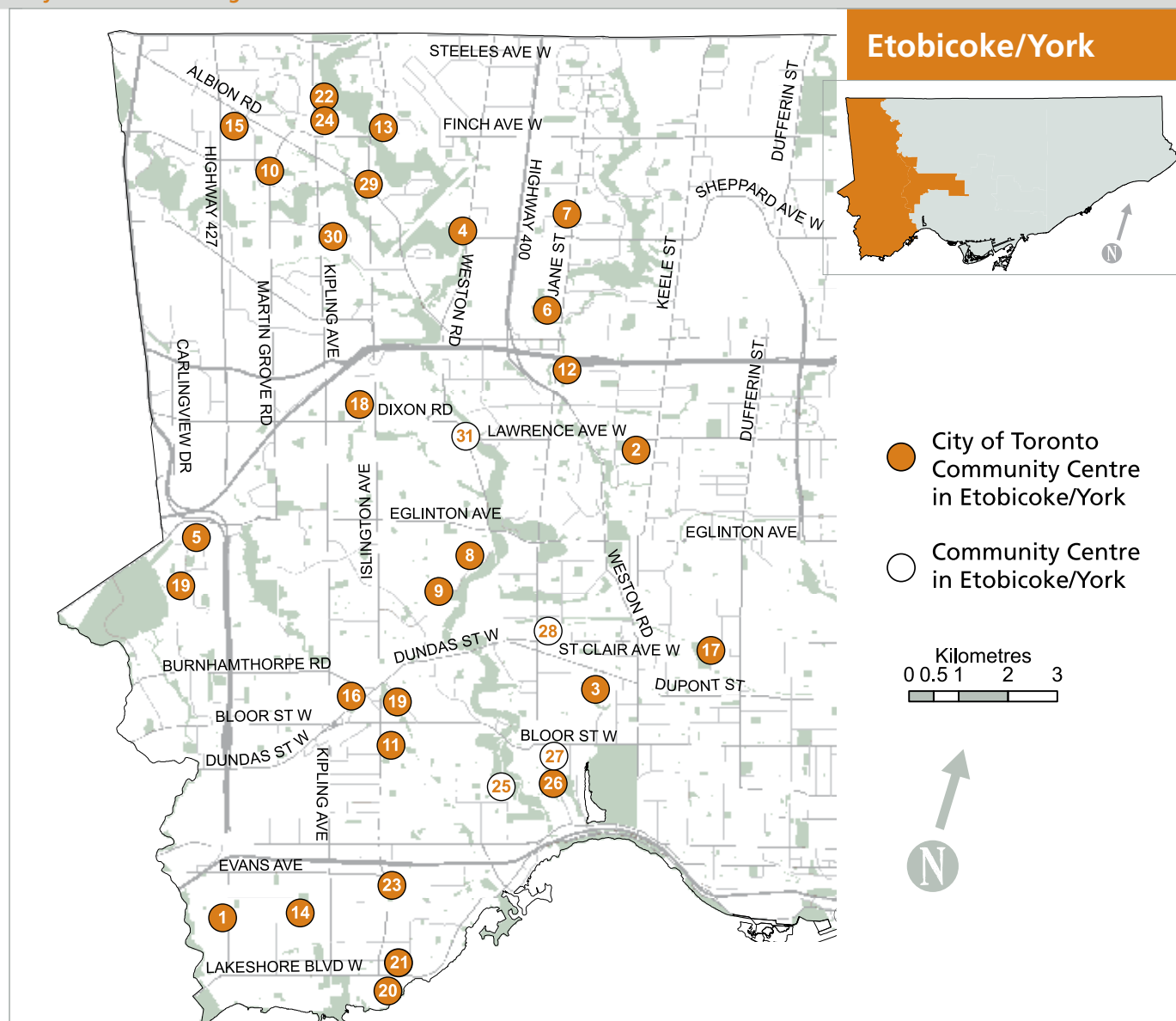
Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

Etobicoke/York

Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
1	Alderwood Pool	416-394-8738	2 Orianna Dr Unit 1	60+	Aquafit		
2	Amesbury Community Centre	416-395-0145	1507 Lawrence Ave W	60+	Fitness		
3	Annette Community Recreation Centre	416-392-0736	333 Annette St	60+	Fitness	General interest programs	
4	Carmine Stefano Community Centre	416-395-6127	3100 Weston Rd	60+	Fitness	Sports programs	
5	Centennial Arena	416-394-8684	256 Centennial Park Rd	60+	Skating, hockey		
6	Chalkfarm Community Centre	416-395-7802	180 Chalkfarm Dr	60+		Fitness programs	
7	Domenico Diluca Community Centre	416-395-6673	25 Stanley Rd	60+	Fitness	General interest, sports programs	
8	Edenbridge Centre	416-392-2451	235 Edenbridge Dr	60+	Arts, fitness, general interest		
9	Edgehill House	416-392-2724	61 Edgehill Rd	60+	Fitness, general interest		
10	Elmbank Community Centre	416-394-8671	10 Rampart Rd	60+	Fitness		
11	Fairfield Seniors' Centre	416-394-8687	80 Lothian Ave	60+	Arts, fitness, general interest		
12	Falstaff Community Recreation Centre	416-395-7924	50 Falstaff Ave	60+	Arts, fitness, general interest, sports		
13	Gord and Irene Risk Community Centre	416-395-7953	2650 Finch Ave W	60+	Arts, fitness, sports		
14	Horner Avenue Seniors' Centre	416-394-6000	320 Horner Ave	60+	Arts, fitness, general interest		\$20/yr
15	Humber Community Pool	416-394-6050	205 Humber College Blvd	60+		Aquafit	
16	Islington Seniors' Centre	416-231-3431	4968 Dundas St W	60+	Fitness		\$16/yr
17	Joseph J. Piccininni Community Recreation Centre	416-392-0036	1369 St. Clair Ave W	60+	General interest		
18	Kingsview Village Community School	416-394-5540	1 York Rd	60+	Fitness, sports		
19	Memorial Pool	416-394-8731	44 Montgomery Rd	60+	Aquafit		
20	Mimico Arena	416-394-8684	31 Drummond St	55+	Older adult shinny hockey		
21	New Toronto Seniors' Centre	416-394-8684	105 4 th St	60+	Fitness, general interest	General interest	
22	North Kipling Community Centre	416-394-8679	2 Rowntree Rd	60+	Fitness, general interest		
23	Ourland Community Centre	416-394-8673	18 Ourland Ave	60+	Sports		
24	Rexdale Women's Centre	416-745-0062	21 Panorama Ct	55+		Fitness, general interest	\$3/yr



Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
25	Stonegate Community Health Centre stonegatechc.org	416-231-7070	150 Berry Rd	55+		Fitness, general interest Seniors' 2000 club for Polish speakers	
26	Swansea Community Recreation Centre	416-392-6796	15 Waller Ave	60+	Fitness		
27	Swansea Town Hall - Seniors Association	416-392-1953	95 Lavinia Ave	55+	Arts, fitness, general interest		\$12/yr
28	Syme 55+ Centre syme55.com	416-766-0388	33 Pritchard Ave	55+	Fitness, general interest		\$25/yr
29	Thistletown Seniors' Centre	416-394-8869	925 Albion Rd	60+	Arts, fitness, sports, general interest		
30	West Acres Seniors' Centre	416-394-8681	65 Hinton Rd	60+	Arts, fitness, general interest		
31	York West Active Living Centre yorkwestactivelivingcentre.ca	416-245-4395	1901 Weston Rd	55+	Fitness	Various activities	\$25 /yr





