



# Directory of Services for Seniors and Caregivers in Toronto



Call **3•1•1**

# Important Phone Numbers

**911** – In case of emergency

**311** – Information on all City of Toronto services

**211** – For referral to community, health, social, government services

**416-217-2077** – Toronto Seniors' Helpline (general questions, referrals)

**1-866-299-1011** – Seniors' Safety Line (in case of elder abuse)

**416-338-4766** – Central Intake (to find an emergency shelter bed)

**416-921-9494** – Tenant Hotline (information about tenants' rights)

**1-855-598-2656** – Advocacy Centre for the Elderly (for legal support)

**1-833-416-2273 (CARE)** – Ontario Caregiver Helpline (for caregivers)

## **If you are in crisis - any of these organizations can help you:**

- Crisis Outreach Service for Seniors  
(can conduct in-person visits to a senior's home) – **416-217-2077**
- Distress Centres of Toronto – **416-408-4357 (416-408-HELP)**
- Gerstein Crisis Centre – **416-929-5200**
- For many other crisis helplines, see page 132

*This Directory was prepared in Fall, 2021*

# Interpretation Is Available

## Call 2-1-1 or 3-1-1

For information in 150+ languages, call 211 or 311.

The City of Toronto website can also be auto-translated into 50+ languages.

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Wiji'idwin nandom Anishinabemowin, ganoozh maagon 211 miinwaa maagon 311.

للمعلومات باللغة العربية، الاتصال بالرقم 211 أو 311.

如欲以 [简体中文] 获得信息，请拨打 211 或 311。

برای دریافت اطلاعات به زبان فارسی، با شماره 211 یا 311 تماس بگیرید.

Pour des informations en français, appelez le 211 ou le 311.

Για περισσότερες πληροφορίες στα ελληνικά, καλέστε στο 211 ή 311.

Per informazioni in italiano, chiama il 211 o il 311.

한국어로 정보를 얻으려면, 211 또는 311로 전화하십시오.

Informacje w języku polskim można uzyskać pod numerem 211 lub 311.

Para informações em português, ligue para o 211 ou 311.

Для получения информации на русском языке, наберите 211 или 311

Macluumaad ku qoran somali, wac 211 ama 311.

Para información en español, llame al 211 o al 311.

Kwa habari kwa Kiswahili, piga simu 221 au 311.

Para sa impormasyon sa Tagalog, tumawag sa 211 o 311.

தமிழில் தகவல்களுக்கு 211 அல்லது 311 ஐ அழைக்கவும்.

Türkçe dilinde bilgi için lütfen 211 veya 311 numaralı telefonu arayınız.

اردو میں معلومات کے لیے، 211 یا 311 پر کال کریں

Để nghe thông tin bằng tiếng Việt, xin gọi 211 hoặc 311.

Fún àlàyé ní Yorùbá, pe 211 tàbí 311.

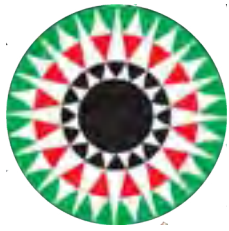
# Land Acknowledgement

We acknowledge that the services described in this Directory, and the development of the Directory itself, take place on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Metis peoples. We also acknowledge that Toronto is covered by Treaty 13, signed with the Mississaugas of the Credit and the Williams Treaties signed with multiple Anishnabeg Nations.

In 2010, the City adopted the Statement of Commitment to the Aboriginal Communities of Toronto . In 2015, City Council in consultation with the Aboriginal Affairs Committee, identified eight Calls to Action from the Truth and Reconciliation Commission of Canada's Report as priorities for implementation. Some Calls to Action are mirrored in the Statement of Commitment.







# African Ancestral Acknowledgement

The City of Toronto and 211 are committed to continually acting in support of and in solidarity with Black communities seeking freedom and reparative justice in light of the history and ongoing legacy of slavery that continues to impact Black communities in Canada. We also acknowledge that not all people came to these lands as migrants and settlers. Specifically, we wish to acknowledge those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. In support of the City of Toronto's ongoing efforts to confront anti-Black racism, we pay tribute to those ancestors of African origin and descent.

In March 2019, the City officially recognized the United Nations' Decade for People of African Descent (2015-2024). The Decade was established as a way for the international community to recognize people of African descent as a distinct group whose human rights must be promoted and protected, as well as encourage action towards recognizing the diverse heritage, culture and contributions of people of African descent or origin communities worldwide. The goals of the Decade are recognition, justice and development.





# About This Directory

This Directory was developed by the City of Toronto and 211 (the free helpline that connects you to community and social services in your area), to provide information about services available in Toronto for older adults and caregivers. This Directory describes each type of service and the best way to access it. Services are grouped according to subject (e.g. Recreation, Housing, and others), with an Index provided at the back.

There are many services geared to seniors from Indigenous, Black, 2SLGBTQ+, Francophone, and ethno-cultural communities, as well as Veterans and people with disabilities. Some of these are listed, or you can **call 211** for more details.

Information may change. Always call ahead to make sure that a service is still offered and the address is correct. (To help others, you can **call 211** to let us know if a service has stopped).



This Directory is designed to help individuals who do not have access to internet. If you have internet, always check **toronto.ca/seniors** and **211central.ca** for up-to-date information. Anyone can go to a Toronto Public Library branch for free internet and to get help using it.

The City of Toronto Seniors Strategy Accountability Table consulted with 10,000+ Torontonians when developing the 2018 Toronto Seniors Strategy. One of the key concerns we heard was the difficulty of navigating services. Releasing this new Directory of Services became a recommendation of the Seniors Strategy. This Directory was co-created with older adults, caregivers and experts across the sector.

**Most City of Toronto and partner programs, events, and sites are open to all ages. Although this Directory focuses on services geared specifically to older adults, you can visit [toronto.ca](http://toronto.ca) or call 311 for information about all City services, and call 211 for general community, health and social services.**



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# General Information for Seniors

The organizations in the chart on the next page are a great place to start with your questions. If staff can't help you, they will know who to refer you to for more help.

When you call, mention if you are looking for services that meet your needs as a Black, Indigenous, 2SLGBTQ+, Francophone, newcomer, or non-English speaking senior, have a disability, or require another specialized service.



## **211**

**Call 2-1-1 or Text 2-1-1**

**TTY: 1-888-340-1001**

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

- Available 24/7, in 150+ languages
- Information and referral to meal programs, health services, housing, home supports, government benefits and other services

## **City of Toronto – 311**

**Call 3-1-1**

**TTY: 416-338-0TTY (0889)**

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

- Available 24/7, in 180+ languages
- Information about all programs, services and sites run by the City
- Waste collection, recreation centres, parks, property tax, water, roads, noise complaints, shelters and more

## **Home and Community Care Support Services**

**Call 310-2222 (no area code)**

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

- Available in 150+ languages
- Access government-funded health supports in your home
- Apply for long-term care homes
- Staff can help navigate and link to community support services
- 

## **Toronto Seniors' Helpline**

**Call 416-217-2077**

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

- Monday – Friday 9 a.m. – 8 p.m.
- Weekends 10 a.m. – 6 p.m.
- Interpretative services for 150+ languages
- Connects you to health and community support services
- Provides crisis outreach mobile services
- 

## **HealthLine Websites**

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

- These websites offer a searchable database of health, community support and housing services available in your area (search by location)



Free | Confidential | 24/7 | 150+ Languages



Central Region™

For information and referral to government, health, community and social services, contact 211.



CALL: 2-1-1 | TOLL-FREE: 1-877-330-3213 | TTY: 1-888-340-1001



SEARCH: 211Central.ca



TEXT: 211



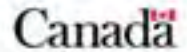
LIVE CHAT: 211Ontario.ca/chat



EMAIL: gethelp@211Ontario.ca



Funded by the Government of Canada



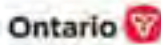
# Need Help? Contact 211 Day or Night to Find Support

Нужна помощь? Свяжитесь с 211 днем или ночью, чтобы найти поддержку

需要帮忙? 白天或晚上与211联系以求支持

محتاج مساعدة؟ اتصل بـ 211 في أي وقت ليتم مساعدتك

¿Necesitas ayuda? Póngase en contacto con 211 de día o de noche para encontrar asistencia



Funded by the Government of Canada







# One phone call.

# Many ways we can help.

**If you are a senior or know a senior who would benefit from:**

- Community supports, such as Meals on Wheels, transportation and adult day programs
- Crisis services
- Care at home, such as nursing and personal support
- Supportive counselling over the phone
- Caregiver resources and support



Toronto Seniors Helpline is here for you.

## 416-217-2077

## 1-877-621-2077

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

Calls are answered 365 days a year.  
Interpretation available in 100+ languages.  
Web Chat available





## Other Helpful Contacts

### Toronto City Council – Members of Council

- There are 25 wards in the City of Toronto, each with a local Councillor
- Contact your Councillor's office to find out about local news, programs and services in your neighbourhood, or to discuss concerns
- To find your Councillor (and contact details), call **311** (available 24/7) or visit [www.toronto.ca/city-government/council/members-of-council](http://www.toronto.ca/city-government/council/members-of-council)

### Seniors INFOLine

1-888-910-1999

TTY: 1-800-387-5559

Email: [infoseniors@ontario.ca](mailto:infoseniors@ontario.ca)

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

- Information about Province of Ontario resources for seniors
- Offers the Guide to Programs and Services for Seniors in Ontario:  
[https://files.ontario.ca/a\\_guide\\_to\\_program\\_and\\_services\\_for\\_seniors\\_in\\_ontario\\_-\\_english.pdf](https://files.ontario.ca/a_guide_to_program_and_services_for_seniors_in_ontario_-_english.pdf)

### Seniors Canada

1-800-622-6232

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

- Information about federal government services and benefits for seniors, home safety, fraud prevention, benefits for caregiving, and more

### Specialized Services for Seniors



Indigenous Seniors and Elders – page 156



Black Seniors – page 162



Seniors from Other Ethno-Cultural Communities – page 166



2SLGBTQ+ Seniors – page 166



Francophone Seniors – page 172



Seniors Living with a Disability – page 174



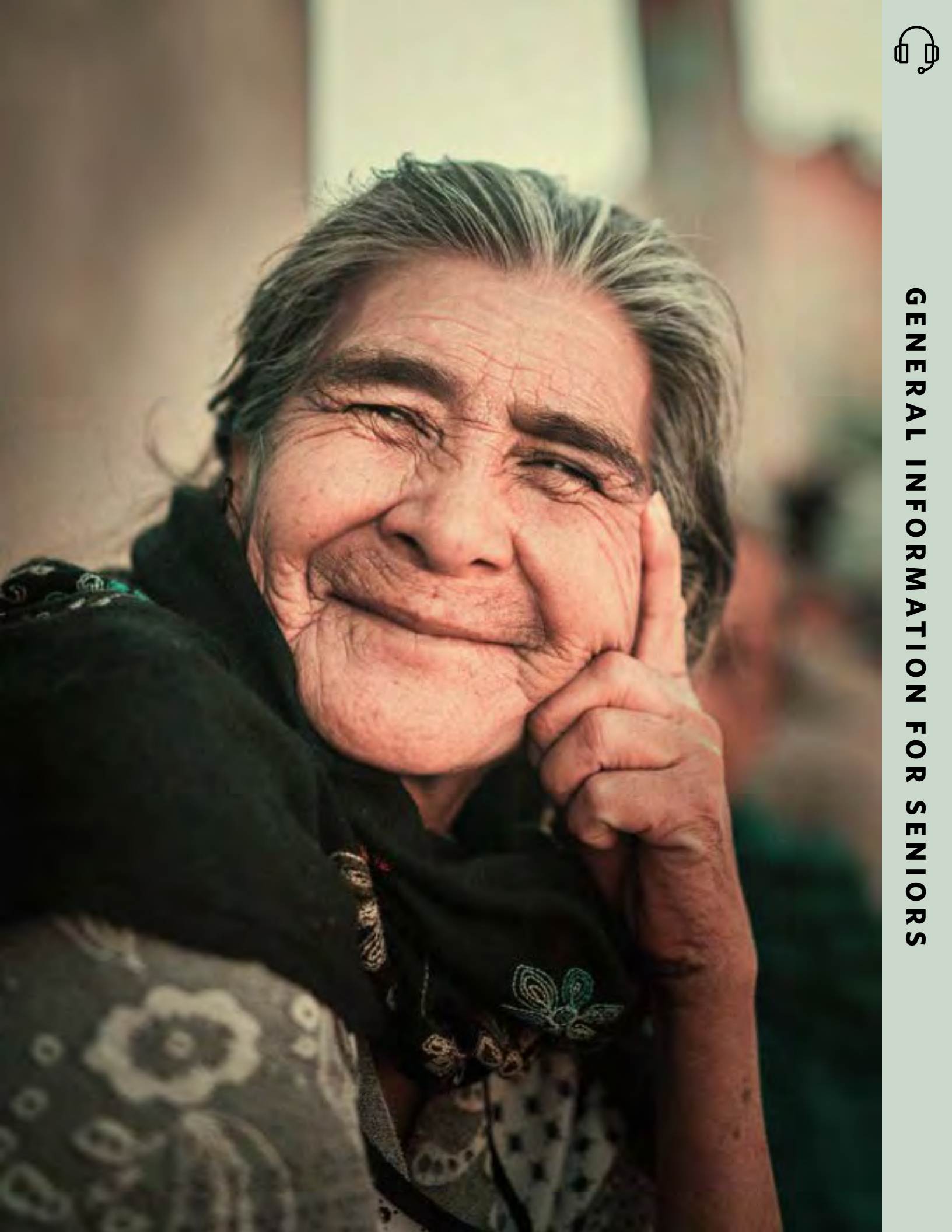
Seniors who are Newcomers – page 174



Veterans – page 176



**GENERAL INFORMATION FOR SENIORS**





## Recreation & Social

There are sport, music, cultural, art and hobby activities for all ages across Toronto. This section focuses on some free or low-cost recreational activities geared towards older adults.

### **Community Recreation Centres and Programs**

Community centres are run by both the City of Toronto and other organizations.

#### **COMMUNITY RECREATION CENTRES**

##### **City of Toronto - Parks, Forestry and Recreation**

Call 311 or 416-396-7378 (Parks, Forestry and Recreation Client Services)

[www.toronto.ca/explore-enjoy/recreation/](http://www.toronto.ca/explore-enjoy/recreation/)

- Places to exercise, learn new skills, get information and meet new people
- Pools, rinks, gymnasiums, weight rooms, meeting rooms



- Many programs including fitness classes, yoga, pilates, tai chi, Zumba, line dancing, aquafit, pickleball, and other social activities / games
- Many programs are geared to older adults
- Adults age 60+ receive a 50 per cent discount on adult recreation programs
- For a list of centres with free programs, call 416-396-7378 or visit [toronto.ca/explore-enjoy/recreation/free-lower-cost-recreation-options](http://toronto.ca/explore-enjoy/recreation/free-lower-cost-recreation-options)

Free virtual recreation activities are also available on the City's website:  
[www.toronto.ca/stayplaylearn](http://www.toronto.ca/stayplaylearn).

### **City of Toronto Welcome Policy**

- Provides subsidies to help individuals and families with low incomes with recreation program costs
- If approved, individuals receive an annual financial subsidy that can be spent on any of the recreation programs offered by the City
- For more information call 311 or visit [www.toronto.ca/wp](http://www.toronto.ca/wp)

### **OTHER COMMUNITY CENTRES**

You can also call 211 to learn more about the below and find one near you:

#### **YMCA Centres of Community**

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

- There is a map on the website of YMCA locations in Toronto
- Membership gives access to the gym, pool, classes, spin studios
- Membership fees apply and are higher than City of Toronto centres
- No seniors' rates, but YMCA Membership Assistance is available

#### **Jewish Community Centres**

- Two JCCs in Toronto offer programs like fitness, aquatics, arts, culture, music, wellness and more
- Miles Nadal JCC (Spadina/Bloor) - [www.mnjcc.org/](http://www.mnjcc.org/) - 416-924-6211
- Prosserman JCC (4588 Bathurst) - [www.prossermanjcc.com](http://www.prossermanjcc.com) - 416-636-1880
- Fees apply (higher than City of Toronto centres); subsidies may be available





## NEIGHBOURHOOD CENTRES

- Smaller than community recreation centres
- No pool or exercise equipment
- Local community hubs, often offer seniors programming
- Search online for “neighbourhood centres” near you, ask your local library, community centre, neighbourhood group or Councillor’s office, or call 211

## Seniors Active Living Centres (SALCs)

- Sometimes called seniors’ centres or seniors’ clubs
- Offer social, cultural, educational and recreational programs
- Each one is tailored to meet the needs of local seniors, including cultural, community and language needs
- Usually operated by local not-for-profit groups

Many SALCs now offer free virtual/online programming. If you do not have an internet connection, some also offer free telephone-based programs through “Seniors Centres Without Walls” (see page 23).