THINGS TO DO

Community Centres

Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

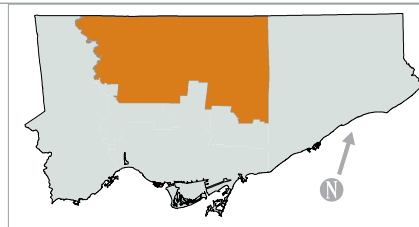
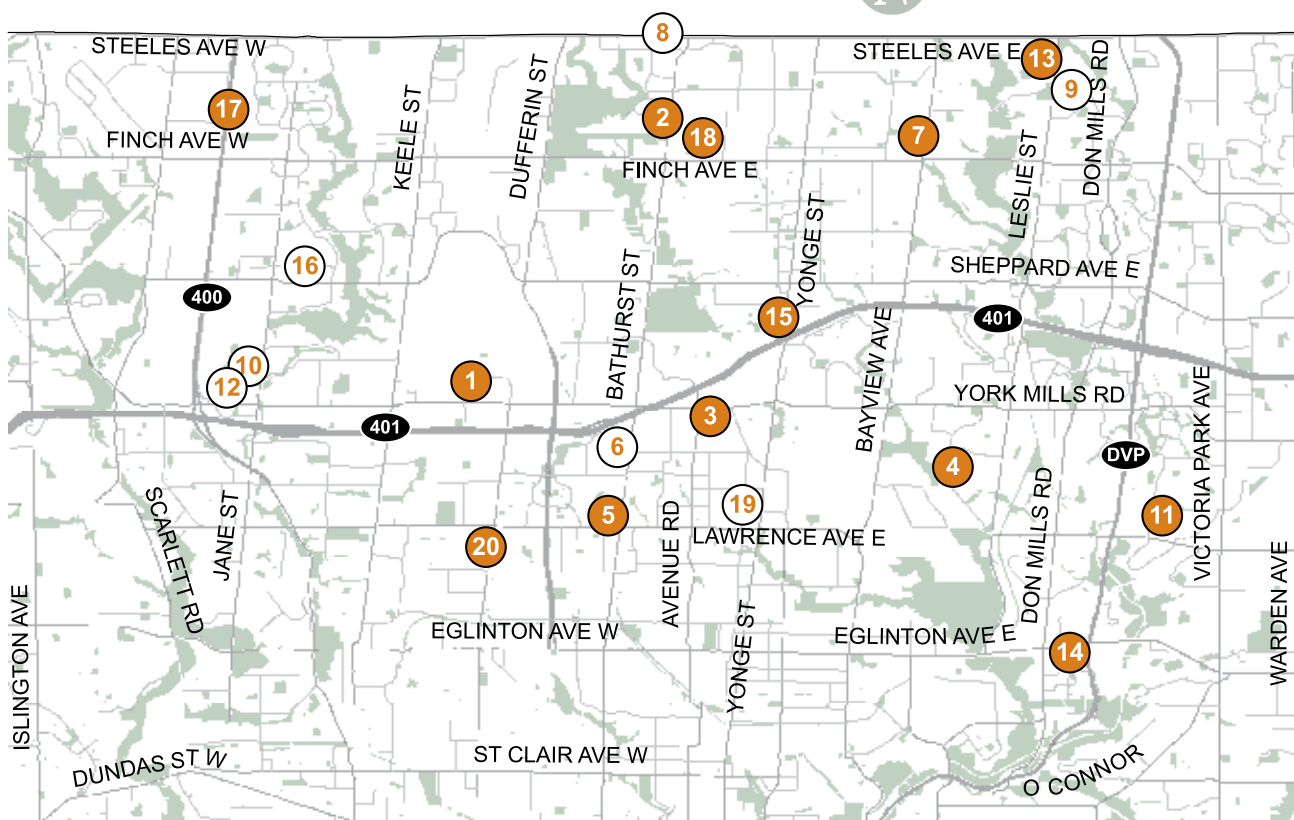
North York

Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
1	Ancaster Community Centre	416-395-6057	41 Ancaster Rd	60+	Fitness	General interest	
2	Antibes Community Centre	416-395-0475	140 Antibes Dr	60+	Arts, fitness, swimming		
3	Armour Heights Community Centre	416-395-7848	2140 Avenue Rd	60+	Fitness	Sports	
4	Banbury Community Centre	416-395-6101	120 Banbury Rd	60+	Fitness		
5	Barbara Frum Recreation Centre	416-395-6123	20 Covington Rd	60+	Fitness, general interest		
6	Baycrest, Wagman Centre baycrest.org	416-785-2500	3560 Bathurst St	65+	Arts, fitness		\$66/yr
7	Bayview Arena	416-395-7825	3230 Bayview Ave	60+	Fitness		
8	Bernard Betel Centre betelcentre.org	416-225-2112	1003 Steeles Ave W	55+	Arts, fitness, general interest	Arts, fitness, general interest	\$45.20/yr
9	Better Living Health and Community Services betterlivinghealth.org	416-447-7244	1 Overland Dr	40+	Arts, fitness, general interest	Arts, fitness, general interest	\$30/yr
10	Black Creek Community Health Centre bcchc.com	416-249-8000	2202 Jane St, Unit 5	55+		Fitness, general interest	
11	Broadlands Community Centre	416-395-7966	19 Castlegrove Blvd	60+	Fitness, general interest		
12	COSTI costi.org	416-244-0480	Sheridan Mall, 1700 Wilson Ave Suite 114	55+		Arts, fitness, general interest	\$25/yr
13	Cummer Park Community Centre	416-395-7803	6000 Leslie St	60+	Fitness		
14	Dennis R. Timbrell Recreation Centre	416-395-7972	29 St. Dennis Dr	60+		Fitness, general interest	
15	Douglas Snow Aquatic Centre	415-395-7593	5100 Yonge St	60+	Aquafit, fitness		
16	Downsview Services for Seniors, Healthier Living Centre downsviewservices.com	416-633-9519	15 Clubhouse Ct	55+		Arts, fitness, general interest	
17	Driftwood Community Centre	416-395-6019	4401 Jane St	60+		Fitness	
18	Edithvale Community Centre	416-395-6164	131 Finch Ave W	60+	Arts, fitness, general interest	Sports	
19	Fairlawn Neighbourhood Centre fairlawnneighbourhoodcentre.com	416-488-3446	28 Fairlawn Ave	50+	Arts, fitness, general interest	Arts, fitness, general interest	
20	Glen Long Community Centre	416-395-7961	35 Glen Long Ave	60+		Bocce	

North York

- City of Toronto Community Centre in North York
- Community Centre in North York

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THINGS TO DO

Community Centres

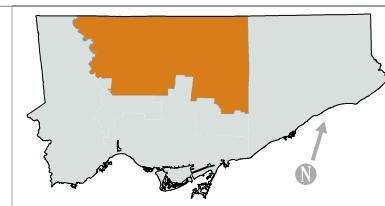
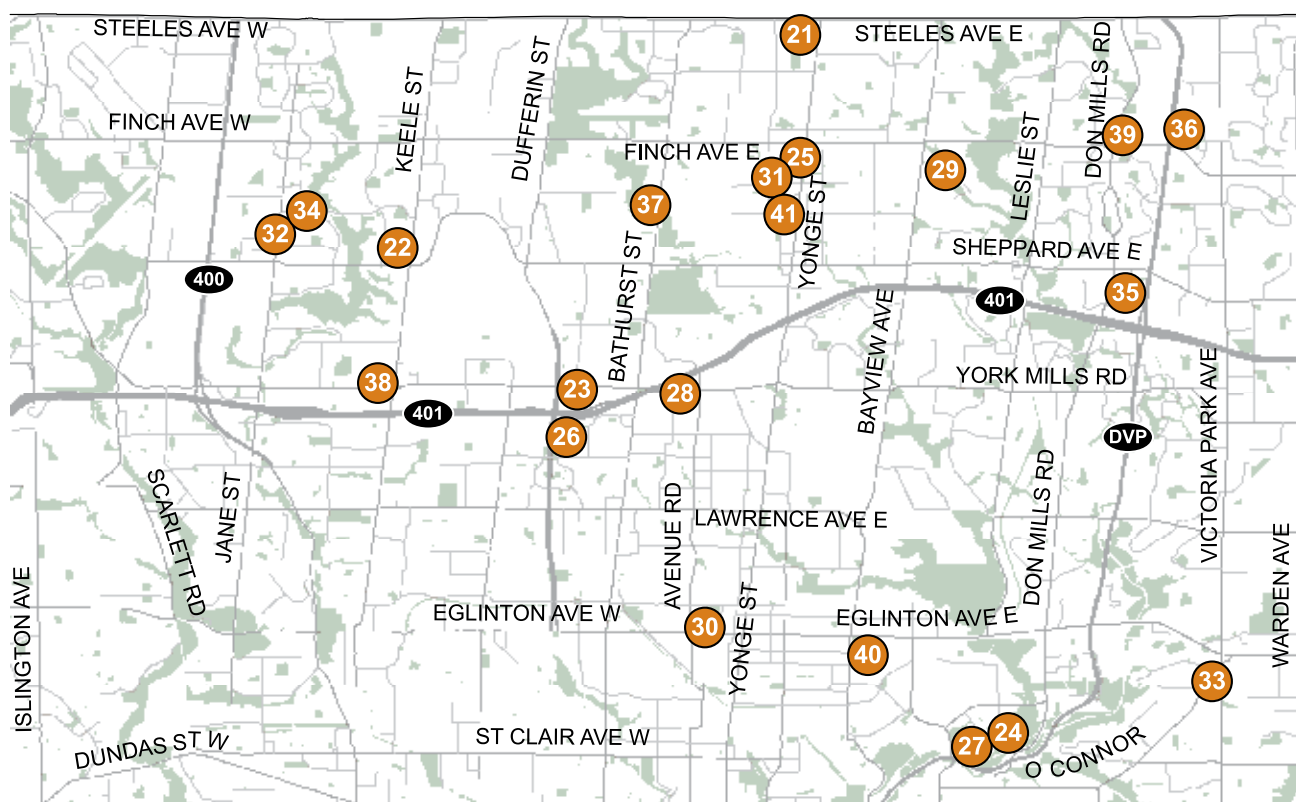
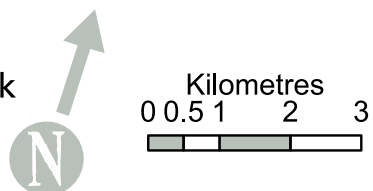
Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

North York - continued

Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
21	Goulding Community Centre	416-395-0123	45 Goulding Ave	60+	Arts, fitness		
22	Grandravine Community Centre	416-395-6171	23 Grandravine Dr	60+	Fitness	General interest	
23	Irving W. Chapley Community Centre	416-395-0453	205 Wilmington Ave	60+	Fitness		
24	Jenner Jean-Marie Community Centre	416-396-2874	48 Thorncliffe Park Dr	60+	Arts, fitness, general interest	General interest	
25	Kempford Apartments	416-395-7828	5430 Yonge St	60+	Arts		
26	Lawrence Heights Community Centre	416-395-6120	5 Replin Rd	60+		Arts, fitness	
27	Leaside Memorial Gardens	416-396-2822	1070 Millwood Ave	60+	Fitness		
28	Marjory Carton Apartments	416-395-7848	193 Wilson Ave	60+	Arts		
29	Mitchell Field Community Centre	416-395-0262	89 Church Ave	60+	Fitness		
30	North Toronto Memorial Community Centre	416-392-6591	200 Eglinton Ave W	60+	Arts	Fitness, general interest	
31	North York Seniors Centre, Active Living Centre nyseniors.org	416-733-4111	21 Hendon Ave	55+	Arts, fitness		\$40/yr
32	Northwood Community Centre	416-395-7876	15 Clubhouse Ct	60+		Fitness	
33	O'Connor Community Recreation Centre	416-395-7957	1386 Victoria Park Ave	60+	Fitness		
34	Oakdale Community Centre	416-395-0484	350 Grandravine Dr	60+		Fitness	
35	Oriole Community Centre	416-395-7855	2975 Don Mills Rd	60+	Fitness		
36	Pleasantview Community Centre	416-395-6006	545 Van Horne Ave	60+	Fitness		
37	Prosserman Jewish Community Centre prossermanjcc.com	416-638-1881	4588 Bathurst St	60+	Arts, fitness, general interest		\$45 monthly fitness fee \$45/yr senior social fee
38	Roding Community Centre	416-395-7964	600 Roding St	60+	Arts and fitness		
39	Seneca Village Community Centre	416-395-6011	1700 Finch Ave E	60+	Arts		
40	Trace Manes Centennial Building	416-396-2853	110 Rumsey Rd	60+	Fitness		
41	Willowdale Presbyterian Church	416-395-7828	38 Ellerslie S	60+	Arts		

North York

- City of Toronto Community Centre in North York
- Community Centre in North York