To find a SALC or Older Adult Centre in Toronto:

**Call 1-888-910-1999**

**TTY: 1-800-387-5559**

[www.ontario.ca/page/find-seniors-active-living-centre-near-you](http://www.ontario.ca/page/find-seniors-active-living-centre-near-you)

[www.oacao.org/about-oacao/find-centre/](http://www.oacao.org/about-oacao/find-centre/)

## Libraries

### Toronto Public Library (TPL)

**416-397-5981**

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

- 100 library branches across the city providing:
  - books, audio, music, e-books, DVDs and more to borrow
  - free use of computers and Wi-Fi in all branches
  - computer classes
  - interesting programs and events, some specifically for older adults
- Call or visit website for accessible branch locations and opening hours

## Library Cards

- Free to anyone who lives in Toronto
- Gives access to computers, borrowing library materials, and more
- To apply you need a Drivers Licence, Health Card or Ontario Photo ID
- Your local library can tell you about other options if you do not have this ID
- Digital Access Cards can be provided online, and give access to digital resources (e.g. e-books)

## Books, Music, eBooks & Online Content

With a Library card you can enjoy the Library from home as well.

Borrow e-books, audiobooks, DVDs, magazines and more

- Access content 40+ languages, and from around the world
- Discover online databases such as: Gale Courses for instructor-led lifelong learning; Mango Languages; and Ancestry, Library Edition (genealogy)
- Discover digital collections, such as Toronto Star: Pages of the Past



### Computers, Internet & Printing

- All branches offer free Wi-Fi, and computers with internet/MS Office
- Computers can be reserved with a library card
- Limited drop-in computers are available without a library card
- Printers, photocopiers and scanners can be used for a small cost
- Staff can help you get online, use services and find what you are looking for
- Computer instruction classes and Book-a-Librarian services (one-on-one help sessions) are free and must be booked in advance

Continues on next page



## Programs & Workshops

- A variety of free programs are scheduled, including some for seniors only
- Website describes all programs, registration requirements, and locations
- Topics include: author talks, health and wellness, culture, arts and entertainment, personal finance, history and genealogy, and more
- Conversational programs like book clubs, knitting circles, learning circles
- English as a Second Language (ESL) classes are offered at many branches

## Home Library Service

**416-395-5557**


- Toronto residents who are homebound due to age, illness or disability can receive monthly delivery of library materials, including regular print books, large print books, audiobooks, DAISY talking books, magazines, CDs, DVDs

## Answerline

**416-397-5981**

- Answers questions about using TPL services and resources
- Available Monday to Friday, 9 a.m. - 8 p.m. and Saturday, 9 a.m. - 4:30 p.m.

## Other Library Services Available

- MAP – ‘Museums and Arts Pass’ (free entry to museums/attractions)
- Bookmobile – Stops in locations without easy access to library branches
-  Services for People with Disabilities – Collections, equipment and accessibility support

## Virtual and Telephone Programs

- Offered by different seniors centres and organizations
- Participate from the comfort of home
- Exercise and yoga (including chair exercise and stretching), book clubs, discussion groups, cooking classes, music, dance, sing-alongs, art classes, language classes and more
- Some programs are offered in other languages, or for specific groups, such as senior men, 2SLGBTQ+ seniors, Black seniors, and many others

Most virtual programs require you to use Zoom, or Facebook Live, but many also post videos on YouTube, or offer telephone programs for people that do not have access to internet. To find a virtual or telephone program, see next page.

## Stay, Play & Learn @ Home

[www.toronto.ca/stayplaylearn](http://www.toronto.ca/stayplaylearn)

- Links to many free virtual activities (exercise, learning, cultural and more)
- Search “older adult” or “senior” for specific activities; others are for all ages

## Seniors Centres Without Walls (SCWW)

[www.oacao.org/programs/seniors-centre-without-walls](http://www.oacao.org/programs/seniors-centre-without-walls)

- Free interactive telephone group activity program
- All you need is a telephone (no internet connection required)
- Offer an inclusive, safe space to listen, learn and be heard
- Share information and resources, stories, and meet new people
- See the map on the website for telephone-based SCWW programs



### TECHNOLOGY SUPPORT

If you need help with Zoom, email, or other technology, you can call:

#### TechServe

1-888-418-4771

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

- Volunteer-based organization providing free technical support to seniors
- Get help with setting up video calls, editing photos, joining Zoom classes, and more
- Created for COVID-19 so may not be permanent
- Call to book an appointment with a qualified volunteer in 24-48 hours



You can also call **211** (available 24/7, in 150+ languages) to ask about other technology support programs or volunteer groups that can help you.

## Other Seniors Programming

Many places of worship (churches, mosques, synagogues, temples and others) run programs and events for older adults. Some volunteer groups also organize programs and activities. To learn about what is available in your community, try:



- Your local library
- Your local Councillor's office (call 311 to find out who your Councillor is)
- Local places of worship
- Community notice boards
- Online community groups
- Local not-for-profit agencies

## Lifelong Learning / Education

Lifelong learning programs can help keep you engaged and active, learn new skills, or study an area interest.

You can **call 211** or visit [www.seniortoronto.ca/topics/lifelong-learning](http://www.seniortoronto.ca/topics/lifelong-learning) to learn about options. You'll find some examples, but not all, below.

### **Learn4Life – Toronto District School Board (TDSB)**

No telephone number

<https://www.tdsb.on.ca/Adult-Learners/Learn4Life>

[www.learn4life.ca](http://www.learn4life.ca)

- “Learn4Life” brochure lists all courses; four editions per year
- Seniors' Daytime Programs, but also evening classes for all adults on a wide range of subjects: arts, computers, business, outdoor, cooking, handiwork, interior design, games, languages, music, and more
- Seniors get a 40% discount off regular adult course fee

### **Discounts at Toronto Colleges and Universities**

- Some Toronto universities and colleges (e.g. York University, George Brown College) offer discounted tuition for seniors to join courses, allow seniors to audit courses, or offer special programs for seniors
- Contact a local college/university to learn about options

### **Computer and 'Digital Literacy'**

- Many organizations including the Library, TDSB Learn4Life, many community agencies, and Seniors' Active Living Centres, offer computer training for older adults - **call 211** to learn more
- You can also try TechServeTO for 1:1 support (see page 30)



## Language Classes

- Language classes offered through TDSB Learn4Life
- Many community organizations also offer English as a Second Language (ESL) classes other language classes – call **211** to ask about options

## General Interest Lectures

- Some cultural institutions like The ROM (Royal Ontario Museum), Hot Docs Cinema, and other museums and organizations offer lecture series and educational events
- To learn about these, ask at the local museum, your local neighbourhood group(s), your Councillor's Office or your local library or community centre

## Coursera

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

- Online university courses; some from University of Toronto, McMaster and the University of Alberta, and other international universities
- Registration required, and fees for some courses


## Volunteer Opportunities

Volunteering can be a great way to learn new skills, keep busy, meet new people, and learn more about your community. See page 23 of this Directory for details.





## Adult Day Programs

-  Safe and supportive environment for older adults living with cognitive, physical and/or mental health disabilities
- Also provides a break for caregivers
- Participate in social activities and connect with peers
- Services may include meals, snacks, personal care, and social programs
- There is usually a fee to participate; subsidies may be available

There are many adult day programs across the city, including programs geared to cultural and linguistic communities. To find an Adult Day Program, contact:

### 211

Call 2-1-1

Available 24/7, in 150+ languages

- Make sure to ask about a specific cultural/language focus

## Friendly Visiting / Phone Calls

Many community agencies and volunteer groups offer phone-call check-ins and friendly conversation for people who would like someone to talk to. There are often different languages available. To be referred to a service, you can call:

### 211

Call 2-1-1

Available 24/7, in 150+ languages

### Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

150+ languages

### Talk2NICE

1-844-529-7292

[www.nicenet.ca/talk2nice](http://www.nicenet.ca/talk2nice)

- Free, over the phone, friendly outreach and brief support services
- Run by social work team with National Initiative for the Care of the Elderly







# Employment & Volunteering

This section provides some information for older adults wanting to look for new jobs, start a business, become a volunteer, or serve on official City committees.

For financial support such as Ontario Works, ODSP, and government pension/assistance programs, see the “Money and Benefits” chapter on page 40.

## Employment Supports

For help with your job search (such as finding opportunities, preparing cover letters and resumes, preparing for job interviews, re-entering the workforce, and starting a new role) you can:

- Speak to your Ontario Works or ODSP caseworker – Toronto Employment and Social Services provides employment supports, workshops and training courses geared to older workers age 45+
- Contact your nearest Employment Ontario office – To find one, **call 211** (available 24/7, in 150+ languages) or contact:

### Employment Ontario

416-326-5656

TTY: 1-866-533-6339

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

Available in 25 languages

- Contact a community-based organization who can help with job search, interview preparation, English courses, and more. **Call 211** (available 24/7, in 150+ languages) to be connected to an agency.

## Starting a Business

If you are interested in starting a small business, visit “How to Start a Business” on the City’s website at: <https://www.toronto.ca/business-economy/business-start-ups/how-to-start-a-business/>.

The City also offers training courses in areas such as:

- First Aid
- Food Handling
- Small Business Training
- Tourism & Hospitality Training

**Call 311** or visit: <https://www.toronto.ca/community-people/employment-social-support/employment-support/training-courses/>





# Volunteering Opportunities

Volunteering can be a great way to build skills, meet new people and gain experience that can support your job search. There are many opportunities available. You can call:

## **Volunteer Toronto**

416-961-6888

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

- Canada's largest volunteer centre
- Connects volunteers to community organizations who need volunteers
- Search on website for many opportunities in a range of areas

## **City of Toronto – Volunteer Opportunities**

311

[www.toronto.ca/community-people/get-involved/volunteer-with-the-city](http://www.toronto.ca/community-people/get-involved/volunteer-with-the-city)

- Many areas to volunteer with the City of Toronto, including environment, animals, nature, parks, public events, and long-term care homes
- Opportunities are ongoing OR for one-time help at an event

## **Toronto Public Library – Volunteering Opportunities**

416-397-5981

[www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca) (Search “Volunteer”)

[volunteer@tpl.ca](mailto:volunteer@tpl.ca)

- Volunteer to help many library programs, including Adult Literacy
- Limited transit fare assistance may be available for library volunteers

## **City of Toronto – Public Appointments (Boards, Committees, Tribunals)**

311 or 416-397-0088

[www.toronto.ca/community-people/get-involved/public-appointments](http://www.toronto.ca/community-people/get-involved/public-appointments)

- Members of the public can serve on City boards, committees, tribunals
- These are usually volunteer appointments, sometimes with a stipend
- Apply online, or call to request a paper version of the application form

## Other Opportunities

- Ask about volunteer opportunities with local neighbourhood associations, a Business Improvement Area, a food bank, or a charity that you care about

## Educational Courses/ Programs

Sometimes, taking courses offered by schools or other organizations can help build skills and help you network with others. See page 24 for more information on courses available, including ESL (English as a Second Language) courses. See page 20 for the Library, which offers some workshops for older adults.





# Transportation

This section provides some information on getting around Toronto by transit, community transportation agencies, and active transportation. It also provides information on Driver's Licence renewal, accessible parking, and more.



## Public Transportation

### Toronto Transit Commission (TTC)

416-393-4636 – for information on fares, routes, schedules and accessibility

TTY 416-481-2523

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

- Public transit in Toronto – subways, buses, streetcars
- TTC is also responsible for Wheel-Trans (see below)
- Reduced fare for seniors 65+
- 2-hour hop-on, hop-off transfer (no extra cost) when using PRESTO
- Two-thirds of subway stations are accessible with elevators, wide fare gates, power doors, and high-contrast signage (call to find out which ones)
-  Accessible vehicles with ramps serve all bus / streetcar routes
-  Accessible vehicles and stops are marked with the blue international wheelchair symbol – you can also call for information
- “Request Stop” – any customer can ask to get off a bus between regular TTC stops between 9 p.m. and 5 a.m. (not available on streetcars)



## **TTC Wheel-Trans**

Reservations 416-393-4222

Customer Service 416-393-4111 or [wtcs@ttc.ca](mailto:wtcs@ttc.ca)

TTY 416-393-4555

[www.mywheel-trans.ttc.ca](http://www.mywheel-trans.ttc.ca) (online booking, cancellation and confirmation)

[www.ttc.ca/wheeltrans](http://www.ttc.ca/wheeltrans)

- Transportation option for people with disabilities
- Applicants may be eligible for Wheel-Trans service if their disability prevents them from using the conventional TTC for all or part of their trip
- Application form is available online, by email or phone (**416-393-4111**)
- If you are not eligible for Wheel-Trans you may try community agencies that offer transportation services – **Call 211** or see page 36



## **Wheel-Trans Travel Training Program**

647-614-9396

[www.ttc.ca](http://www.ttc.ca) (search 'Travel Training')

[traveltraining@ttc.ca](mailto:traveltraining@ttc.ca)

- Free Travel Training program for all Wheel-Trans customers who are required to take conventional transit
- In-person session with travel trainer who helps you navigate your trip using TTC accessible buses, streetcars and/or subways
- Goal is to support customers who want to learn how to travel safely and independent using conventional TTC
- Sign up by calling or emailing the contact above





## TTC Community Bus

[www.ttc.ca/communitybus](http://www.ttc.ca/communitybus)

- Stops at the front-door of shops, community centres, health care facilities and seniors' residences
- Routes: 400 Lawrence Manor, 402 Parkdale, 403 Don Mills South, 404 East York and 405 Etobicoke
- Route number is located on the bus stop pole in grey
- Fully accessible buses
- Can be flagged down at any point on the route by waving your hand
- Anyone can ride a Community Bus with their TTC fare, and transfer to or from other TTC routes or Wheel-Trans
- Arrive at the bus stop or curb a few minutes early so the driver can see you

## PRESTO Cards

1-877-378-6123

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

- A PRESTO card eliminates the need for tickets, tokens and cash
- Can be used on TTC, GO Transit, UP Express, and local transit agencies in the Greater Toronto Area, Hamilton and Ottawa
- Load the card with funds at a TTC or GO station, at a Shoppers Drug Mart location, or using the PRESTO smartphone app
- Discounted senior fares are available – set your PRESTO card to “Senior” at Shoppers Drug Mart or ask for help at a TTC station



## UP Express

1-844-GET-ON-UP (438-6687)

416-869-3300

TTY: 1-800-387-3652

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

- Train from Union Station to Toronto Pearson International Airport, with a few stops in between
- Use your PRESTO Card or buy a ticket
- Seniors fares are available







# Regional Transit Systems

**GO Transit** 

416-869-3200

TTY 1-800-387-3652

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

- Regional train/bus service for the Greater Toronto and Hamilton Area
- Wheelchair accessible
- Fare for 65+ is half the adult single-ride fare
- Support persons ride free
- Guide dogs and service animals are welcome
- Frequent riders can buy discounted tickets/passes
- To pay, buy a ticket, pass, or use your PRESTO card

**Mississauga – MiWay Transit** 

905-615-4636

[www.mississauga.ca/miway-transit/](http://www.mississauga.ca/miway-transit/)

**York Region Transit** 

1-866-668-3978

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

**Brampton Transit (and Zum Rapid Bus)** 

905.874.2999

[www.brampton.ca/en/residents/transit/Pages/home.aspx](http://www.brampton.ca/en/residents/transit/Pages/home.aspx)

**Durham Region Transit** 

1-866-247-0055

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



## Rides to Appointments and Activities

- Some not-for-profit community agencies provide rides to and from appointments or seniors' programs
- Agencies usually require advance notice to schedule rides
- There is a fee based on distance
- Caregivers can often accompany you
- Some agencies can arrange for an escort if you need special assistance



To find an agency who offers transportation for seniors, contact:

**211**

**Call 2-1-1**

Available 24/7, in 150+ languages

- Can connect you to a local agency that provides transportation services
- Call the agency directly to confirm fees, application process and eligibility

### **Toronto Ride**

**416-481-5250**

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

- Network of many community agencies offering transportation services
- Provide assisted door-to-door transportation services in Toronto to seniors age 55+ and adults with disabilities who are not eligible for Wheel-Trans

### **Scarborough Ride**

**416-847-4134**

**<https://www.schcontario.ca/scarboroughride.html>**

- Provides assisted door-to-door transportation for adults 55+ and adults with disabilities in the Scarborough area

### **iRide**

**1-844-IRIDE-01 (1-844-474-3301)**

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

- Community transportation service in North Toronto area for seniors or individuals with disabilities who require assistance when travelling



# Older Drivers Age 80+

## Ministry of Transportation Senior Driver Booking Line

416-235-3579

1-800-396-4233

- Before your 80th birthday, you will receive a notice in the mail telling you to attend a mandatory renewal session for your driver's licence
- You must complete this process every 2 years
- The session involves reviewing the rules of the road and taking short tests.
- Use the phone number in your renewal notice to make an appointment for your session - let them know if you have any language barriers or if you need accommodations such as a sign-language interpreter
- Remember to bring your driver's licence, the renewal form, and glasses, contact lenses or hearing aids (if you wear them) to the session
- You may be asked to take a road test or submit information from your doctor
- After this process, you can renew your licence at ServiceOntario (call 416-326-1234, or 211, to find your nearest ServiceOntario location)
- Bring your identification, current driver's licence, renewal form and money to process your licence renewal at ServiceOntario

## Accessible Parking

### ACCESSIBLE PARKING PERMIT

An accessible parking permit allows a person with a disability to park their car/van in any accessible parking space. Apply through the Ministry of Transportation. Parking regulations are enforced by the City of Toronto.