THINGS TO DO

Community Centres

Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

Scarborough

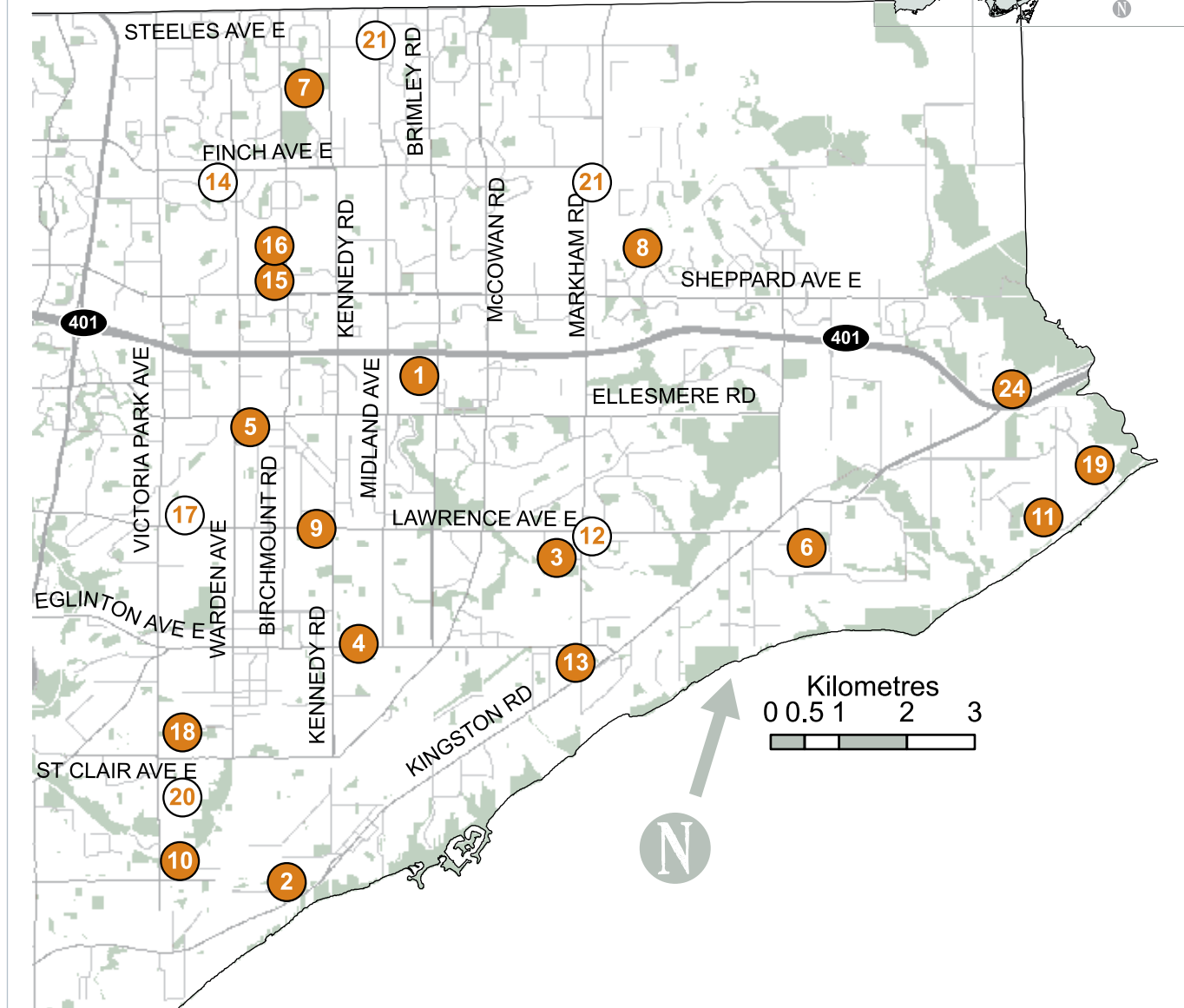
Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
1	Birkdale Community Centre	416-396-4069	1299 Ellesmere Rd	60+	Fitness	Arts, general interest	
2	Burrows Hall Community Centre	416-396-4670	1081 Progress Ave	60+	Fitness	General interest	
3	Cedarbrook Community Centre	416-396-4028	91 Eastpark Blvd	60+	Fitness		
4	Don Montgomery Community Recreation Centre	416-396-4047	2467 Eglinton Ave E	60+	Arts, fitness	General interest, sports	
5	Ellesmere Community Centre	416-396-5536	20 Canadian Rd	60+	Fitness	General interest	
6	Heron Park Community Centre	416-396-4035	292 Manse Rd	60+		Fitness, general interest, sports	
7	L'Amoreaux Community Recreation Centre	416-396-4510	2000 McNicoll Ave	60+	Arts, fitness, sports	General interest	
8	Malvern Community Recreation Centre	416-396-4054	30 Sewells Rd	60+		General interest	
9	McGregor Park Recreation Centre	416-396-4023	2231 Lawrence Ave E	60+		General interest	
10	Oakridge Community Recreation Centre	416-338-1966	63 Pharmacy Ave	60+		Arts, fitness, general interest	
11	Port Union Recreation Centre	416-396-4034	5450 Lawrence Ave E	60+	Arts, fitness	General interest	
12	Scarborough Centre for Healthy Communities, Pine Tree Seniors' Centre schcontario.ca	416-847-4135	629 Markham Rd	55+	Arts, fitness, general interest		\$20/yr
13	Scarborough Village Recreation Centre	416-396-4048	3600 Kingston Rd	60+	Arts, fitness	General interest	
14	St. Paul's L'Amoreaux Centre splc.ca	416-493-3333	3333 Finch Ave E	55+	Arts, fitness, general interest		\$18/yr or \$150 lifetime fee
15	Stephen Leacock Community Recreation Centre	416-396-4039	2500 Birchmount Rd	60+	Fitness, general interest		
16	Stephen Leacock Community Centre	416-396-4040	2520 Birchmount Rd	60+	Arts, fitness, general interest	Arts, fitness, general interest	
17	The Wexford, Active Seniors Centre thewexford.org	416-752-8877	1860 Lawrence Ave E	55+	Arts, fitness, general interest		\$20/yr
18	Warden Hilltop Community Centre	416-392-7640	25 Mendelssohn St	60+	arts, fitness, general interest	Arts, fitness, general interest	
19	West Rouge Community Centre	416-396-4147	270 Rouge Hills Dr	60+	Fitness	General interest	



Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
20	West Scarborough Neighbourhood Community Centre, West Toronto Seniors' Club wsncc.org	416-755-9215	313 Pharmacy Ave	55+	Arts, fitness, general interest		\$55/yr
21	Yee Hong Centre for Geriatric Care, Active Senior and Outreach Program yeehong.com	416-321-6333 416-321-3000	2311 McNicoll Ave 60 Scottfield Dr	55+	Arts, fitness, general interest		\$15/yr for McNicoll site

Scarborough

- City of Toronto Community Centre in Scarborough
- Community Centre in Scarborough





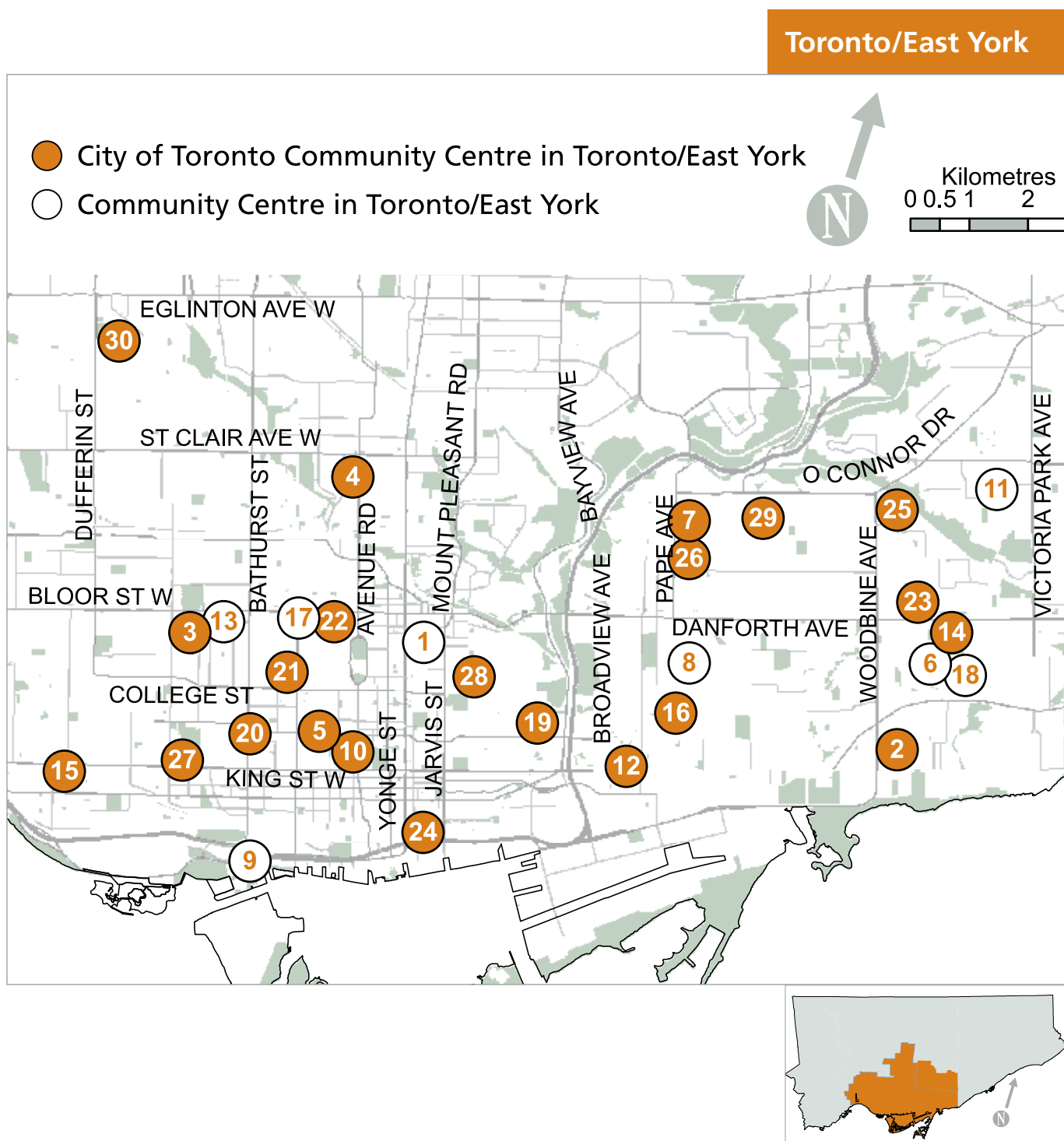
THINGS TO DO

Community Centres

Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

Toronto/East York

Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
1	The 519 Church Street Community Centre the519.org	416-392-6874	519 Church St	50+		Drop-in for LGBT seniors, Mon 1-5 p.m.	
2	Beaches Recreational Centre	416-392-0740	6 Williamson Rd	60+	Fitness		
3	Bob Abate Community Recreational Centre	416-392-0744	485 Montrose Ave	60+	Fitness		
4	Brown Community Centre	416-392-6826	454 Avenue Rd	60+	Fitness	General interest	
5	Cecil Community Centre	416-392-1090	58 Cecil St	55+		Fitness, general interest	\$6/yr
6	Community Centre 55 centre55.com	416-691-1113	97 Main St	60+	Fitness		
7	East York Community Centre	416-396-2880	1081½ Pape Ave	60+	Fitness		
8	Eastview Neighbourhood Community Centre eastviewcentre.com	416-392-1750	86 Blake St	55+		Fitness, general interest	
9	Harbourfront Community Centre harbourfrontcc.ca	416-392-1509	627 Queen's Quay W	60+	Fitness, general interest	Fitness, general interest	\$6/yr
10	Harrison Pool	416-392-7984	15 Stephanie St	60+		Drop-in swim	
11	Harmony Hall for Seniors call-a-service.com	416-752-0101	2 Gower St	55+	Arts, fitness, general interest	Drop-ins	\$15/yr
12	Jimmie Simpson Recreation Centre	416-392-0751	870 Queen St E	60+		Sports	
13	Korean Senior Citizens Society of Toronto kscst.com	416-532-8257	476 Grace Street	60+	General interest		\$30/yr
14	Main Square Community Recreation Centre	416-392-1070	245 Main St	60+	Fitness	General interest	
15	Masaryk-Cowan Community Recreation Centre	416-392-6928	220 Cowan Ave	60+		Fitness, general interest	
16	Matty Eckler Community Recreation Centre	416-392-0750	953 Gerrard St E	60+	Fitness	Sports	
17	Miles Nadal Jewish Community Centre mnjcc.org	416-924-6211	20 Spadina Ave	55+		Arts, fitness, general interest	\$69/month
18	Neighbourhood Link neighbourhoodlink.org	416-691-7407	2287 Gerrard St East	55+	Fitness, general interest		





THINGS TO DO

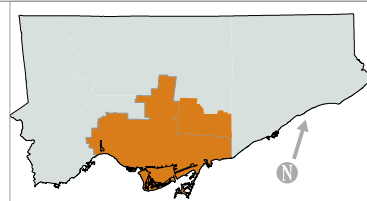
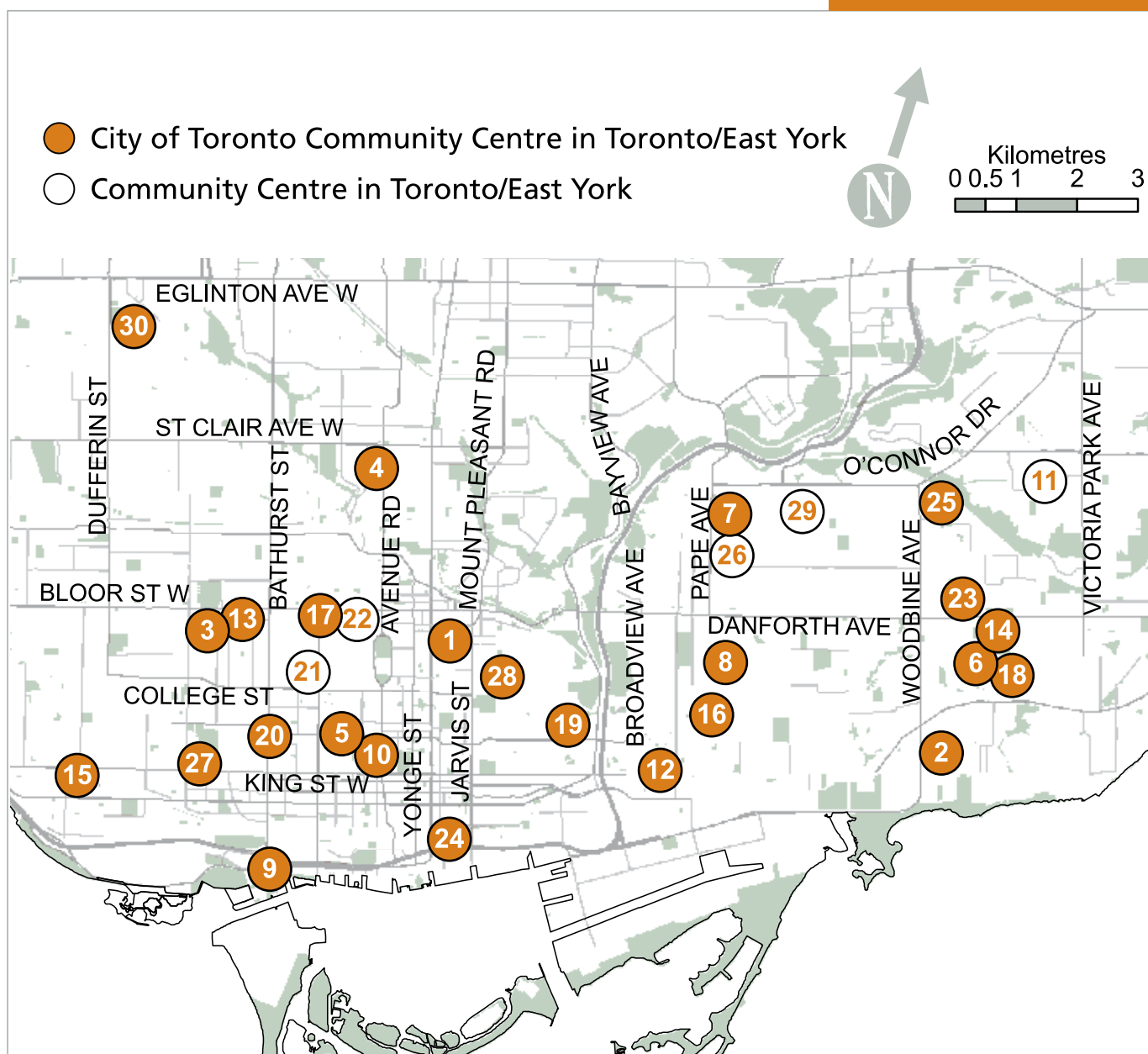
Community Centres