## Ontario Ministry of Transportation

1-800-387-3445

TTY: 1-800-268-7095

[ontario.ca/page/get-accessible-parking-permit](https://ontario.ca/page/get-accessible-parking-permit)

- Application forms are available online or at any ServiceOntario centre
- Eligibility needs to be certified by a health practitioner (e.g. doctor, physiotherapist).
- Accessible parking permits are issued to the person with the disability (they are not transferable to anyone else)



## REQUEST FOR NEW ACCESSIBLE PARKING SPACE

- Space designated for a person with a disability, in front of or near their home
- Not a reserved spot – can be used by anyone with an Accessible Parking Permit
- Not usually provided to permit holders with front-yard parking pads, driveways and/or garages
- To request one, you must have an accessible parking permit issued by the Ministry of Transportation, or, if you do not drive, a letter from the TTC confirming you are a regular WheelTrans user



### City of Toronto

Call 311

TTY 416-338-0889

- Submit a service request for the installation of an accessible parking space
- The City will conduct a site investigation of your property
- You will have to show proof of your Accessible Parking Permit

## Active Transportation (Walking, Cycling) and Seniors Safety

Active Transportation is a great and healthy way to get around. You may be interested to learn more about walking and cycling in Toronto through:

- City of Toronto - Cycling in Toronto  
<https://www.toronto.ca/services-payments/streets-parking-transportation/cycling-in-toronto/>
- CycleToronto – [www.cycleto.ca](http://www.cycleto.ca)
- Cycling Without Age - [www.cyclingwithoutage.ca](http://www.cyclingwithoutage.ca)
- Walk Toronto - [www.walktoronto.ca](http://www.walktoronto.ca)
- 8 80 Cities – [www.880cities.org](http://www.880cities.org)

You can use Google Maps to plot your route by walking or cycling.

The City of Toronto's Vision Zero Road Safety Plan is an action plan that aims to eliminate traffic-related serious injuries and fatalities on Toronto roads.



### Safety Guide for Older Adults

As part of this work, the Safety Guide for Older Adults ([www.toronto.ca/wp-content/uploads/2021/01/8dda-TS\\_VisionZero\\_Older-Adult-Brochure\\_Web.pdf](http://www.toronto.ca/wp-content/uploads/2021/01/8dda-TS_VisionZero_Older-Adult-Brochure_Web.pdf)) contains information on safer walking, cycling, transit, and driving. Or search "Safety Guide for Older Adults" on [www.toronto.ca](http://www.toronto.ca)

The City has dedicated over 65 areas across Toronto as "Seniors Safety Zones", where crossing times are increased at intersections, and there are reduced speed limits, pedestrian head-start signals, extended curbs, traffic calming measures, and more.







## Money & Benefits

There are many income and social assistance programs to support seniors on a fixed or low income, as well as tax credits. Many programs rely on tax return information to determine eligibility. It is important to file your tax return yearly.



### **Temporary Assistance related to COVID-19**

For information on the Canada Recovery Benefit, Canada Recovery Caregiving Benefit, or Canada Recovery Sickness Benefit, contact the Canada Revenue Agency (CRA) at 1-800-959-8281 or <https://www.canada.ca/en/revenue-agency.html>



## Resources to Help You Apply for Assistance

If you have general questions or need help applying for the financial assistance programs in this section, contact:

<b>ORGANIZATION</b>	<b>PROVIDES HELP WITH:</b>
<b>211</b> Call 2-1-1	Can help you understand what steps to take. Can also connect you to the right community agency, free tax clinic, or your nearest ServiceOntario or Service Canada location
<b>Service Canada</b> 1-800-622-6232 TTY 1-800-926-9105 www.canada.ca  You can also <b>call 211</b> to ask for the closest Service Canada location or call 1-800-O-CANADA for all Government of Canada questions	Access to federal government services and benefits: <ul style="list-style-type: none"><li>• Canada Pension Plan</li><li>• Old Age Security</li><li>• Guaranteed Income Supplement</li><li>• Other things such as Social Insurance Number, Employment Insurance Benefits, Passports</li></ul> Staff can help you register or apply for government programs, and update or replace government-issued ID
<b>ServiceOntario</b> 416-326-1234 TTY 416-325-3408 www.ontario.ca  You can also <b>call 211</b> to ask for the closest Service Ontario location	Access to provincial government services and benefits: <ul style="list-style-type: none"><li>• Guaranteed Annual Income System (GAINS)</li><li>• Ontario Health Card, Driver's License, Birth Certificate, Ontario Photo Card, and Organ and Tissue Donation</li></ul> Staff can help you register or apply for government programs, and update or replace government-issued ID



ORGANIZATION	PROVIDES HELP WITH:
<p><b>Free Tax Clinics</b></p> <p>Call 211 to find a free tax clinic near you or visit <a href="http://www.canada.ca">www.canada.ca</a> (search “Free Tax Help”)</p>	<ul style="list-style-type: none"> <li>• If you need help filing your income tax return, and have a modest income and simple tax situation</li> <li>• Free tax clinics offered by community agencies, food banks and more, with services offered by volunteers</li> <li>• Most run from February to April, some are year-round</li> <li>• Some are offered virtually</li> </ul>
<p><b>Community Support Service Agencies</b></p> <p>Call 211 to be referred to an agency</p>	<ul style="list-style-type: none"> <li>• Many agencies provide help filling out application forms for government pension and benefit programs</li> <li>• Some agencies provide service in different languages, or focus on the needs of specific communities</li> </ul>
<p><b>City of Toronto</b></p> <p>Call 416-338-8888 (select option 3)</p>	<ul style="list-style-type: none"> <li>• To apply for Ontario Works with Toronto Employment &amp; Social Services</li> </ul>



### Benefits Finders

If you have internet access, you can use Federal, Provincial and City “Benefit Finder” tools to find financial (and other) supports:

**Canada (Federal Government)**

<https://benefitsfinder.services.gc.ca/hm>

**Ontario (Provincial Government)**

<https://www.ontario.ca/page/find-benefits-and-programs>

**City of Toronto**

<https://www.toronto.ca/community-people/employment-social-support/benefit-finder-tool/#0>

**Prosper Canada Financial Relief Navigator**


<https://financialreliefnav.prospercanada.org/en>

If you do not have internet you can always go to a Toronto Public Library branch to use a computer with internet.



## Government Pension Programs

The following government income support programs are for seniors, in addition to any private pension income, RRSPs, or other income sources you may have. One-time payment programs or new programs might not be listed here. It is important to apply for some of these programs directly, and to file your income taxes or you may not receive these benefits.

<b>BENEFIT PROGRAM</b>	<b>DESCRIPTION</b>	<b>FOR MORE INFORMATION</b>
<p><b>Canada Pension Plan (CPP)</b> A monthly taxable benefit based on contributions from employment; the pension amount is determined by the amount contributed as well as the number of contributory years</p>	<ul style="list-style-type: none"><li>• For people who have worked and paid into the CPP in their lifetime (or the spouse, common-law partner, or dependent child of someone who has paid into CPP)</li><li>• You can apply for full benefits at age 65 or reduced benefits at age 60 (Generally, it is not recommended to apply until age 65 if receiving social assistance)</li><li>• Children's Benefit: If you cared for children under age 7, this may increase the amount</li><li>•  Disability Benefits: for people who have made enough contributions to CPP and whose severe and prolonged disability has prevented them from working</li><li>• Survivor's Pension: for surviving spouse, common-law partner or dependent children of someone who paid into CPP</li><li>• Death Benefit: one-time payment to the estate of someone who paid into the CPP</li></ul>	<p>You may apply online (eServices), by telephone, or in writing in person at a Service Canada office</p> <p>For information about CPP: <a href="http://www.canada.ca/en/services/benefits/publicpensions/cpp.html">www.canada.ca/en/services/benefits/publicpensions/cpp.html</a> or call:</p> <ul style="list-style-type: none"><li>• Service Canada (1-800-622-6232)</li><li>• Pension Call Centre (1-800-277-9914)</li><li>• 211</li></ul>



<b>BENEFIT PROGRAM</b>	<b>DESCRIPTION</b>	<b>FOR MORE INFORMATION</b>
<b>Old Age Security Pension (OAS)</b> A public pension that provides a monthly taxable benefit	<ul style="list-style-type: none"><li>• Eligibility: 65+, lived in Canada for at least 10 years after turning 18, Canadian citizen or legal resident</li><li>• If you do not have minimum 10 years residence, you could be entitled to a benefit through a social security agreement</li><li>• Not based on previous contributions; financed from general revenues of Government of Canada</li><li>• You may get a letter asking you to apply</li><li>• If you do not receive a letter the month after you turn 64, call Service Canada</li></ul>	For all OAS, Allowance, and Allowance for the Survivor applications, see <a href="https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html">https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html</a> or call: <ul style="list-style-type: none"><li>• Service Canada (1-800-622-6232)</li><li>• Pension Call Centre (1-800-277-9914)</li></ul>
<b>Allowance (for spouse of OAS recipient)</b>	<ul style="list-style-type: none"><li>• For spouse/common-law partner (age 60-64) of someone receiving OAS &amp; GIS</li><li>• Income eligibility requirements</li><li>• You need to apply with Service Canada</li></ul>	<ul style="list-style-type: none"><li>• 211</li></ul>
<b>Allowance for the Survivor (for spouse of OAS recipient)</b>	<ul style="list-style-type: none"><li>• For widowed spouse/common-law partner (age 60-64) of someone who was receiving OAS &amp; GIS</li><li>• Income eligibility requirements</li><li>• You need to apply with Service Canada</li></ul>	






<b>BENEFIT PROGRAM</b>	<b>DESCRIPTION</b>	<b>FOR MORE INFORMATION</b>
<b>Guaranteed Income Supplement (GIS)</b>	<ul style="list-style-type: none"><li>• Monthly non-taxable benefit for individuals 65+ with a low income</li><li>• You may get a letter asking you to apply</li><li>• If you do not receive a letter the month after you turn 64, call Service Canada</li><li>• Once enrolled in GIS, if you file your tax return yearly, you will be automatically renewed each year (if you meet the income tested eligibility criteria)</li></ul>	www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/apply.html#h2.1 or call Service Canada (1-800-622-6232) or 211
<b>Ontario Guaranteed Annual Income System (GAINS)</b>	<ul style="list-style-type: none"><li>• Monthly, non-taxable benefit for Ontario seniors with low incomes</li><li>• Eligibility is based on your tax return</li><li>• No application necessary – once you are receiving OAS and GIS you will automatically be assessed for eligibility</li></ul>	www.ontario.ca/page/guaranteed-annual-income-system-payments-seniors  Call Service Ontario (416-326-1234) or 211
<b>International Pension / Social Security Programs</b>	<ul style="list-style-type: none"><li>• If you have lived or worked in another country, you may be eligible for a government pension either from that country or from Canada</li><li>• Canada has international agreements with a number of countries that offer comparable pension programs that pay benefits when you retire, or if you become disabled, or if you die</li></ul>	Service Canada – International Operations  1-800-454-8731 www.canada.ca/en/revenue-agency.html (search “International Social Security Agreements”)



## Tax Credits and Tax Filing

It is important to file an income tax return every year, even if your income is low. It is the only way to receive federal and provincial tax credits, and confirm your eligibility for some pension and income benefit programs. Some housing providers also need a copy of your tax return to confirm that you qualify for subsidized (rent-geared-to-income) housing.

If you need help filing your income tax return, volunteers at free tax clinics may be able to help you if you are eligible. **Call 211** to find a free tax clinic, or visit [www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html](http://www.canada.ca/en/revenue-agency/campaigns/free-tax-help.html).

 There are many provincial and federal tax credits that can help you financially if you are eligible, including related to medical expenses, caregiving, disability, sales tax, property tax and the Ontario Trillium Benefit. Work with a free tax clinic if eligible, or an accountant, to determine what tax credits apply to you.



# Social Assistance Programs

## Ontario Works (OW)

- Provides income (money) and employment support to eligible Ontarians
  - for essential costs of living (such as food, clothing and shelter)
  - for health benefits (such as drug and emergency dental)
  - to help people prepare for, find, and keep a job
- Generally, OW can be provided up to age 65
- To apply: Call Toronto Employment & Social Services at 416-338-8888 (select option 3) or apply at [www.ontario.ca/page/social-assistance](http://www.ontario.ca/page/social-assistance).

## Ontario Disability Support Program (ODSP)

- Provides income (money) and employment support to eligible Ontario residents with disabilities
  - for the essential costs of living (such as food, clothing and shelter)
  - for health benefits (such as drug and emergency dental)
  - to help prepare for work, find work or advance a career
- Individuals not receiving ODSP income may still be eligible for employment support
- ODSP can also be available to people 65+ who are not eligible for OAS
- To apply: Call your local ODSP office or apply online at [www.ontario.ca/page/social-assistance](http://www.ontario.ca/page/social-assistance)

## Other Financial Supports (Funerals, Medical, Housing)



For help with prescription drug costs, see page 97



For help with medical devices and assistive equipment, see page 98



For help with housing costs (like rent, energy bills, and home accessibility renovations), see page 60



For help with the cost of funerals, see the next page



## **City of Toronto - Help with the Cost of Funerals**

311 or 416-338-8888 (select option 4)

[www.toronto.ca](http://www.toronto.ca) (search “Funerals and Burials”)

- Coverage for basic funeral expenses for deceased Toronto residents who do not have enough money in their estate to cover these costs
- Available for those who die while receiving assistance from OW or ODSP, and for deceased Toronto residents who do not have enough money in their estate to cover funeral expenses

## **Help with Financial Planning and Managing Your Money**

### **BUDGETING AND FINANCIAL LITERACY PROGRAMS**

- Some community centres and organizations offer workshops or programs about financial management and budgeting on a fixed income
- Usually free but may require registration
- Some may be provided in other languages

To learn more or find a program, contact:

### **211**

Call 2-1-1

Available 24/7, in 150+ languages

### **TRUSTEE PROGRAMS**

Trustee programs can help you manage your money. There are two types of financial trustee programs: government-appointed and voluntary.

#### **Government-Appointed Trustee Programs**

- Will conduct a Capacity Assessment and determine if you are able to manage your finances
- If you are not, and if you do not have anyone to act on your behalf, the Office will appoint a trustee
- Your trustee will help you manage your income, prepare taxes, pay bills and will issue you an allowance



For Government-appointed trustee programs, contact:

**Office of the Public Guardian and Trustee**

**1-800-366-0335**

**TTY 416-314-2687**

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

### **Voluntary Trustee Programs**

- Help you manage money, offered by community organizations
- Assist you to budget, pay your rent and apply for benefits
- There may be a waiting list
- You do not need a Capacity Assessment with the Office of the Public Guardian and Trustee

**211**

**Call 2-1-1**

**Available 24/7, in 150+ languages**

- Can help you find a Voluntary Trustee program in your area







# Housing

There are many options for housing for older adults. This section includes information about:

- Different types of housing
- Housing Help centres
- Financial assistance for housing costs
- Snow removal and lawn care
- Home safety and Fire safety
- Human Rights and Tenant Complaints
- Challenges like Hoarding and Bed Bugs





## Eviction

If you are facing eviction, you can call:

### Tenant Hotline

416-921-9494

Mon-Fri. 8:30 a.m. – 6 p.m.

- Counsellors offer information about tenants' rights to any tenant who calls

### A Community Legal Clinic (see page 122)

### Centre for Equality Rights in Accommodation (CERA)

416-944-0087

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

- Eviction prevention information and help, information on tenants' rights

### A Housing Help Centre

Call 211 to be referred to a Housing Help Centre near you

- Can help people find and keep housing and deal with evictions

### Central Intake (if you are facing homelessness and need Emergency Shelter)

311 or 416-338-4766

(Available 24/7, in 150+ languages)

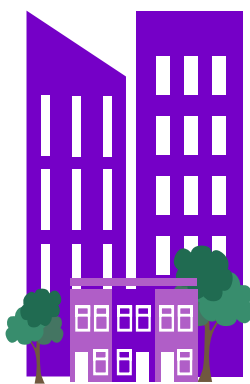
- The City's central access system for people who need emergency shelter
- Will ask you questions and let you know if there is a bed available for you

## Types of Housing

This section provides an overview of some housing options, and information on how to access each type. If you need general assistance with seniors' housing questions, you can **call 211** or the Toronto Seniors Helpline (416-217-2077).



# Types of Housing



## Emergency Shelters

Provide temporary accommodation for people experiencing homelessness, and related support services that assist people to move into housing.

See page 58

## Supportive Housing/ Assisted Living

Specialized housing providers offer on-site health and social support services (e.g. light housekeeping or meal prep, medication reminders) to help seniors live independently.

See page 56

## Retirement Homes

Private rental housing units for seniors. Offer varying levels of health, food and personal care supports at a cost.

See page 57

## Long Term Care

Provide 24/7 nursing and personal care, all meals, and activities. Government funded with rate-reductions available for those who qualify.

See page 57



**NOTE:** If you require help to stay in your home, support may be available. Call 211 or the Toronto Seniors Helpline (416-217-2077) or read more in the Directory:

- Home care (personal care, bathing, nursing, light housekeeping): page 116
- Snow shovelling and lawn care: page 64
- Financial supports for housing: page 60



### Social Housing (Subsidized or Rent-Geared to Income)

Subsidized rental units in buildings owned by private, non-profit and co-operative corporations, TCHC, and Toronto Seniors Housing Corporation. Rent is a portion of your income.

See page 54

### Affordable Rental Housing

More expensive than subsidized rental units but typically more affordable than market rental housing. Available only in select buildings.

See page 54

### Market Rental Housing

Rental units in rental apartment buildings, condominiums (private owners), or units / bedrooms in single family homes.

See page 56

### Home Ownership

Ownership of a house (single family home), or condominium unit. Another option is Life Lease Housing where you buy a long-term lease interest in a seniors' residence (<https://www.ontario.ca/document/lifelease-housing>).

**Co-Housing and HomeShare:** Seniors and multi-generational households choosing to live together as housemates, share resources, hire external help, etc. HomeShare is for seniors with a spare room to rent to university/college students. See page 59



## **SUBSIDIZED HOUSING**

### **(“RENT-GEARED-TO-INCOME” (RGI) HOUSING)**

- A benefit offered by the City of Toronto to make rent affordable
- Rent is a fixed portion of your income and you pay less than market rent
- There is very high demand; the waiting list is very long
- There are eligibility criteria to get on the waiting list

#### **Subsidized (RGI) housing units are offered in:**

- Toronto Community Housing buildings
- Seniors Housing Corporation buildings (a new corporation as of 2021)
- Many other buildings operated by not-for-profit and co-op housing providers – some have a seniors and/or an ethno-cultural mandate

#### **To apply for subsidized housing:**

- Apply online directly to Access to Housing (see information below) or get help from a Housing Help Centre (see page 60)
- Mention if you are looking for housing for Indigenous people, for ethno-cultural communities, or if you have other accessibility or language needs
- For seniors’ buildings, you can apply to get on the waiting list for seniors’ housing when you are 59 years old – If you already have an application on file with Access to Housing, update it to “Senior” when you turn 59

### **Access to Housing (formerly ‘Housing Connections’)**

**416-338-8888**

**Monday to Friday 8:30 a.m. - 4:30 p.m.**

**[www.toronto.ca/accesstohousing](http://www.toronto.ca/accesstohousing)**

## **AFFORDABLE HOUSING**

- Not the same as Rent-Geared-to-Income (subsidized) housing, but it is more affordable than market rents in that building or area
- You do not get a subsidy from the City of Toronto
- You sign a tenancy agreement with the landlord and pay rent to them
- To find out about affordable housing units that may be available in your area, contact a Housing Help Centre. To find your nearest Housing Help Centre, **call 211** (available 24/7, in 150+ languages).
- You can also try <http://eyetfrp.ca/affordable-housing-list/> to find affordable market rent housing available at a given time.





# Rent-Geared-to-Income Housing Now Online

**MyAccesstoHousingTO is your way to manage your RGI application.**

**MyAccesstoHousingTO** is a new online application portal for new and current applicants for Rent-Geared-to-Income housing.

From your smartphone, tablet or computer, you can now:

- apply for Rent-Geared-to-Income housing
- update your application
- upload documents, including your Notice of Assessment
- check the status of your application
- Applicants on the Centralized Waiting List must register to maintain their eligibility.

**Need help?** Watch the registration video on our website.



[toronto.ca/accesstohousing](https://toronto.ca/accesstohousing)



## SENIORS' CO-OPS AND NON-PROFIT HOUSING PROVIDERS

- Offer both subsidized/ Rent-Geared-to-Income (RGI) units, and market rentals for independent adults age 59 and over
- Some serve seniors from specific ethno-cultural and linguistic communities, Indigenous seniors, and people who are Deaf, for example
- You can apply for subsidized / RGI units in these buildings (see page 54) or market rentals
- Market rentals are often lower in co-ops and non-profits than in other buildings

To apply for market rentals, interested applicants can contact the housing provider directly for details on waiting lists and how to apply. To find a seniors' co-op or non-profit housing provider near you, you can:

- **Call 211**, which has some (but not all) listings of housing providers
- Visit [www.toronto.ca/community-people/employment-social-support/housing-support/subsidized-housing-housing-benefits/housing-providers/](http://www.toronto.ca/community-people/employment-social-support/housing-support/subsidized-housing-housing-benefits/housing-providers/) for a map of buildings - the chart underneath the map indicates if the building has a seniors mandate
- Visit [www.co-ophousingtoronto.coop](http://www.co-ophousingtoronto.coop) and [www.onpha.on.ca](http://www.onpha.on.ca)

## SUPPORTIVE HOUSING

- Offers health and social supports to help you maintain your independence
- This can include personal care, housekeeping, medication checks and more
- Rent is either based on a rent-geared-to-income (RGI) subsidy or an affordable market rent

Some housing providers in Toronto, including the City of Toronto, offer supportive housing programs. To apply:

- For an RGI unit through Access to Housing (see page 54) indicate that you would like to live in a building with support services
- For a market rent unit apply directly with the housing provider

You can also **call 211**, the Housing Help Centre in your area (see page 60), or the Toronto Seniors Helpline (416-217-2077) for assistance with this.

For Supportive Housing programs specialized in mental health and addictions:

## **The Access Point**

416-640-1934

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

- A centralized point where you can apply for mental health and addictions supportive housing and support programs

## **RETIREMENT HOMES**

- Offer private accommodation for seniors
- Government does not fund retirement homes, so you are responsible for the full cost of your housing and care
- Many offer on-site services such as meal plans, social activities, housekeeping, laundry, and supportive services (for a fee)

The Retirement Homes Act protects seniors living in Ontario retirement homes through the Retirement Homes Regulatory Authority by enforcing care and safety standards.



To find a Retirement Home:

## **Search the public register on Retirement Homes Regulatory Authority**

[www.rhra.ca/en/search-the-public-register/](http://www.rhra.ca/en/search-the-public-register/)

1-855-ASK-RHRA (1-855-275-7472)

## **LONG-TERM CARE (LTC) HOMES**

Long-term care homes – sometimes referred to as nursing homes in the past – provide 24-hour nursing and personal care and help with daily activities.

They also offer all meals and snacks, recreational programs, laundry, social work, spiritual and religious care, housekeeping, maintenance, trust and administrative services, and some offer behavioural support and other specialized programs.

(continues on next page)



Some long-term care homes offer culturally-specific care for communities such as Francophone, Korean, Finnish, Chinese, Italian and others. Ask about this when you call to apply.

Long-term care homes are licensed, regulated and funded by the Ministry of Long-Term Care. They are operated by municipal, for-profit, and not-for-profit operators. The government subsidizes long-term care homes, but residents pay a portion of accommodation costs (which is set by the government).

If you do not have enough income to pay for a basic room, you may be eligible for a subsidy through the Long-Term Care Home Rate Reduction Program. You have to submit an application form each year during the application period (usually July to September). Your long-term care home will help you apply.

To apply for long-term care:

### **Home and Community Care (LHIN)**

**310-2222 (no area code)**

- They will arrange an assessment interview with you
- A Care Coordinator will determine your eligibility and if your care needs can be met in a LTC home, and discuss costs and the application process
- You can apply for up to five homes

### **EMERGENCY SHELTERS**

The City and partner agencies operate emergency shelters across Toronto. Shelters provide temporary accommodation and related support services that assist people to move into housing. The City runs two shelters specifically for older adults (Islington Seniors' Shelter and Scarborough Village Residence).

If you are facing homelessness and require emergency shelter, call:

### **Central Intake (For Emergency Shelter)**

**311 (Available 24/7 in 180+ languages)**

**416-338-4766**

**1-877-338-3398 toll-free**

- Central Intake will ask you questions and inform you if there is a bed available for you in a shelter, as space is limited



## Na-Me-Res (Native Men's Residence)

416-652-0334

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

- Provides emergency shelter, transitional housing, and long-term independent housing initiatives, while working to address underlying reasons for Indigenous homelessness
- You may also access this emergency shelter through Central Intake

## Haven Toronto (formerly The Good Neighbours Club)

416-366-5377

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

- Drop-in program for homeless and isolated seniors age 50 and over
- Meals, shower, laundry facilities and barber services
- Short term counselling and referrals, housing access and support
- Clinical nursing, dental hygiene

## HOMESHARE

Toronto HomeShare is a program run by the National Initiative for the Care of the Elderly (NICE). It matches seniors wishing to share a spare room in their home with university and college students seeking affordable housing.

In exchange for reduced rent (approximately \$400 to \$600 per month), the student provides up to seven hours per week of companionship and/or assistance completing light household tasks, such as preparing and sharing meals, tidying up, carrying groceries, or walking a pet.

Toronto HomeShare is facilitated by social workers. They match seniors and students based on a variety of characteristics and preferences, ensure all participants receive a Vulnerable Sector Screening, and are available throughout the entire experience, from initial contact to post-move in to provide support. For information, call:

### Toronto HomeShare

National Initiative for the Care of the Elderly

1-800-786-9773 - extension 2

[toronto@canadahomeshare.com](mailto:toronto@canadahomeshare.com)

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







## Housing Help Centres

Housing Help Centres are non-profit agencies that help people find and keep housing and avoid or deal with evictions. Housing Help workers have information about housing options and assist with filling out or updating applications for rent-geared-to-income (subsidized) housing.

They can speak with landlords on your behalf or give advice on housing issues, income support programs and eviction prevention.

You can also apply for Rent Bank services, including interest-free loans and seasonal utility grants (see below).

To connect to a Housing Help Centre near you, **call 211** (available 24/7, in 150+ languages).

## Financial Assistance with Housing Costs

Help is available for rent, moving, property tax, utility bills, and renovations.

### **FINANCIAL SUPPORT: RENT**

To get support with finding and keeping affordable housing, you can also contact a Housing Help Centre (see above or **call 211**).

### **Toronto Rent Bank**

**416-397-RENT (7368)**

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

Monday - Friday, 8:30 a.m. to 4:30 p.m., voicemail is available after hours

- Interest-free loans for rental arrears or deposits, for eligible residents behind in their rent or who need to move to more suitable housing
- Housing Help Centres (see above) can also help you access the Rent Bank



# INTEREST-FREE LOANS

**ARE YOU BEHIND IN YOUR RENT?**

**OR**

**NEED HELP WITH YOUR FIRST AND LAST MONTH'S RENT?**

## We are here to help you

**You may be eligible if:**

- You are living in Toronto
- Your household is within low income guidelines and is not in receipt of Social Assistance\*
- You are paying market rent
- You can satisfy all other program requirements

Loan repayments can be deferred for up to 12 months

\*Social assistance clients can contact their OW or ODSP office to ask about the Housing Stabilization Fund



**toronto  
RENTBANK**



**416-397-RENT (7368)**

**MON-FRI, 8:30 AM to 4:30 PM**

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

   @TORONTORENTBANK





## **City of Toronto - Housing Stabilization Fund (HSF)**

- Funds for establishing a residence, rental arrears and arrears on utilities (gas, hydro, fuel) within the City of Toronto
- Funds for securing an address and/or moving costs within Ontario
- For Toronto residents in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP)
- Contact your OW/ODSP caseworker for referral and required documents

## **Other Housing Allowances and Benefits**

From time to time, other housing benefit programs become available which are designed to help low-income households with housing costs. These benefits are generally made available to eligible people on the centralized Waiting List. If you wish to be considered for these types of housing benefits, you must be on the centralized Waiting list – apply through Access to Housing (see page 54).

## **FINANCIAL SUPPORT: PROPERTY TAX AND UTILITY BILLS**

### **City of Toronto – Property Tax, Solid Waste, and Water Bill Relief Programs**

Call 311

TTY 416-338-0889

[www.toronto.ca](http://www.toronto.ca) (Search “Property Tax Relief”)

- Relief programs for low-income seniors or individuals with a disability: Property Tax Increase Cancellation, Property Tax Increase Deferral, Water Rebate, and Solid Waste Rebate programs
- Fill out one application (annually) to apply for all programs
- Must meet eligibility criteria including maximum household income, age

### **Senior Homeowners’ Property Tax Grant**

1-866-ONT-TAXS (1-866-668-8297)

[www.canada.ca](http://www.canada.ca) (search “Senior Homeowner Property Tax”)

- Helps eligible low-to-moderate income seniors (age 64+) with the cost of their property taxes with a grant of up to \$500 per year
- Apply each year by completing the ON-BEN application form (part of the general income tax return) and submitting it with your tax return

## City of Toronto – Emergency Energy Fund

416-338-8888

- Help with energy-related emergencies to reconnect, prevent disconnection or assist in the payment of energy bill arrears for hydro, gas or oil services
- Call for an over-the-phone assessment
- Not for recipients of Ontario Works or Ontario Disability Support Program

### OTHER ENERGY ASSISTANCE PROGRAMS

There may be other government-funded energy assistance and affordability programs for low-income households, as well as other funds to help with winter-proofing your home or other initiatives. Call 211 or a Housing Help Centre (call 211 to find one), or contact the following directly to ask:



#### Toronto Hydro - 416-542-8000

[www.torontohydro.com](http://www.torontohydro.com) (Search “Financial Assistance”)

#### SaveONEnergy - 1-855-591-0877

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

### FINANCIAL SUPPORT: ACCESSIBILITY RENOVATIONS

#### City of Toronto – Toronto Renovates Homeowners Program

311 or 416-392-7620

TTY 416-338-0889

- Offers federal/provincial funding for low-income seniors and people with a disability who own a home in Toronto and wish to make health and safety repairs or accessibility modifications to it
- Limited funding available on a first-come, first-served basis
- Eligibility criteria, such as household income and home value limits
- Funding is available in the form of loans, grants or a combination of both



## **March of Dimes – Home and Vehicle Modifications Program**

416-425-3463

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

- For permanent Ontario residents who have substantial mobility impairment that is ongoing and/or recurring and is expected to last one year or more
- Funding for basic home and/or vehicle modifications; see website for list
- Home modifications include ramps, platform or stairway lifts, widening doors, wheel-in showers and other items
- Vehicle/garage & carport modifications include hand and foot controls, lifts, safety devices, specialized seating, lowering the floor of the vehicle

You may also be eligible for home modifications tax credits (see page 46).

## **Snow Removal and Lawn Care**

Many community agencies offer indoor and outdoor home maintenance services for seniors and adults with disabilities, for example grass cutting and snow removal. There is usually a fee for this work, and subsidies may be available. Contact an agency directly to confirm costs and register.