Unless otherwise noted in the following tables, more information about all Community Centres and available programs can be found online at toronto.ca/parks

Toronto/East York - continued

Map	Community Centre	Phone No.	Address	Age	\$ Activities	Free Activities	Membership
19	Regent Park South Community Centre	416-392-5490	203 Sackville Green	60+	Fitness		
20	Scadding Court Community Recreation Centre	416-392-0335	707 Dundas St W	60+	Fitness, swimming		
21	Second Mile Club secondmileclub.ca	416-597-0841	340 College St Suite 350	55+		Fitness, general interest	\$30/yr
22	Senior Adult Services in the Annex sasannex.blogspot.ca/	416-923-8909	341 Bloor St West	60+	Arts, fitness, general interest		\$56/13 week session - includes access to all programs
23	Secord Community Centre	416-396-2857	91 Barrington Avenue	60+	Fitness, general interest and sports		
24	St. Lawrence Community Recreation Centre	416-392-1347	230 The Esplanade	60+	Fitness, general interest	Fitness, general interest	
25	Stan Wadlow Clubhouse	416-396-2842	373 Cedarvale Ave	60+	Arts and fitness	General interest	
26	Sunshine Centres for Seniors sunshinecentres.com	416-924-3979	1033 Pape Ave, Suite 10	55+	Fitness, general interest	Fitness, general interest	
27	Trinity Community Recreation Centre	415-392-0743	155 Crawford St	60+		General interest, sports	
28	Wellesley Community Centre	416-392-0227	495 Sherbourne St	60+		Fitness	
29	WoodGreen Senior Centre woodgreen.org	416-467-1166	1108 Greenwood Ave	50+	Arts, fitness, general interest		
30	York Fairbank Centre for Seniors	416-651-8300	2213 Dufferin St	55+		General interest	\$25/yr

Toronto/East York





THINGS TO DO

Toronto Historic Museums



The City of Toronto operates a number of historic sites and museums where Toronto's past comes alive. Tours can be self-directed or hosted by knowledgeable museum staff. Many of the sites offer seasonal activities and special exhibits.

For more detailed information, visit **toronto.ca/museums**. Hours vary by location, phone ahead for details. The senior admission prices listed do not include taxes. Senior admission prices for 65+.

Etobicoke

Montgomery's Inn

416-394-8113
4709 Dundas St W
montinn@toronto.ca

- Enjoy the hospitality of an 1847 country inn
- Regular admission \$2.86

North York

Gibson House Museum

416-395-7432
5172 Yonge St
gibsonhouse@toronto.ca

- An 1851 family farmhouse shows Toronto's rural past
- Regular admission \$3.10

Scarborough

Scarborough Museum

416-338-8807
1007 Brimley Rd
shm@toronto.ca

- Discover rural life from the 1850s to 1900 in Scarborough's Thomson Memorial Park
- Admission by donation

Toronto/East York

Colborne Lodge

416-392-6916
11 Colborne Lodge Dr
clodge@toronto.ca

- A restored 1837 regency villa located in High Park
- Regular admission \$2.62, holiday admission \$4.42

Fort York National Historic Site

416-392-6907
250 Fort York Blvd
fortyork@toronto.ca

- Toronto's birthplace and Canada's largest collection of original War of 1812 buildings
- Regular admission \$3.81

Mackenzie House

416-392-6915
82 Bond St
machouse@toronto.ca

- The 1858 home of Toronto's famous rebel and first mayor, William Lyon Mackenzie
- Regular admission \$3.54, holiday admission \$4.52

Spadina Museum: Historic House & Gardens

416-392-6910
285 Spadina Rd
spadina@toronto.ca

- One of Toronto's finest mansions and its restored Victorian and Edwardian gardens
- Regular admission \$4.76, holiday admission \$5.48

Todmorden Mills Heritage Site

416-396-2819
67 Pottery Rd
todmorden@toronto.ca

- A fascinating collection of early industrial buildings in the Don River Valley
- Regular admission \$2.42, holiday admission \$3.81



THINGS TO DO

Volunteering



Volunteering can be a good way to learn something new, meet people and help others. We've included information for volunteer opportunities through the City of Toronto as well as charity sites with multiple listings.

Altruvest Charitable Services

Board Match Program

416-597-2293 ext 259
2 Carlton St Ste 600

altruvest.org

information@altruvest.org
Mon-Fri 9 am-5 pm

- This program helps match volunteers to boards
- Sign up online or by telephone

Charity Village

905-460-9258

Toll free 1-800-610-8134
295 The West Mall Ste 118

charityvillage.com

help@charityvillage.com

- Search online for volunteer opportunities by location, type of job, sector

Environmental Volunteer Network

416-661-6600 ext 5593

Toll free 1-888-872-2344

5 Shoreham Dr

trca.on.ca

info@trca.on.ca

Mon-Fri 9 am-5 pm

- Connects residents with

hands-on volunteer opportunities in the field of conservation

Volunteer Toronto

416-961-6888

344 Bloor St W Ste 404

volunteertoronto.ca

info@volunteertoronto.ca

Mon-Fri 10 am-4 pm

- Website has information about available volunteer positions by location, client served, activity or type of organization

City of Toronto

3Rs Ambassador Volunteer Program

416-392-0118

toronto.ca/garbage/multi/ambassador

aksiaze@toronto.ca

Mon-Fri 8 am-4 pm

- Help neighbours in your multi-family residential building reduce, reuse and recycle
- Registration is online

City of Toronto

Civic Engagement

toronto.ca/civic-engagement

- An opportunity to shape your City, participate in changing your neighbourhood or serve on its agencies, boards or commissions
- Visit the website to find local and city-wide consultations

City of Toronto

Special Events

416-392-9315

toronto.ca/special_events

spevprog@toronto.ca

- Volunteers provide assistance with programming and logistical operations

Live Green Toronto

Volunteers

416-397-4838

toronto.ca/livegreen

livegreenvolunteers@toronto.ca

- Volunteers raise awareness of Live Green programs and services. Volunteers also needed for the Children's Garden and Exploring Toronto Programs
- See the website for information and application

Toronto Seniors' Forum

416-392-8630

toronto.ca/seniors/seniorsforum.htm

torontoseniorsforum@toronto.ca

- The Toronto Seniors' Forum is a volunteer group that works to engage seniors in Toronto in the workings of local government
- Phone or email for an application



TRANSPORTATION

Accessible Parking & Public Transportation

This section presents information about how to get permits for accessible parking, public transportation services, and non-profit agencies that provide rides to seniors and individuals with disabilities. Toronto Ride and Scarborough Ride offer access to a network of transportation agencies.

Wheel-Trans is the main provider of wheelchair accessible transportation and if you are eligible, you must book 24 hours in advance. We provide details on how to access Wheel-Trans services under "Public Transportation."



Accessible Parking Permits and Parking Spaces

Individuals who have difficulty walking can apply for an Accessible Parking Permit from the Ontario Ministry of Transportation. For an application call the Ontario Ministry of Transportation, download a copy from **www.mto.gov.on.ca** (see "printable forms") or visit any Service Ontario Centre (see page 74). Parking regulations are enforced by the City of Toronto. For details on parking exemptions for holders of accessible parking permits visit **toronto.ca/transportation/parking** or call 311.