To find an agency, call:

### **211**

**Call 211**

**(Available 24/7, in 150+ languages)**

- Can refer you to agencies across Toronto that provide snow clearing and lawn care, for a fee



## City of Toronto - Sidewalk Snow Removal

Call 311

[www.toronto.ca/snow](http://www.toronto.ca/snow)

- The City provides mechanical sidewalk snow clearing in most parts of Toronto, and has recently expanded to provide manual shovelling where mechanical clearing is not possible
- If you have questions about sidewalk snow removal, call 311 or visit the website above

## Home Safety and Injury/Falls Prevention

See below for simple home safety tips. To access funding for accessibility and safety modifications, see page 63. For falls prevention information, including training, see page 91.



### The Safe Living Guide—A Guide to Home Safety for Seniors

For more tips, see The Safe Living Guide—A Guide to Home Safety for Seniors from the Federal Government: [www.canada.ca/en/public-health/services/health-promotion/aging-seniors/publications/publications-general-public/safe-living-guide-a-guide-home-safety-seniors.html](http://www.canada.ca/en/public-health/services/health-promotion/aging-seniors/publications/publications-general-public/safe-living-guide-a-guide-home-safety-seniors.html).

## BATHROOM

- Install a non-skid mat, runner, or strips on the bottom of the bathtub and shower floor
- Install grab bars in and around the bathtub, shower and toilet
- Consider a shower chair with rubber tips on the legs, to prevent sliding
- Use a hand-held shower head
- Consider a raised toilet seat to make it easier to get on/off
- Ensure the hallway to the bathroom is well lit and clutter free





## BEDROOM

- Keep eye glasses, hearing aids and/or mobility aids (cane, walker) in easy reach of your 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 light switch or lamp within easy reach of the bed
- Keep the bedroom floor clear of clutter, especially around the bed

## KITCHEN

- Keep the kitchen brightly lit and free of clutter
- Store heavy items (pots and pans) close to waist level
- Store everyday items within easy reach
- Clean the fan over the stove regularly
- Never leave cooking unattended
- Wear short sleeves or roll your sleeves up when cooking to prevent them from igniting from an open flame or hot element

## LIVING ROOM

- Make sure area rugs and mats have a non-skid backing or are secured to the floor
- Arrange furniture to allow a clear path throughout the space
- Keep electrical cords away from where you walk

## SAFETY CHECK

- Keep doors and windows locked
- Use night lights to brighten hallways, bathrooms and stairs
- Ask a friend or family member to be your “buddy,” a person to call in case of concerns
- Check the batteries in all smoke and carbon monoxide detectors on a regular basis





## Fire Safety in the Home

Toronto Fire Services' Public Education team offers fire education sessions for groups of senior tenants and residents. If you are interested in having a presentation on fire safety for your building, please contact:



### Toronto Fire Services Public Education Line

311 or 416-338-9375

[www.toronto.ca](http://www.toronto.ca) (search "Fire Safety")

## Heat Safety and Cold Weather Safety

For information on keeping your home cool during hot weather and warm during cold weather, see pages 93.

## Hoarding

Hoarding, or collecting and storing too many items, can be dangerous for household members and others. Risks include fire, tripping or being hurt by falling objects, developing health problems due to growing mold in the clutter, blocking the path of emergency responders, or being evicted.

Hoarding can be a lifelong problem and it can be difficult to want or accept help.

If you are concerned about a senior who is hoarding, contact the resources on the next page. If you believe the hoarding poses a serious risk (e.g. health and safety, or fire), you can tell the landlord or property manager. If there is no property manager or the person lives in a house, you can call Toronto Fire Services at 416-338-9050.



## Toronto Hoarding Support Services Network

416-482-4622

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

- Network of 25 community agencies, Toronto Public Health, other partners
- Provides services to help and support clients in managing clutter along with the emotional support required to live safely
- Consultation, coordinated access to services, assessment
- Call for referral and intake

## Toronto Seniors Helpline

416-217-2077

Monday – Friday 9 a.m. – 8 p.m.

Weekends and holidays 10 a.m. – 6 p.m.

150+ languages

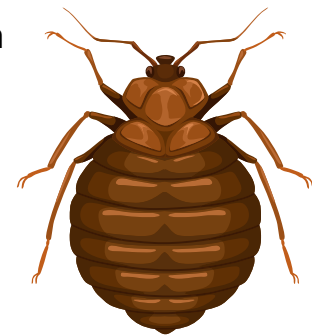
- Can provide referrals, and connect to Crisis Outreach Service for Seniors if needed

## EXTREME CLEANING SERVICES

Some agencies provide extreme cleaning and decluttering services to seniors at risk of eviction, if they meet eligibility criteria. **Call 211** (available 24/7, in 150+ languages) to be connected.

## Bed Bugs

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



Bed bugs can happen to anyone. They can be carried into a home on clothing, furniture or luggage. Do not be embarrassed to seek help. They are not there because your home is dirty.

Since bed bugs breed quickly, it's important to get help right away.



For answers to your questions or to learn more you can contact:

## **Toronto Public Health**

**416-338-7600 (or 311 after hours)**

**TTY 416-392-0658**

**<https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/bed-bugs/>**

### **What to Look For**

- Bites on the skin, however some people have no marks on their skin and do not feel itchy
- Waste matter (black spots) on your bed
- Bloodstains or spots on bedding
- Whitish, pear-shaped eggs the size of a pinhead
- A sickly, sweet smell

### **Dealing with Bed Bugs**

If you think you might have bed bugs:

#### **1) Notify Your Landlord**

Landlords have a legal obligation to maintain rental properties and provide licensed pest control if there is evidence of an active pest infestation. If your landlord fails to address the issue, you can contact RentSafeTO (see page 72).

#### **2) Call Toronto Public Health**

**311 or 416-338-7600**

**TTY 416-392-0658**

- Toronto Public Health responds to complaints and provides education around bed bugs, prevention and control
- A Public Health Inspector may:
  - Conduct a site visit to determine if the situation is a health hazard
  - Contact building management to coordinate proper treatment
  - Connect tenants to community and social resources to help with preparing the unit for treatment, if a tenant is unable to do so





## Preparing for Pest Control Treatment

While landlords are responsible to provide licensed pest control, tenants are responsible for preparing their units for pest treatment. The pest control company and/or landlord will provide instructions that may include:

- Vacuum, using a nozzle attachment, all crevices on your mattress, bed frame, baseboards and any furniture/objects close to the bed; empty the bag or canister carefully and securely 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. Clean laundry should then be securely bagged until the infestation is fully resolved
- Move furniture/appliances away from the wall; clean and tidy behind them
- Put away any open food; remove items from closet floors; clean and unclutter everywhere; securely bag items
- Keep your home prepared until the bed bug infestation has been resolved and cleared by a pest control professional

**Note:** Never attempt to self-treat for a pest infestation as this may cause the infestation to spread, in addition to being potentially harmful to your health.

You can **call 211** (available 24/7) to inquire about possible supports for preparing units for pest control treatment, or Toronto Public Health (see above).

## Preventing Bed Bugs

- Consider encasing your mattress and box spring with bed bug-proof encasements and inspect bedding regularly for signs of infestation
- Move your bed away from the wall and keep sheets and bed covers from touching the floor
- Remove all unnecessary clutter
- Carefully inspect used clothing, books or furniture before bringing items into your home



## Tenant Concerns and Complaints

When you have a complaint or concern about your housing (e.g. property maintenance, safety, discrimination, plumbing, leaking ceiling, etc.) you should make a service request to your landlords to address the problem. If there is no action from the landlord and/or the problem persists, you can contact the organizations listed below.

You can also **call 211** (available 24/7, in 150+ languages) to ask about other community supports and organizations focused on tenant advocacy and support.

### **Toronto Community Housing – Solutions Team (for TCHC tenants only)**

**416-981-6000**

**[solutions@torontohousing.ca](mailto:solutions@torontohousing.ca)**

- Always talk to local staff or call the Client Care Centre first (416-981-5500, available 24/7, or [help@torontohousing.ca](mailto:help@torontohousing.ca))
- If local staff or the Client Care Centre are unable to resolve your concern and you would like to escalate the issue, you may do so by making a complaint with the Solutions team, either by phone or email
- You will need to provide Solutions with an Easytrac reference number in order to register your complaint (the Client Care Centre will give you the Easytrac number when you call them)





## City of Toronto – RentSafeTO for Tenants

311

[www.toronto.ca/rentsafeto](http://www.toronto.ca/rentsafeto)

- Bylaw enforcement program that ensures apartment building owners comply with building maintenance standards
- Residents need to contact their landlord first and submit service requests for issues such as pests, low/no heat, plumbing problems, leaky ceilings or problems in common areas
- Landlords need to respond to urgent service requests, such as no heat or water, within 24 hours; Non-urgent service requests need to be responded to within seven (7) days
- If you get no action from your landlord and problems persist, contact RentSafeTO
- If landlords do not comply with the maintenance standards, RentSafeTO can issue orders and charge landlords, which can result in substantial fines, or have a contractor complete any necessary work and place the costs on the building's property taxes

## Ministry of Municipal Affairs and Housing - Rental Housing Enforcement Unit

416-585-7214

TTY 416-585-6991

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

- Regulates rights and responsibilities of residential landlords and tenants
- Can help with offences such as a landlord withholding or interfering with the supply of a vital service (water, electricity, heat, etc.), entering a unit without required notice, or for a reason that is not allowed under the law, charging extra rent/fees (more than allowed), refusing to provide a receipt, harassment
- Will assess whether the issue is an offence under the law; if so they will take action

## Landlord and Tenant Board

416-645-8080 or 1-888-332-3234

- Resolves disputes between landlords and tenants (mediation, adjudication)
- Provides information to landlords and tenants about rights / responsibilities



## Centre for Equality Rights in Accommodation (CERA)

416-944-0087

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

- Eviction prevention information and help, information on tenants' rights

## City of Toronto - Tenant Defence Fund (Support Grants)

Call 311 or 416-413-9442

<https://www.toronto.ca/community-people/employment-social-support/housing-support/financial-support-for-renters>

- The Tenant Support Grant provides grants to tenant groups who wish to challenge their landlord's actions related to above-guideline rent increase, demolition, conversion of the building to condos, or maintenance issues
- Also provides grants to tenant groups wishing to make a tenant application about maintenance issues to the Landlord and Tenant Board

## Federation of Metro Tenants Association- Outreach and Organizing Program

416-413-9442

[https://www.torontotenants.org/outreach\\_organizing](https://www.torontotenants.org/outreach_organizing)

- Helps tenant groups organize and prepare for hearings at the Landlord and Tenant Board for rent increase disputes, and/or maintenance issues, or at the Ontario Municipal Board for demolitions, condo conversions and more

## Human Rights and Housing

The Ontario Human Rights Code is a law in Ontario that gives all people equal rights and opportunities without discrimination in specific areas such as housing.

The Code protects against discrimination in rental housing on these grounds:

- Race, Colour or Ancestry
- Disability
- Creed (religion)
- Place of Origin, Ethnic Origin, or Citizenship
- Sex (including pregnancy, gender identity), or Sexual Orientation
- Age, Marital Status, or Family Status
- Receipt of Public Assistance



Under the Code, housing providers have a duty to accommodate the Code-related needs of tenants, and to take steps to remove any barriers, unless to do so would cause undue hardship.

If a person has a need which prevents or impedes access to housing, they should identify this need or barrier to their landlord or housing provider. A landlord or housing provider must make efforts to accommodate these needs (unless to do so would cause undue hardship).

To discuss a possible Human Rights violation regarding your housing, contact:

### **Centre for Equality Rights in Accommodation (CERA)**

**416-944-0087**

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

- Eviction prevention information and help, information on tenants' rights

### **Human Rights Legal Support Centre**

**416-597-4900**

**TTY 416-597-4903**

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

140 languages

- Free telephone human rights legal services to people who experience discrimination contrary to Ontario Human Rights Code
- May provide legal assistance in filing applications at the Human Rights Tribunal of Ontario, and legal representation at mediations and hearings







# Food & Food Access

Healthy eating is a key part of healthy aging. This section covers information about accessing food and meal supports, including:

- Nutrition advice
- Accessing fresh vegetables and fruit
- Allotment Gardens and Community Gardens for growing vegetables/fruit
- Group / Congregate Dining Programs
- Community Kitchens
- Grocery delivery services
- Meals on Wheels
- Food Banks





## Nutrition Advice

Eating and drinking well can help us stay healthy as we age. For questions about diet and nutrition, consult your family physician or contact one of these organizations:

### Toronto Public Health

311 or 416-338-7600

[www.toronto.ca/health](http://www.toronto.ca/health)

- Provides online or telephone information to help identify and access healthy food options

### Telehealth Ontario

1-866-797-0000

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

- When you call, ask for help with healthy eating and you will be connected to a Registered Dietitian for nutrition and healthy eating information

### Heart and Stroke Foundation

416-489-7111

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

- Volunteer advisors provide general information about heart disease and stroke; also offers various online resources such as tips and recipes for healthy eating

Most Community Health Centres also have registered dietitians on staff who can help you with nutrition planning and advice (see page 88, or **call 211**).



The City of Toronto also offers Low Risk Alcohol Drinking Guidelines on their website ([www.toronto.ca/community-people/health-wellness-care/health-programs-advice/alcohol-and-other-drugs/canadas-low-risk-alcohol-drinking-guidelines/](http://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/alcohol-and-other-drugs/canadas-low-risk-alcohol-drinking-guidelines/)) or you can call Toronto Public Health (311 or 416-338-7600) to get information and advice.



Have plenty of  
vegetables and fruits

Eat protein foods

Make water  
your drink  
of choice



Choose  
whole grain  
foods

Canada Food Guide, 2021, available: [food-guide.canada.ca](http://food-guide.canada.ca)

## Grocery and Food Delivery

There are community support service agencies and volunteer groups that provide delivery of food and other essentials (e.g. incontinence products, pet supplies, prescription medications). Usually, there are not any delivery charges, but you still pay for the groceries.

To find a service offering delivery of food and essentials, call 211 (available 24/7). Mention if you are looking for specific cultural and dietary requirements based on your background/ community, in case such services are available.



## **Meals on Wheels / Meal Delivery**

Meals on Wheels / Meal Delivery services deliver nutritious meals to a variety of groups, including seniors age 55+. Hot and ready-to-eat, or ready-to-microwave frozen meals, are delivered.

Agencies may be able to accommodate special diets for people with diabetes, or people who eat vegetarian or Halal. Registration is required and fees usually apply. Subsidies may be available.

To learn more or register for meal delivery to your home, **call 211** (available 24/7) who can connect you.

## **Accessing Fresh Vegetables and Fruit**

There are many programs to help you access fresh vegetables and fruit, in addition to food banks (see page 82).

**Call 211** (available 24/7, in 150+ languages) to ask about options such as food banks, low-cost fresh food markets, pay-what-you-can grocery stores, and grocery delivery services.

You can also contact these organizations directly:

### **The Stop Good Food Market**

1884 Davenport Rd., Toronto,  
ON M6N 4Y4

416-652-7867, ext. 227

- Fresh, affordable produce for sale at certain days/times of the week

### **Afri-Can Food Basket**

(416) 832-5639

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

- Champions food justice in Toronto's African, Caribbean, Black communities
- Offers agricultural training programs, and food supports for seniors







## **Not Far From the Tree**

416-658-0724

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

- A way to share fresh fruit from fruit trees on residential properties
- Volunteer-picked fruit is split three ways: one part to the tree owners, one part to the volunteer pickers and one part to a community agency
- Call to register as a tree owner or a volunteer fruit picker

## **FoodShare Toronto – Good Food Box**

416-363-6441, ext. 276

<https://goodfoodbox.foodshare.net>

- Fresh vegetables, fruit, bread delivered weekly to your door – Fee applies

See below for information on Allotment Gardens and Community Gardens to grow your own vegetables and fruit.

## **Allotment Gardens**

Allotment gardens are available to individuals to plant vegetables and flowers. Garden plots are located across the city. Fees apply (approximately \$95 in 2020 for the season), and it includes things like use of water for your garden plot. There are usually waitlists for this program run by the City of Toronto.

## **City of Toronto – Parks, Forestry and Recreation**

Call 311 or 416-396-7378, ext. 2

[www.toronto.ca](http://www.toronto.ca) (search “allotment gardens”)

- Apply on the first business day in February to get on the waitlist
- Permits are issued in May

## **Community Gardens**

Community gardens provide access to land within the City parks system and on other City-owned lands, for groups of people who wish to grow their own plants.