Ontario Ministry of Transportation

416-326-123 Service Ontario
Toll Free 1-800-267-8097
www.mto.gov.on.ca

- Eligibility for an accessible permit needs to be certified by a recognized health practitioner

City of Toronto Transportation Services

311

toronto.ca/transportation/parking

- A permit holder or driver operating a vehicle for the purpose of transporting a accessible permit holder who displays a valid accessible parking permit is exempt from signed prohibited parking areas, signed on-street permit parking areas, signed parking limits and unsigned maximum three-hour limit on all city streets
- Exemptions such as parking on signed rush hour routes and parking on private property or Green P parking lots apply
- See the website for more information and a full list of exemptions, or call 311
- To have a disabled parking space or sign installed near your home call 311 to submit a service request
- The request will be forward to the Traffic Operations Manager in your area who will verify your information
- The address of your permit must match your place of residence

Public Transportation

The Toronto Transit Commission (TTC) provides public transit in Toronto via subways, buses, LRT and streetcars. It is also responsible for Wheel-Trans, which provides specialized door-to-door services.

Toronto Transit Commission

416-393-INFO (4636) for information on fares, routes, schedules and service
416 539-LIFT (5438)
Elevator Service Status Line
TTY 416-481-2523

ttc.ca

- Call or visit the website for information about accessibility, routes and service disruptions
- Reduced fare for seniors 65+
- Lift- or ramp-equipped buses and low-floor buses currently serve all 170 bus routes. Accessible buses and bus stops are marked with the blue international wheelchair symbol
- The Request Stop program is available to passengers travelling alone by bus 9 pm-5 am
- Request Stop allows any customer feeling vulnerable to get off the bus between regular TTC stops. Request Stop not available on streetcars for safety reasons

**Wheel-Trans**

Trip Reservations

416-393-4222

RideLine Automated Touch

Tone Service 416-397-8000

Priority Line 416-393-4311

TTY 416-393-4555

- Customer Service and Wheel-Trans registration is available weekdays from 8 am-4 pm
- Call 416-393-4111 or e-mail wheeltrans.customerservice@ttc.ca
- All Wheel-Trans applicants are required to attend an in-person interview to determine eligibility

GO Transit

416-869-3200

Toll free 1-888-438-6646

TTY Toll free 1-800-387-3652

gotransit.com

- Regional public transportation service for the Greater Toronto and Hamilton Area of Southern Ontario
- Wheelchair accessible
- The price of a trip is based on the distance travelled and the passenger category (adult, student, senior or child). Frequent riders can buy discounted tickets and passes
- 65+ pay half the adult single-ride fare

VIVA/York Region Transit

905-762-2100

Toll free 1-866-668-3978

TTY 905-881-5167

TTY Toll free 1-866-276-7478

yrt.ca

- Connects Markham, Richmond Hill, Vaughan, Aurora and Newmarket and

links York Region with the TTC subway system

- Wheelchair accessible

Non-profit transportation services

Non-profit community agencies also provide transportation services for seniors. Most can accommodate walkers but not all can take wheelchairs and scooters. Call the agency directly to confirm information about fees, applications and eligibility. Agencies usually require advanced notice to schedule rides, may charge a fee, and may limit service to medical appointments. Caregivers may accompany clients in many cases, and some agencies can arrange for an escort to join riders who need special assistance. The agency transportation services are organized first by those serving the Greater Toronto Area and then those serving specific geographic regions within Toronto. Two community networks, Toronto Ride and Scarborough Ride are also listed.

GTA/all of Toronto**Canadian Cancer Society**

416-480-7901

55 St. Clair Ave W Ste 150

cancer.ca

toronto@ontario.cancer.ca

Mon-Fri 8 am-4 pm

- Volunteer drivers provide transportation to cancer treatment appointments
- Free

Canadian Red Cross

416-236-3180

21 Randolph Ave

redcross.ca

toronto@redcross.ca

Mon-Fri 8:30 am-4:30 pm

- Transportation for 60+ and adults with disabilities
- Steeles Ave to Lake Ontario, Etobicoke to Scarborough/Pickering border
- \$5.56 to \$15.34 each way

CANES Community Care

416-743-3892

135 Queen's Plate Dr Ste 400

canes.on.ca

canes@canes.on.ca

Mon-Fri 7 am-7 pm; extended hours for medical appointments

- Transportation to and from medical appointments; limited transportation for shopping and social activities for 55+; adults with physical disabilities
- Brampton, Etobicoke, Malton and Woodbridge for destinations within the GTA
- Cost based on kilometres and income

Hemophilia Ontario

416-924-3446

Toll free 1-888-838-8846

65 Wellesley St E Ste 501

hemophilia.ca

tcor@hemophilia.on.ca

Mon-Sun 8 am-5 pm

- Parking and transportation vouchers for persons with hemophilia, Von Willebrand's disorder or related bleeding disorders
- Call for fee



TRANSPORTATION

Non-profit Transportation Services

Metis Nation of Ontario, Health and Wellness Branch

416-977-9881 ext 105
Toll free 1-888-466-6684
75 Sherbourne St Ste 311

metisnation.org

jodyd@metisnation.org

Mon-Fri 8:30 am-4:30 pm

- Transportation to medical appointment and emergency community support for those who self-identify as Métis
- Free

MOD Mobility

416-391-2937

www.marchofdimes.ca

info@marchofdimes.ca

10 Overlea Blvd

Mon-Fri 9 am-4:30 pm

- Group trips using wheelchair accessible buses for people with disabilities or residing in institutions
- Call for fees

Native Canadian Centre of Toronto

416-964-9087

16 Spadina Rd

ncct.on.ca

reception@ncct.on.ca

Mon-Fri 8:30 am-4:30 pm

- Transportation to medical appointments for 55+ of Aboriginal ancestry
- Free

Veterans Affairs, Canada

Toll free 1-866-522-2122

(English)

Toll free 1-866-522-2022

(French)

Toll free TTY 1-800-567-5803

veterans.gc.ca

information@vac-acc.gc.ca

Mon-Fri 8:30 am-4:30 pm

- Transportation assistance to medical appointments for eligible war veterans and their dependants or survivors; other criteria may apply
- Free

Toronto Ride

Toronto Ride is a network of 13 agencies providing transportation services to clients that live within the agency's area. If an agency can't fulfill a ride request, it is sent to all the other partners to complete it, when possible. This service provides door-to-door assisted transportation for frail seniors and adults with disabilities who are unable to use public transit, may not qualify for Wheel-Trans, can enter and exit the vehicles with limited assistance and have foldable walkers or wheel-chairs, if needed. The service can be used to go to medical appointments, grocery shopping, visiting friends or attending community programs. See the listings below for some restrictions.

Register with your local Toronto Ride agency and book your requests with them.

The fee for a ride is based on distance up to a maximum of \$17 each way. Generally, if a client needs an escort for the ride, one escort travels free of charge. Check with the agency for exceptions. Additional escorts are charged the same rate as the client.