For information, contact:



## City of Toronto – Parks, Forestry and Recreation

Call 311 or 416-392-7800

[www.toronto.ca](http://www.toronto.ca) (search “community gardens”)

- Contact the Supervisor, Community Gardens, if interested in joining an existing community garden, or starting a new one (with at least five people)
- Information on how to join an existing garden or start a new one is also available on the website

## Group / Congregate Dining Programs

Group Dining is an opportunity to enjoy a nutritious meal with others. Many community agencies offer group dining programs. Some offer ethnic and culturally specific foods, including for Indigenous seniors, and other communities. Fees usually apply. Subsidies may be available.

To find a Group Dining program near you, **call 211** (available 24/7 in 150+ languages). Mention if you are looking for specific culturally-appropriate food.

If you need help getting to a Group Dining program, **call 211** to ask about transportation services.

## Community Kitchens

In Community Kitchens, people cook together and then enjoy the prepared meal. Some meals are low cost, and others are free. It is an opportunity to learn to cook healthy, nutritious affordable meals and to meet new people.



To find a Community Kitchen program near you, **call 211** (available 24/7 in 150+ languages).

If you need help getting to a Community Kitchen, **call 211** to ask about transportation services.



## Food Banks

Food banks provide individuals and families in need with free food and other essentials. There are dozens of food banks throughout Toronto, each serving their own area. Most food banks require proof of address, identification, and income verification. Many places of worship (e.g. mosques, synagogues, churches, temples) also provide food bank supports to their congregations.



There are also specialized food banks for vegetarian food, Halal food, Kosher food, and more. Many food banks and hamper programs focus on meeting the needs of specific cultural groups. Some food banks offer pet food and supplies.

To access a food bank, **call 211** (available 24/7) and provide your postal code and be connected to your nearest food bank, including vegetarian, Halal, Kosher and other specialized ethno-cultural food banks, or those that may be able to provide pet food. You can also ask your local place of worship.

If you cannot get to a food bank, you can call:

### **Canadian Red Cross Mobile Food Bank**

**416-236-3180**

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

- Delivers food to people unable to access a food bank due to a temporary or permanent disability that prevents them from easily leaving their home
- There is an intake assessment for eligibility







# Health Care & Staying Healthy

This section contains information about:

- General Health Information – Important Phone Numbers
- Getting a Health Card and Finding a Doctor or Health Centre
- Staying Healthy with:
  - Free or low-cost Dental Care
  - Vaccines
  - Quitting Smoking
  - Falls Prevention
  - Physical Activity and Exercise
  - Sexual Health
  - Heat Alerts and Cold Weather Alerts
  - For Food and Nutrition Advice, see page 77
- Medications and delivery of prescriptions
- Medical equipment and assistive devices





- Health conditions or specializations such as:
  - Vision Care and Hearing Care
  - Dementia Care
  - Geriatric Health Care (specialized care for seniors)
  - Stroke
- Community Paramedicine Program
- Medical Assistance in Dying
- End-of-Life (Palliative and Hospice Care) Support

For supports with Mental Health, including Addictions, see page 108.

## General Health Information and Referral

The numbers below are a good place to start if you have health-related questions. You can also call your primary health care provider (doctor). Tell these organizations if you are specifically looking for health care that meets your needs as an Indigenous, Black, 2SLGBTQ+, Francophone, newcomer, non-English speaking senior, or if have a disability or require other specialized services.

<p><b>211</b> Call 2-1-1 <a href="http://www.211central.ca">www.211central.ca</a> Available 24/7, in 150+ languages</p> <ul style="list-style-type: none"><li>• Can help you find health services such as Community Health Centres and Walk-In Clinics, connect you with ServiceOntario to get a Health Card, and more</li></ul>	<p><b>Telehealth Ontario</b> 1-866-797-0000 TTY 1-866-797-0007 Available 24/7, in 300+ languages</p> <ul style="list-style-type: none"><li>• Free, confidential health advice by telephone, provided by experienced Registered Nurses, available 24/7</li><li>• Health Card number not required</li><li>• Can help you decide whether to go to a hospital, see your doctor, or monitor yourself at home</li><li>• You can ask also about: quitting smoking, food and healthy eating (with a Registered Dietitian), depression, suicide or mental health and medical assistance in dying</li></ul>
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### **Toronto Public Health (TPH)**

Call 3-1-1 or 416-338-7600

[www.toronto.ca/health](http://www.toronto.ca/health)

- Information about Public Health programs and services such as dental and flu clinics, vaccines
- Free, confidential health advice and referral

### **Home and Community Care**

310-2222 (no area code)

- For government-funded health care at home, or to apply for long-term care
- Staff will ask questions to better understand your needs and eligibility
- Can also help you link to other health, crisis and community support services

### **Toronto Seniors Helpline**

416-217-2077

Monday – Friday 9 a.m. – 8 p.m., Weekends and holidays 10 a.m. – 6 p.m.

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

- Connection to health services, community supports, and crisis services

## **Health Cards**

An Ontario Health Card is your proof of enrollment in the Ontario Health Insurance Program (OHIP). OHIP covers many health care visits, procedures, surgeries and medications. You show your Health Card at doctors' offices, walk-in clinics, pharmacies and for other medical procedures. If you do not have a Health Card, you can contact Service Ontario:

### **ServiceOntario**

1-888-376-5197

TTY 1-800-387-5559

Languages: English and French

<https://www.ontario.ca/page/serviceontario>

- Apply for OHIP and your Health Card through ServiceOntario
- You can also call **211** to find a ServiceOntario centre near you



## Finding a Doctor

If you do not have a primary care provider (a doctor or nurse practitioner), you can contact:



### Health Care Connect

1-800-445-1822

Monday to Friday, 9 a.m. to 5p.m.

[www.ontario.ca](http://www.ontario.ca) (Search “Health Care Connect”)

- Register by phone or online for this free service
- A nurse will help you connect with a primary care doctor or nurse practitioner who is accepting new patients in your community

### 211

Available 24/7, in 150+ languages

- Can connect you to a Community Health Centre in or near your neighbourhood, which provides many types of health care
- Can also connect you to Doctors who provide in-home visits/care
- Can help you understand the Health Care Connect process

There are culturally-specific primary health care services available. See page 156 for health care for Indigenous, Black, 2SLGBTQ+, Francophone and newcomer communities, or **call 211** (available 24/7, in 150+ languages) for information.

Some doctors also offer in-home, phone, or virtual primary care services for patients who are unable to visit the doctor’s office. To learn about this option, **call 211**.

If you do not have a doctor but need medical help:

- Call Telehealth Ontario, for health advice by phone, at 1-866-797-0000
- Visit a walk-in clinic (see below)
- Call 911 (in case of emergency)



## COMMUNITY HEALTH CENTRES

Community Health Centres (CHCs) provide primary health care services, health promotion and prevention programs. Nutritional counselling and sexual health clinics may also be offered. Most CHCs only provide health services to people who live within the neighbourhoods they serve and/or target populations.

Many CHCs serve newcomer, immigrant and refugee seniors, and can sometimes provide general medical services to people without a health card.

There are many CHCs across the City, including CHCs specialized in supporting Indigenous seniors and elders, and members of the Francophone, Black, racialized, 2SLGBTQ+ and disability communities. **Call 211** (available 24/7, in 150+ languages) to be connected to one.

You can also refer to page 156 to find health services for Indigenous, Black, 2SLGBTQ+, newcomer and Francophone communities, including CHCs.

## WALK-IN CLINICS

Walk-in clinics provide medical care for people who do not have a family doctor, or have one and are unable to reach them. You usually do not need an appointment, but you should call the walk-in clinic ahead of time to confirm.

You need to bring your health card with you to a walk-in clinic. There is generally no fee for walk-in clinic service if you have a valid health card. You can see a nurse or doctor, and get advice, assessment and treatment for minor illnesses and injuries such as cuts, bruises, minor infections, sprains and skin complaints.

There are many walk-in clinics across the city. **Call 211** to find one near you.



## Dental Care

If you live in Toronto and cannot afford to pay for a dentist, there are options:



### Ontario Seniors Dental Care Program (OSDCP)

416-916-0204

TTY: 1-800-855-0511

[www.ontario.ca](http://www.ontario.ca) (search “Dental Seniors”)

- Provincially-funded program providing basic dental care for eligible seniors with a low income, age 65+
- Delivered through Toronto Public Health dental clinics, or Community Health Centres
- Apply online or by mail, or get an application form and assistance from a Toronto Public Health dental clinic (see below)

### Toronto Public Health (TPH) Dental Clinics

416-338-7600

Various locations

[www.toronto.ca](http://www.toronto.ca) (search “Free dental care”)

- Free dental care for eligible low-income seniors age 65+, in many clinics
- Call first to confirm eligibility and find a clinic near you accepting patients
- Examinations, x-rays, fillings, cleaning, extractions, urgent care (cavities)
- Can also help you access and apply for the OSDCP (see above)
- Even if you are not eligible for OSDCP you may be eligible for some services at a TPH Dental Clinic

### City of Toronto – Help with Health-Related Expenses (if under age 65)

416-338-8888 (select option 3, ‘Medical Items’, to speak with staff)

- Not related to TPH Dental Clinics - this is financial assistance to pay for dental care for people under 65
- Helps pay for emergency dental work for low-income Toronto residents under age 65 with no other coverage
- Eligibility is based on your financial situation
- You must apply before paying for the dental work





## Low Cost Dental Treatment

If you are not eligible for free dental services, you may qualify for reduced-cost dental care at another organization, such as at a university, college, community health centre or other low-cost clinic. **Call 211** (available 24/7, in 150+ languages).

## Low Cost Dental Hygiene Services (Teeth Cleaning)

Some independent Dental Hygiene Practices offer lower cost dental hygiene services, or do home visits. To find an Independent Dental Hygiene Practice, call 416-961-6234 or visit [www.cdho.org](http://www.cdho.org).

## Vaccines



It is important to keep up to date on vaccines to stay healthy and prevent illness. Talk to your doctor or community health centre, or call Telehealth Ontario, to discuss vaccines in more detail. You can also visit the City of Toronto website: <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/immunization/immunization-for-adults/>.

There are different locations to get vaccines including your doctor's office, a community health centre, Toronto Public Health clinics (e.g. for flu vaccines) and even pharmacies. Sometimes other vaccine locations are available.

As of 2021, the recommended OHIP-covered (free) vaccines for adults 65+ are:

- annual flu vaccine (high-dose is preferred)
- pneumonia-P23 vaccine
- shingles vaccine (2-doses), for adults age 65 to 70
- diphtheria, tetanus, pertussis vaccine (once as an adult, then diphtheria and tetanus boosters every 10 years)
- COVID-19 vaccine



Some vaccines are not covered by OHIP, but if you have insurance or are able to pay for these, it is recommended to get them:

- pneumonia-C13 vaccine, not currently funded under OHIP
- hepatitis A & B vaccine, not currently funded under OHIP

## Smoking Cessation / Quitting

If you need help to quit smoking, you can call 211 (available 24/7, in 150+ languages) to find a program, or call:

### Smokers Helpline

1-877-513-5333

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

- Available 7 days a week to support individuals to quit smoking and vaping
- In Ontario the service is run by Telehealth, ask for help quitting smoking
- You can also text the word iQuit to the number 123456

## Falls Prevention

One in three older adults fall at least once a year. Falls are the leading cause of injury among seniors and roughly half of these falls occur at home. There are steps you can take to reduce your risk of falling and protect your health, independence and quality of life.

### Exercise and Falls Prevention Classes

- Many community organizations offer exercise classes with a focus on falls prevention to help older adults stay healthy, active, and mobile. Many of these are government-subsidized. To find one, **call 211** or Home and Community Care (310-2222, no area code).

### City of Toronto – Falls Prevention Resources

311 or 416-338-7600

TTY: 416-392-0658

[www.toronto.ca](http://www.toronto.ca) (search “Fall Prevention”)

- Includes home and outdoor safety tips, and health and active living tips
- Also offers “Step Ahead to Falls Prevention” E-Learning module

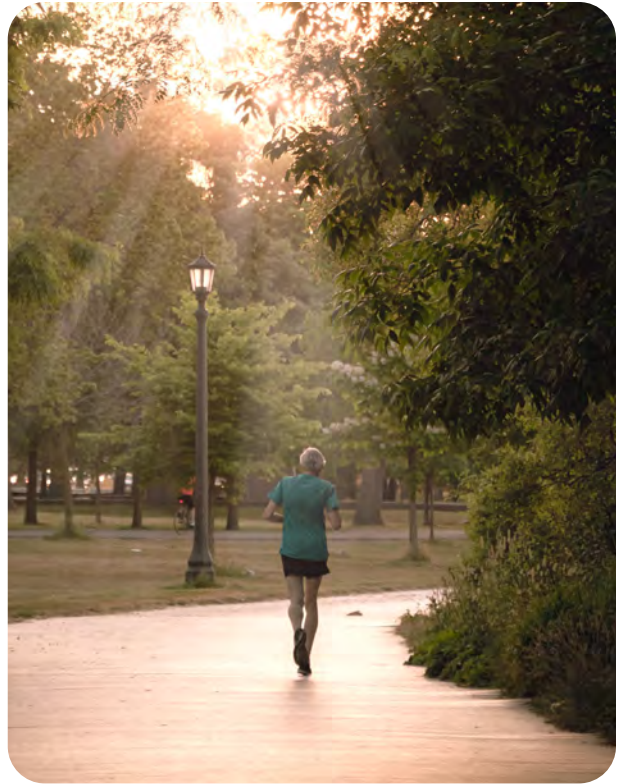
Also see home safety tips on page 65.



## Physical Activity and Exercise

For Public Health guidance and physical activity tips for older adults 65+, visit one of the websites, below, or call Toronto Public Health (311 or 416-338-7600):

- <https://www.canada.ca/en/public-health/services/publications/healthy-living/physical-activity-tips-older-adults-65-years-older.html>
- <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/physical-activity/walking/>



See also page 32 for the Recreation section of this Directory, which lists many types of physical activity and exercise programs (both in-person and virtual).

For resources about Active Transportation (walking, cycling) see page 38.

## Sexual Health and STIs

Learn how to protect yourself and your partner(s) from Sexually Transmitted Infections (STIs) such as chlamydia, genital herpes, genital warts, gonorrhea, syphilis and HIV/AIDS. Although older adults may not need to worry about pregnancy, protection is important due to STIs that can be contracted.

You can get a check-up with your doctor, community health centre, or at a Sexual Health Clinic. Many clinics provide free condoms.

**Call 211** (available 24/7, in 150+ languages) to be referred to a Sexual Health Clinic near you. You can also call:



## Sexual Health InfoLine Ontario

416-392-2437

Multiple languages available

[www.toronto.ca](http://www.toronto.ca) (search “Sexual Health InfoLine”)

- Free, anonymous support related to STIs, HIV/AIDS, safer sex activities, pre- and post-testing questions, sexuality, relationship concerns, and more

The sections on page 156+ also list other resources related to HIV/AIDS in the sections about resources for 2SLGBTQ+, Indigenous and Black seniors.

## Heat Alerts and Cold Weather Alerts

### Extreme Heat

High heat and humidity can be dangerous to the health of people and pets. You are especially at risk if you are: older, live alone, have chronic health issues, have limited physical mobility, have certain mental health illnesses, work long hours outside, or take certain medications.

Call, text, or video-chat with family, friends or neighbours who may be at risk (such as older adults living alone) to make sure they are drinking fluids and keeping cool.

### Signs of heat-related illness

Get help from a friend, relative or doctor if you have these symptoms:

- Dizziness or fainting
- Nausea or vomiting
- Headache
- Rapid breathing and heartbeat
- Extreme thirst
- Decreased/dark urination

### Heat Stroke

Heat stroke is a medical emergency. Call 911 if you have or someone you are with has a high body temperature, along with one or a combination of the following: confused, unconscious, or has stopped sweating. While waiting for help, cool the person right away by moving them to a cool/ shady place, and/ or applying cold water to large areas of the skin/ clothing.





# TIPS TO BEAT THE HEAT!

COVID-19 is circulating in Toronto.

Remember to follow these tips to avoid being exposed:

- Stay home when you are ill
- Wash your hands with soap and water
- Practice physical distancing when you are out
- Stay informed, visit [toronto.ca/COVID-19](https://toronto.ca/COVID-19)

**Heat illness is preventable.** Too much heat can make you sick and lead to serious health problems or even death. Know the early symptoms of heat related illnesses including dizziness, feeling sick, having a headache or feeling very thirsty. In very hot or humid weather:

## STAY HYDRATED

Drink lots of water even before you feel thirsty.



## CHECK ON OTHERS

Call, text or video chat with family, friends & neighbours (especially older adults) living alone to make sure they're staying hydrated & staying cool.

## KEEP COOL

Find a cool space near you - call 311 or visit [toronto.ca/keepcool](https://toronto.ca/keepcool) for information and resources.



## USE A FAN

Use a fan near an open window to bring in cooler air from outside.

## AVOID THE SUN

Stay in the shade or use an umbrella.



## BLOCK THE SUN

Keep blinds or curtains closed during the day.

## PROTECT PEOPLE & PETS

Never leave a person or pet inside a parked car.



## AVOID USING THE OVEN

Limit the use of the oven or stove; they make your space hotter.

Protect your health from heat visit [toronto.ca/keepcool](https://toronto.ca/keepcool) for information

Protégez-vous de la chaleur, visitez le [toronto.ca/keepcool](https://toronto.ca/keepcool) pour obtenir plus de renseignements

Proteja su salud del calor - visite [toronto.ca/keepcool](https://toronto.ca/keepcool) e indinese

Ka ilaali caahmaadkaaga laayika oo boogo [toronto.ca/keepcool](https://toronto.ca/keepcool) hadaaf rabto macluumaad

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اھم صحتك من الحرارة، يمكنك زيارة [toronto.ca/keepcool](https://toronto.ca/keepcool) لمزيد من المعلومات

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ಇಂಥಾ ವಿಷಯಗಳನ್ನು ತಡೆಗಟ್ಟಲು, [toronto.ca/keepcool](https://toronto.ca/keepcool) ಗೆ ಭೇಟಿ

கவனி தேவையான விவரங்களை [toronto.ca/keepcool](https://toronto.ca/keepcool) இல் காண

கவனத்திற்கு வரும்: உங்கள் ஆரோக்கியத்தைப் பாதுகாத்துக் கொள்ளுங்கள். தகவல்களுக்காக [toronto.ca/keepcool](https://toronto.ca/keepcool) இற்குத் செல்லுங்கள்

حرارت سے اپنی صحت کی حفاظت کریں، مزید معلومات کے لیے [toronto.ca/keepcool](https://toronto.ca/keepcool) ملاحظہ کریں

از سلامت خود در برابر گرما محافظت کنید برای کسب اطلاعات بیشتر از [toronto.ca/keepcool](https://toronto.ca/keepcool) بازدید کنید

**WATCH OUT**  
Call 911 if you have or someone you are with has a high body temperature, is confused, is unconscious, or has fainted.



Call **311**  
[toronto.ca/keepcool](https://toronto.ca/keepcool)







## Safety tips to stay cool from [www.toronto.ca/keepcool](http://www.toronto.ca/keepcool)

- Drink plenty of cool water even before you feel thirsty
- Go to an air-conditioned place, such as one of the City’s cooling spaces (visit [www.toronto.ca/keepcool](http://www.toronto.ca/keepcool) or call 311 to find one near you)
- Wear loose, light colour, breathable clothing, and a wide-brimmed hat
- Avoid the sun and stay in the shade or use an umbrella
- Reschedule or plan outdoor exercise for the cooler parts of the day
- Take cool showers or baths or use cool wet towels to cool down
- Never leave a person or pet inside a parked car
- Ask your doctor / pharmacist about medications that increase your risk
- Arrange for regular visits by family members or friends during very hot days; they can help identify signs of heat illness that could be missed by telephone contact

## Cooling your home

In summer, apartments can get hotter and stay hotter longer than the air outside. Make a plan to keep your home cool:

- Keep blinds or drapes closed to block out the sun during the day
- Make meals that do not involve the use of an oven
- Unplug electronics and turn off lights when not in use
- Use fans properly:
  - Place fans in/ next to a window to bring in the cooler air from outside
  - Do not use fans when the temperature in a room is 34°C or higher as it creates a “convection oven” effect; this is especially a concern for older adults and people taking certain medications since their ability to sweat is decreased
- Talk to your landlord about providing a cool common area for residents who don’t have air conditioning. Your landlord must provide information about the cool space nearest to you, either the closest publicly accessible air-conditioned space or a cool room in the building if there is one
- To find the nearest cool space, call 311 or visit [www.toronto.ca/keepcool](http://www.toronto.ca/keepcool).



## Extreme Cold

### Plan ahead and get your home and car ready for winter:

- Heat your home to 21° Celsius
- Toronto has a bylaw that requires landlords to provide heating up to at least 21°C between September 15 and June 1 (Municipal Code Chapter 497)
- Conduct regular maintenance; ensure your heating system is working
- Prepare for the possibility of power outages
- If you have a car, make sure it has a first aid kit, water and a blanket

### Check on Family, Friends & Neighbours:

- During extreme cold weather conditions, visit family, friends and neighbours, especially isolated seniors

### Dress in Layers and Cover Exposed Skin

- Cover as much exposed skin as possible; frostbite can develop quickly
- Wear waterproof and windproof outer layers
- Wear a hat, warm mittens (instead of gloves), and warm, waterproof boots
- Choose wool, silk or polypropylene inner layers of clothing; these materials hold more body heat than cotton

### Stay Dry

- Avoid wearing wet clothing, as you are more likely to develop hypothermia
- Change into dry clothing as soon as possible

### Take Care When Outdoors

- Check the weather report before going outside
- Warm up by taking regular breaks in heated buildings (e.g. libraries, stores)
- Reschedule outdoor activities and limit time outdoors in severe weather

### Stay Active and Safe

- Wear comfortable winter boots with a wide, low heel
- Wear bright-coloured clothing in snowy weather
- Notify friends or family where you will be when leaving home for outdoor activities

For more information visit [www.toronto.ca/community-people/health-wellness-care/health-programs-advice/extreme-cold-weather/](http://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/extreme-cold-weather/)



## Medications

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 will provide instructions about when to take the medication, how often, and what to do if you miss a dose. Make sure they know what other medications you are taking.

Always carry a list of the medications you are taking in case of emergency.



Talk to your doctor, pharmacist or other health provider with questions about:

- Opioid medications you are being prescribed like OxyContin, Percocet, Fentanyl, Codeine and others, and any concerns you may have
- Medical marijuana / Cannabis which is legal and may support pain relief
- Other questions you may have

Do not share your medications with anyone else, or use someone else's medication.

### MedsCheck

1-866-532-3161

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

- Free 20-minute consultation with a pharmacist to review your medications
- Must have valid Ontario health card
- For people taking 3+ prescription medications, or who have diabetes

### Ontario Drug Benefit Program (ODB) – for age 65+

416-503-4586

[www.ontario.ca](http://www.ontario.ca) (Search “Ontario Drug Benefit”)

- Covers most of the cost of 4,400+ prescription drug products
- About three months before turning 65, a letter lets you know you will



automatically join the program on the first day of the month after you turn 65 – you do not need to apply

- Must have a valid Ontario health card and purchase the drugs in Ontario
- You pay a portion of prescription drug costs based on your yearly income (after taxes) and marital status; the fee can be as low as \$2

### Trillium Drug Program – for age 65 and younger

416-642-3038

[www.ontario.ca](http://www.ontario.ca) (search for “Trillium Drug”)

- Income-based program that helps pay for high prescription drug costs
- For households that spend a large portion of income on prescription drugs
- For individuals who are not eligible for or enrolled in other government programs (e.g. Ontario Drug Benefit Program for age 65+)
- Must have valid Ontario health card and purchase the drugs in Ontario
- You pay a portion of prescription drug costs based on your yearly income (after taxes) and marital status; the fee can be as low as \$2
- You must apply; download an application form from the website or call
- If you need help with the Trillium deductible you can contact the City of Toronto at 416-338-8888 to ask about health-related expenses

### DELIVERY OF MEDICATIONS

Many pharmacies deliver your prescription medications. Ask your pharmacy if they do this. If not, some community agencies may offer delivery of food and essentials (like medication) for people who cannot leave home. **Call 211** (available 24/7, in 150+ languages) to see if there is a delivery program in your area.

### Medical Equipment / Assistive Devices

Assistive devices help with daily activities and moving around. They can include:

- aids for seeing, hearing and breathing (including glasses, hearing aids)
- mobility equipment
- prostheses
- some medical supplies





For help with the cost of assistive devices, you should go first to the Ministry of Health Assistive Devices Program, which can pay up to 75 per cent of costs. The City of Toronto and March of Dimes may also be able to assist if you are eligible.

For support related to specific medical conditions, such as hearing loss, ALS, Multiple Sclerosis, Muscular Dystrophy, war amputations and more, there are many other organizations and service clubs that may also be able to help with costs. **Call 211** (available 24/7, in 150+ languages) to get connected to find the right one.

If you receive Ontario Works (OW) or Ontario Disability Support Program (ODSP) you should also ask your caseworker about funds to pay for eyeglasses and other medical equipment.

### **Assistive Devices Program (ADP) – Ontario Ministry of Health**

**416-327-8804**

**TTY 416-327-4282**

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

- Covers a percentage (up to 75 per cent) or a fixed amount of the cost of equipment such as: prostheses, wheelchairs, mobility aids, hearing aids, visual and communication aids, specialized seating systems, ostomy supplies, enteral feeding supplies, some diabetes equipment, respiratory equipment, braces or splints, oxygen equipment
- Start with your doctor; You must be assessed and approved for this program by a health care professional, and purchases must be made from an ADP authorized vendor
- You must have a valid health card (OHIP)

### **City of Toronto – Help with Health-Related Expenses**

**311 or 416-388-8888 and follow prompt for “Medical Items”**

**(select option 3)**

- Helps fund eyeglasses, medical items and assistive devices
- Eligibility based on income
- You must access all other available resources first, including the Ministry of Health ADP (see above)
- You must have the estimated cost of medical items before calling, have a prescription, and apply before paying for any items or services





## March of Dimes Canada Assistive Devices Program

1-866-765-7237

[www.marchofdimes.ca/adp](http://www.marchofdimes.ca/adp)

- Financial assistance to help buy, repair and maintain prescribed medical equipment used to increase mobility
- Must have an assessment letter from an Occupational Therapist
- Also offers Home and Vehicle Modification Program (see page 64).

## Hearing and Vision Care

### HEARING

If you are struggling with hearing, ask your family doctor for a referral for an OHIP-funded hearing assessment. If you have hearing loss there are many supports available including specialized audiology medical care, hearing aids (see Medical Equipment / Assistive Devices on page 98) as well as hearing counselling, hearing clinics and more. Ask your doctor. You can also **call 211**.

### Canadian Hearing Society

1-866-518-0000

TTY: 1-877-215-9530

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

[Hearingcarecounselling@chs.ca](mailto:Hearingcarecounselling@chs.ca)

- Offers Hearing Care counselling for people age 55+ living with hearing loss, to help improve communication with family, friends, and service providers, stay involved in social activities, and remain safe and independent at home
- Provides information and assistance with assistive listening devices, specialized telephones and alerting devices
- Authorized vendor of hearing aids and other devices
- Offers resources and education

### Bob Rumball Centre of Excellence for the Deaf

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

- Provides many services for Deaf seniors along the continuum of care
- TDSC (Toronto Deaf Seniors' Centre) offers opportunities to participate in a variety of social activities and events



- Assisted Living Program at Bob Rumball Centre offers housing and a range of fully funded services such as 24/7 Personal Support Workers, Congregate Dining, Transportation, Activation and Communication

## Canadian Helen Keller Centre – Seniors Program

416-730-9501

TTY: 416-730-9187

<https://www.chkc.org/seniors/>

- For seniors with dual vision and hearing loss, and their caregivers
- Functional assessments, case management, education, and social events
- Various training classes to support seniors with daily living, orientation and mobility, and technology usage

### VISION

The effects of aging on vision can range from mild changes to serious eye diseases. It is important to recognize the changes as soon as they occur. Having your eyes examined regularly can help to detect problems early and maintain good vision.

OHIP covers eye exams for people age 65 and over. Speak to your doctor. You can also ask about specialized health care and support for people with vision loss.

For most seniors, normal age-related vision loss can be corrected with glasses, medication, or surgery (e.g. cataract surgery). Even with more serious conditions, the use of vision aids, making changes to homes and routines, and accessing available support services, can help people stay safe and independent.



Continues on next page



For information on financial support for eyeglasses see Medical Equipment / Assistive Devices (page 98).

### **CNIB Foundation – Toronto Region**

**1-800-563-2642**

**www.cnib.ca**

- Multiservice agency for people with vision loss
- Rehabilitation, assessment and support
- Information on financial assistance and employment
- Various virtual program offerings including peer support, education, and technology workshops
- The CNIB Store provides various accessibility devices and visual aids

### **Canadian Helen Keller Centre – Seniors Program (see above)**

## **Dementia Care and Supports**

If you, or someone you know, may be showing signs of Alzheimer’s disease or dementia, please see your family doctor. A diagnosis of dementia requires a comprehensive assessment that rules out other possibilities. Family doctors can often do this assessment over a series of office visits. They may refer you to a memory clinic or a specialist, such as a geriatrician or neurologist.



After an official diagnosis, your doctor should connect you to your local Alzheimer Society through referral programs such as First Link. If you don’t have a family doctor who can provide a diagnosis, the Alzheimer Society can connect you to a qualified healthcare provider in your community.

Support, education, and relief for caregivers are essential when people are living with dementia. Services are available that offer information, support,



and respite care. For a list of dementia support services in Toronto, please visit Toronto Central Healthline or call:

### **Alzheimer Society Toronto**

**416-322-6560**

**[www.alz.to](http://www.alz.to)**

- Learn about programs and services for people living with dementia and caregivers including free counselling, care navigation, education, and social/recreational programs

### **Ontario Caregiver Helpline**

**1-833-416-2273 (CARE)**

**Available 24/7**

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

- If you are caring for someone with dementia, need support, have questions
- Online live chat is also available Monday – Friday from 7 a.m. – 9 p.m.

### **Toronto Dementia Network**

**<https://tdn.alz.to>**

- Database that collects, organizes and disseminates information about dementia-related programs, services and events in Toronto

### **Behavioural Supports Ontario (BSO)**

**<https://www.behaviouralsupportsontario.ca/RegionalSite>**

- Find local services and programs that can help with individuals and their caregivers experiencing behaviour changes and challenging behaviours
- Each local BSO program can link you to different supports for caregivers, healthy aging, dementia, Alzheimers and more

## **Geriatric Health Care**

Geriatric services provide health care specifically related to aging, in particular for older adults who have multiple health problems, are frail, or who have difficulty managing on their own.

This health care can be provided by an inter-professional team and can include medicine, nursing, psychiatry, therapy, pharmacy, memory clinics



and social work. Many hospitals and health centres across the city offer this specialized, integrated health care approach. There are many geriatric programs in Toronto.

Your primary health care provider (doctor, nurse practitioner, community health care centre) can refer you for specialized geriatric care.

## Regional Geriatric Programs of Toronto

[www.rgptoronto.ca/services/map/](http://www.rgptoronto.ca/services/map/)

- Interactive map of hospitals and health partners in Toronto who offer specialized geriatric services for seniors
- Click on each one to see services offered and contact details

## Stroke

A stroke happens when blood stops flowing to any part of your brain, damaging brain cells.

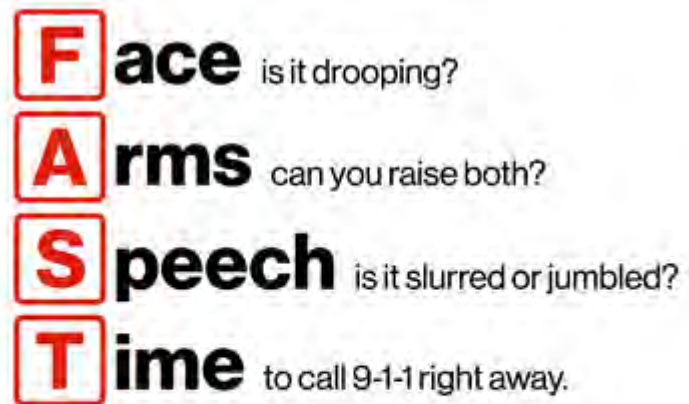
Stroke is a medical emergency. If you experience any of these signs, call 9-1-1. Do not drive to the hospital.

For more information, speak to your health care provider or visit:

### Heart and Stroke Foundation

1-888-473-4636

[www.heartandstroke.ca/stroke](http://www.heartandstroke.ca/stroke)



Act **F A S T** because the quicker you act, the more of the person you save.