Toronto Ride (administration)

416-481-5250

140 Merton St 2nd Fl

torontoride.ca

admin@torontoride.ca

Better Living Health and Community Services

416-447-7244

1 Overland Dr

www.betterlivinghealth.org

info@betterlivinghealth.org

Mon-Fri 7:30 am-8:30 pm

Sat 8 am-4 pm

- 55+ persons with dementia with their caregivers
- Sheppard Ave to southern boundaries of North York, Yonge St to Victoria Park Ave
- Five business days notice required

Call-A-Service Inc./Harmony Hall Centre for Seniors

416-752-8868

2 Gower St

call-a-service.com

harmony@call-a-service.com

Mon-Fri 7 am-5 pm

First pick up is at 7:30 am

- 60+ and adults with disabilities
- Eglinton Ave E to Danforth Ave, Bayview Ave to Victoria Park Ave (for East York residents); Eglinton Ave E to Lake Ontario, Victoria



Park Ave to Kennedy Rd
(for Southwest Scarborough
residents). Other areas
covered: Hwy 401 to
Lakeshore Blvd, Spadina Ave
to Markham Rd

- Will also go to hospitals:
Toronto Western, North
York General, Scarborough
Grace and Rouge Valley
Health System

ESS Support Services

416-243-0127

2245 Lawrence Ave W

esssupportservices.ca

agency@esssupportservices.ca
Mon-Fri 6 am-8 pm; based on
driver's availability

- 55+ and those with physical
disabilities, dementia or who
are frail or isolated
- Steeles Ave to Lake Ontario,
Mill Rd to Scarlett Rd
- Roundtrip to Adult Day
Program, group dining and
group shopping \$7

Humber Community Seniors' Services

416-249-7946

1167 Weston Rd

humberseniors.org

info@humberseniors.org

Mon-Fri 8 am-6 pm

- 55+ and adults with physical
disabilities, persons who are
chronically ill or convalescing
- Eglinton Ave and Scarlett Rd
to Bloor St and Jane St,
Dufferin St and Eglinton Ave
to Hwy 401 and Weston Rd
- Call Intake Mon-Fri
8:30 am -4 pm

Mid-Toronto Community Services Inc.

416-962-9449

188 & 192 Carlton St

midtoronto.com

admin@midtoronto.com

Mon-Thurs 8:30 am-4 pm

Fri 8:30 am-3 pm

- 55+ and persons with
dementia and disabled
- CPR tracks to Lake Ontario,
Yonge St to Don Valley Pkwy
- Financial subsidies available

Neighbourhood Link Community Services

416-691-7407

3036 Danforth Ave

neighbourhoodlink.org

info@neighbourhoodlink.org

Mon-Fri 8:30 am-4 pm

- 55+ and adults with
disabilities or dementia and
their caregivers
- Transportation for medical
appointments, shopping
and social activities
- Danforth Ave to Lake
Ontario, Coxwell Ave to
Victoria Park Ave

Silver Circle, West Toronto Support Services

416-653-3535

80 Ward St

silvercircle.ca

info@wtss.org

Mon-Fri 9 am-4:30 pm

- 55+ and adults with
disabilities who find it
difficult to use public
transportation
- St. Clair Ave to Bloor St,
Roncesvalles Ave to
Bathurst St

SPRINT

416-481-6411

140 Merton St 2nd Fl

sprint-homecare.ca

sprint@sprint-homecare.ca

Mon-Fri 8:30 am-4:30 pm

- 55+ or adults with an acute
or chronic disability
- The service is not available
to those who require
lifting and cannot transfer
independently from a
wheelchair
- Hwy 401 to Bloor St,
Bathurst St to Bayview Ave

St. Christopher House

416-532-4828

248 Ossington Ave

stchrishouse.org

info@stchrishouse.org

Mon-Fri 8:30 am-4:30 pm

- Frail 55+ with a cognitive
impairment and/or physical
disability and caregivers
- Bloor St to Lake Ontario,
Roncesvalles Ave to Yonge St

St. Clair West Services for Seniors

416-787-2114

2562 Eglinton Ave W Ste 202

servicesforseniors.ca

info@servicesforseniors.ca

Mon-Fri 8 am-5 pm

- 55+ and for those with a
caregiver who are physically
frail, are convalescing, have
physical and/or mental
health challenges, have
Alzheimer's disease and/or
dementia
- Lawrence Ave W to St.
Clair Ave W, Dufferin St to
Spadina Rd
- Not wheelchair accessible



TRANSPORTATION

Non-profit Transportation Services

Storefront Humber

416-259-4207

2445 Lakeshore Blvd W

storefronthumber.ca

storefronthumber@bellnet.ca

Mon-Fri 8:30 am-4:30 pm

- 65+ and adults with physical or mental disabilities
- Sheppard Ave to southern boundaries of North York, Bayview Ave to Victoria Park Ave
- Escort services costs based on sliding scale

Warden Woods Community Centre

416-694-1138

63 Mack Ave

wardenwoods.com

seniors@wardenwoods.com

Mon-Fri 9 am-4:30 pm

- 55+ and adults with disabilities
- Eglinton Ave E to Lake Ontario, Victoria Park Ave to Kennedy Rd
- Not wheelchair accessible

WoodGreen Community Services

416-645-6000

815 Danforth Ave Ste 100

woodgreen.org

info@woodgreen.org

Mon-Fri 9 am-5 pm

- 59+ or those with disabilities, individuals with dementia and caregivers
- Eglinton Ave E to Danforth Ave, Bayview Ave to Victoria Park Ave; Danforth Ave to

Lakeshore Blvd E, Don Valley Pkwy to Coxwell Ave

Scarborough Ride

Scarborough Ride is a network of four agencies providing door-to-door assisted transportation for seniors and adults with disabilities who live in Scarborough and attend medical appointments in Scarborough. If an agency can't fulfill a ride request, it is sent to all the other partners to complete it, when possible. Fee is \$10 round trip in Scarborough. Contact Scarborough Ride directly to register and to schedule transportation to medical appointments.

For other transportation needs such as shopping, agency programs or social outings, see the list of member agencies for details and contact information.

Scarborough Ride Scarborough Centre for Healthy Communities (lead agency)

416-847-4146

(medical appointments)

schcontario.ca

Scarborough Centre for Health Communities

416-847-4125

(other transportation)

629 Markham Rd Unit 2

schcontario.ca

ask@schcontario.ca

Mon-Fri 8 am-5 pm

- 55+ and individuals with disabilities, people

with dementia and their caregivers

- Hwy 401 to Lake Ontario, Scarborough eastern limits to Markham Rd
- Transportation for medical appointments and shopping excursions

Carefirst Seniors and Community Services Association

416-502-2323

3601 Victoria Park Ave Ste 501

carefirstseniors.com

info@carefirstseniors.com

Mon-Fri 9 am-5 pm

- 55+ and individuals with disabilities, people with dementia accompanied by their caregivers
- Elgin Mills St to Steeles Ave, Bathurst St to Markham Rd
- Medical appointments free, other transportation fee by kilometre

St. Paul's L'Amoreaux Centre

416-493-3333

3333 Finch Ave E

splc.ca

info@splc.ca

Mon-Fri 9 am-5 pm

- 55+ with disability or dementia and their caregivers
- Steeles Ave E to Hwy 401, Victoria Park Ave to Kennedy Rd
- Transportation for medical appointments, shopping and Adult Day Program at the Centre



TransCare Community Support Services

416-750-9885 ext 228

1045 McNicoll Ave

tcare.ca

info@tcare.ca

Mon-Fri 8:30am-4:30 pm

- 55+, adults with disabilities, chronically ill adults and people with dementia and their caregivers
- Steeles Ave to Lake Ontario, Victoria Park Ave to Port Union Rd
- Transportation for medical appointments and shopping
- Not wheelchair accessible

York

York West Active Living Centre

416-245-4395

1901 Weston Rd

yorkwestactivelivingcentre.ca

info@ywalc.ca

Mon-Fri 8:30 am-4 pm

- 55+ and adults with minor physical disabilities
- Transportation for social activities, not medical appointments
- Wilson Ave/Albion Rd to Eglinton Ave W, Keele St to Kipling Ave
- Fees apply



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