© Heart and Stroke Foundation of Canada, 2018

## Community Paramedicine Program

- A Community Paramedic is a certified Toronto Paramedic with special training to help people manage health and social challenges, and access services





- May visit you at home if you have often used Paramedic Services in the past, or you were referred by someone
- Community Paramedics visit you to make sure you have the help and supports you need
- The visit is a courtesy to ensure you are healthy and safe – If the visit is not convenient, you can ask them to come back another time, or decline a visit
- Community Paramedics will always be in a Paramedic Services uniform and will have City of Toronto and Ministry of Health identification. They will never ask for money or try to sell you something

When visiting you, the Community Paramedic may:

- Ask about your health and social conditions
- Check your blood pressure
- Check your mobility
- Review your medications
- Look around your home for any hazards

At the end of the visit, they can:

- Connect you to health and community agencies
- Assist you with applying for certain types of assistance
- Provide you with information on how to access services
- Help you follow up on your medical problems

There is no cost to you. For more information, or to request a visit, please call:

### **Community Paramedicine – City of Toronto**

**416-397-4322**

**Email [cphome@toronto.ca](mailto:cphome@toronto.ca)**

## **End of Life Support**

Feeling supported while experiencing or anticipating death, dying and bereavement is important for mental health and wellbeing.

To learn about supports available, for example bereavement counselling, support groups and more, you can call 211 (available 24/7 in 150+ languages).



## MEDICAL ASSISTANCE IN DYING

Medical Assistance in Dying (MAID) is legal in Canada. MAID permits a doctor or nurse practitioner to assist an eligible patient in voluntarily ending their life. To receive MAID, a patient must get a referral from their doctor and meet the eligibility criteria.

End-of-life choices are very personal decisions. To learn more about MAID, you can speak to any member of your health care team – someone you are comfortable with and trust. It may be a nurse, doctor, social worker, spiritual care provider or other member of a team.

If you do not know who to speak to, you can also call:

### Telehealth Ontario

1-866-797-0000

TTY 1-866-797-0007

Available 24/7, in 300+ languages

- Free, confidential health advice by telephone, provided by experienced Registered Nurses, who can answer questions about MAID and help you understand next steps

## HOSPICE AND PALLIATIVE CARE

Hospice and Palliative care aim to relieve suffering and improve the quality of life for people who are living with, or dying from, advanced illness, or are bereaved.

- The goal is to provide comfort and dignity for the person living with the illness, and the best quality of life for both this person and their family
- Aims to meet physical, psychological, social, cultural, emotional and spiritual needs
- May be the main focus of care when a cure for illness is no longer possible
- Helps people who are ill to live their remaining time in comfort and dignity
- Neither hastens death nor prolongs life, but improves quality of life

Palliative care can also be helpful during earlier stages of an illness. Palliative care may be combined with other treatments, such as chemotherapy.



Families also benefit from support when their loved one is dying and after their death.

From: HPCO. (2020). About Hospice Palliative Care, <https://www.hpco.ca/who-we-are/about-hospice-palliative-care>

### **Home and Community Palliative Care Services**

- Health and community partners including nurses, social workers, dietitians, doctors and personal support workers provide care in the home to help patients to die at home with dignity and comfort
- Relief from suffering, treatment for pain and other distressing symptoms
- Support for families and caregivers
- Help with hospital discharge
- Help with transition to Palliative Care Unit or Hospice, if applicable

To find out about Home and Community Palliative Care programs, contact Home and Community Care at **310-2222**, or **call 211** (available 24/7, in 150+ languages). You may be covered by OHIP for this care and/or you can be referred to services that may have a fee.

### **Residential Hospices & Palliative Care Units**

Residential hospice care, and palliative care units in some hospitals, provide care in a home-like environment for terminally ill people who are in the final stages of their illness. Palliative nursing and medical care is provided 24/7 for pain and symptom management, and psychosocial, spiritual, grief and bereavement supports are provided to clients and their families, friends and caregivers.

To learn about Residential Hospices and Palliative Care Units, contact Home and Community Care at **310-2222**, or **call 211** (available 24/7, in 150+ languages).



# Mental Health & Addictions

Mental health is a state of well-being in which a person can realize their own abilities, cope with some stresses and changes in life, work productively and fruitfully, and contribute to their communities.

Mental illnesses are conditions in which people's thinking, mood and behaviours negatively impact their day-to-day functioning. These can include depression, anxiety, schizophrenia, bi-polar disorder, and many others, as well as addictions to alcohol, drugs and many other types of addictions. Loneliness and isolation, bereavement and loss, retirement and major life changes can all impact mental health and well-being. Discrimination, racism, homophobia and transphobia, and the impacts of anti-Indigenous and anti-Black racism contribute to mental health challenges for many.



There are many programs to help seniors and caregivers struggling with mental health and addictions challenges, such as: short-term crisis and mobile response services, long-term case management, supportive housing, support groups, counselling, and social/recreational programs. Support can go beyond clinical and medical interventions and include cultural and traditional ways of healing.

This section includes information on:

- Who to call if you are in crisis
- Mental health and addictions support programs and housing
- Supports for gambling challenges
- Counselling services
- Friendly visiting / Phone call reassurance programs

## In Case of Crisis - Helplines and Crisis Services

- Crisis is a change in someone's circumstances which negatively impacts them and their ability to cope in their usual way
- When a person's actions, feelings, and behaviors can lead to them hurting themselves or others, and/or put them at risk of being unable to care for themselves or function in the community in a healthy manner

If you or a senior you know is experiencing crisis, you can call:

### **Toronto Seniors Helpline (Crisis Outreach Service for Seniors)**

416-217-2077

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

Monday – Friday 9 a.m. – 8 p.m.

Weekends and holidays 10 a.m. – 6 p.m.

- In-person visit by a trained team of crisis workers ask about and observe what is going on, work together to create a plan, and connect to supports

### **Distress Centres of Toronto**

416-408-4357 (416-408-HELP)

Available 24/7, 150+ languages

List of helplines continues on next pages 111 and 112.





# COSS

## Crisis Outreach Service for Seniors

# 416-217-2077

**Senior in Crisis?  
We can help.**

Free Service

7 Days a week

Anywhere within the City of Toronto

Our service partners.



Funded by





## **Gerstein Crisis Centre**

**(416) 929-5200**

Available 24/7, Interpretation services available

## **211**

**Call 2-1-1**

**Available 24/7, 150+ languages**

- Can help you find a mental health or crisis service - identify cultural/linguistic needs

## **911 (in case of emergency)**

**Call 9-1-1**

Available 24/7, 150+ languages

- Toronto Police has Mental Health Mobile Crisis Intervention Team, and a new City of Toronto Community Crisis Support Service will be developed to launch in 2022 for some areas of the city

## **Toronto Rape Crisis Centre / Multicultural Women Against Rape**

**416-597-8808**

## **Assaulted Women's Helpline**

**1-866-863-0511**

**TTY 1-866-863-7868**

## **Services for Male Survivors of Sexual Abuse**

**1-866-887-0015**

## **Trans Life Line**

**1-877-330-6366**

**<https://translifeline.org/>**

- Emotional and financial support to trans people in crisis, by trans people

## **Hope for Wellness**

**1-855-242-3310**

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

- Offers immediate help to all Indigenous peoples across Canada, with counselling and crisis intervention via phone or online chat



## **Talk4Healing – Telephone Helpline and On-line Counselling Services for Women**

1-855-554-4325

[www.talk4healing.com](http://www.talk4healing.com)

- Available in 14 Indigenous languages and dialects
- Free, culturally-safe telephone helpline, text or chat for Indigenous women in Ontario

## **Scarborough Health Network - Crisis Support Line**

416-495-2891

- Crisis workers provide immediate telephone support and offer further follow up, with either a therapist or psychiatrist

## **Mental Health & Addictions Support Programs**

If you are struggling with mental health or addictions challenges, there are many programs available, including but not limited to:

- Short-term crisis and mobile response services
- Long-term case management
- Rapid Access Addiction Medicine (RAAM) Clinics
- Support groups
- Social/recreational programs
- Supportive Housing locations

Some organizations may also offer cultural and traditional ways of healing. See the Indigenous Seniors section on page 156 and the Black Seniors section on page 162.

To access mental health and addictions support programs, ask for a referral from your doctor or a community health centre who can connect you to further psychological or psychiatric health care supports, or community-based services.



You can also **call 211** (available 24/7, in 150+ languages), or one of the following:

## **The Access Point**

**416-640-1934**

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

- Apply for mental health and addictions support services and supportive housing all in one centralized place
- After you submit an application, you will be contacted to discuss eligibility
- Tell them if you are looking for support that meets your needs as an Indigenous, Black, 2SLGBTQ+, Francophone, newcomer, or non-English speaking senior, or if you have a disability or other needs

## **ConnexOntario**

**1-866-531-2600**

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

**Available 24/7, in 150+ languages**

- Free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling



## **Geriatric Mental Health Program - Centre for Addiction and Mental Health (CAMH)**

**416-535-8501 ext. 33381/39611**

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

- Assessment, treatment, consultation and community follow-up for older adults facing mental health and addictions challenges
- Access to trained interpreters available

## **Toronto Seniors Helpline – Crisis Outreach Service for Seniors**

**416-217-2077**

**Monday – Friday 9 a.m. – 8 p.m., Weekends and holidays 10 a.m. – 6 p.m.**  
**150+ languages**

- Mobile team of trained crisis workers offer in-person visits
- Short-term case management from crisis workers, and other supports



## Gambling Supports

If gambling (casinos, slots, internet, lotteries, etc.) is affecting your finances, relationships and/or well-being, you may have a gambling problem. Help is available. To access help, contact:

### ConnexOntario

1-866-531-2600

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

Available 24/7, in 150+ languages

- Free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling

### 211

Call 2-1-1

Available 24/7, in 150+ languages

- Trained navigators can connect you to a service that meets your needs

## Counselling

- Many organizations provide counselling for issues such as relationship conflicts, abuse, managing stress, dealing with the loss of a loved one, health-related concerns, and more
- Most offer free services, although some may have fees on a sliding scale
- Call 211 (available 24/7 in 150+ languages) to be connected to counselling supports – Tell 211 if you are looking for counselling that meets your needs as an Indigenous, Black, 2SLGBTQ+, Francophone, newcomer senior, or you are from a specific ethno-cultural/linguistic community, in case such services are available







## Friendly Visiting / Phone Calls

- Many community agencies and volunteer groups offer phone-call check-ins and friendly visits with seniors who feel lonely or need someone to talk to
- There are many languages available
- For referral to a free phone call or friendly visiting service, contact:

### 211

Call 2-1-1

Available 24/7

150+ languages

- Can refer you to a phone call or visiting service
- Mention your language or cultural needs

### Toronto Seniors Helpline

416-217-2077

Monday – Friday 9 a.m. – 8 p.m., Weekends and holidays 10 a.m. – 6 p.m.

150+ languages

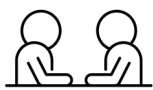
- Can refer you to a phone call or visiting service
- Mention your language or cultural needs

### Talk2NICE (National Initiative for the Care of the Elderly)

1-844-529-7292

[www.nicenet.ca/talk2nice](http://www.nicenet.ca/talk2nice)

- Free, over the phone, friendly outreach and brief support services
- Run by social workers and social work students working with NICE



# Home Care Supports

Home care services help seniors to stay in their homes and maintain their independence. Seniors who need support with daily tasks such as dressing and bathing, who need nursing supports in the home, or who need extra help with meal preparation, light housekeeping or laundry, may want home care services. Most home supports are provided through trained Personal Support Workers (PSWs) who may also provide respite care to allow caregivers to take a break.

You may qualify for government-funded home care and community support services. You may also choose to purchase home care services from many agencies offering these types of supports.



## To Apply for Home Care

### Home and Community Care Support Services (formerly “LHIN” or “CCAC”)

310-2222 (no area code)

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

- Will evaluate your needs, to see if some of the home care will be covered by OHIP (free)
- Tell them if you are looking for care that meets your needs as an Indigenous, Black, 2SLGBTQ+, Francophone, Veteran or non-English speaking senior, or someone with a disability

If you do not qualify for government-funded home care services, if you have been placed on a waiting list, or if you need more hours, you can also call home care agencies directly to arrange for paid home care services. Rates can range from approximately \$15 to \$35 per hour and may vary depending on the service provided. Subsidies may be available. Call Home and Community Care (above), or 211 (available 24/7) for agency names and contact details.

Some home care agencies are led by and specialize in supporting Indigenous seniors and elders, and members of Francophone, Black, and other ethno-cultural and linguistic communities. **Call 211** to ask about these specific services. See also pages 156+ for information on home care services for specific communities, such as Indigenous, Francophone, Veteran and others.

## Post-Discharge Care (After Hospital Care)

Before being discharged from the hospital, if you or your family have questions about what will happen after leaving the hospital, speak to a social worker or charge nurse at the hospital. They will conduct your health care assessment in hospital and make referrals to aftercare and support programs through Home and Community Care Services.

(continues on next page)



If you are not sure about how to manage after hospital discharge, and want more information about community supports available to help you, you can contact:

**211 (available 24/7 in 150+ languages)**

**Toronto Seniors Helpline (416-217-2077)**

**Home & Community Care  
(310-2222, no area code, 150+ languages)**

You can also ask the Hospital about the “Home at Last” program:

### **Home at Last Program**

[www.westnh.org](http://www.westnh.org) (Search “Home at Last”)

- Short-term free support for adults 55+ leaving hospital emergency departments or inpatient units without support from friends or family
- The hospital needs to apply on your behalf

### **Doctor’s Visits at Home**

Some doctors also offer in-home, phone, or virtual primary care services for patients who are unable to visit the doctor’s office. To learn about this option, contact:

**211**

**Call 2-1-1**

**Available 24/7, in 150+ languages**

You can also call Telehealth Ontario 24/7 at **1-866-797-0000**.





**HOME CARE SUPPORTS**





# Legal

This section has information on:

- Organizations that provide legal advice and representation for seniors
- Community Legal Clinics
- Legal education and information
- Complaints to ombudsman offices, the City, other governments, and more
- Power of Attorney
- Making a Will

For Elder Abuse & Fraud legal matters, please see page 141.

For Housing-related issues such as tenant concerns and complaints, or human rights, please see page 71.



# Legal Support, Advice and Representation

## Advocacy Centre for the Elderly (ACE)

416-598-2656

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

- Community legal clinic providing direct legal services to low-income seniors (age 60+)
- Specializes in legal issues common to seniors, such as long-term care, hospital discharge issues, elder abuse, government pensions, income maintenance, retirement home tenancies, and more
- Phone for information or referral to a lawyer
- If the office is closed and urgent legal advice is needed, contact the Law Society Referral Service (see below)

## Law Society Referral Service

416-947-5255

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

- Request a referral to a lawyer/legal clinic including free 30-minute consultation

## Legal Aid Ontario (LAO)

416-979-1446

TTY 1-800-855-0511

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

Interpretation available for 300+ languages, including Indigenous languages

- Legal services for financially eligible, low-income Ontarians related to domestic violence, family, immigration/ refugee, and criminal law
- Representation in court, telephone and online assistance, resources, referrals, and a certificate program
- Does not assist with permanent residency, sponsorship applications or visas
- Priority is given to those experiencing domestic violence, identifying as Indigenous, Métis or Inuit, or dealing with mental health and addictions
- Financial situation and type of legal issue reviewed to determine eligibility



## **JusticeNet**

416-479-0551

1-866-919-3219

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

- Helps people in need of legal expertise, whose income is too high to access Legal Aid and too low to afford standard legal fees
- Services available online or by phone only

## **Human Rights Legal Support Centre**

416-597-4900

TTY 416-597-4903

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

140 languages

- Free telephone human rights legal services to people who experience discrimination contrary to Ontario Human Rights Code
- May provide legal assistance in filing applications at the Human Rights Tribunal of Ontario and legal representation at mediations and hearings

## **COMMUNITY LEGAL CLINICS**

- Lawyers, legal workers, paralegals and administrative staff provide information, legal advice and representation for low-income individuals
- To qualify for services, the client must demonstrate financial need and live in the area served by the clinic

To access a community or specialty legal clinic, contact:

## **211**

Call 2-1-1

Available 24/7, in 150+ languages

- Mention if you are looking for support as an Indigenous or Black individual, someone from a specific ethno-cultural-linguistic group, someone with a disability, someone with HIV/AIDS, or any other details about your individual situation



# Legal Education and Information

## **Pro Bono Law Ontario - Legal Advice Helpline**

1-855-255-7256

Monday to Friday 9:30 - 11:30 am, and 1:00 - 3:30 pm

<https://www.probonoontario.org/hotline/>

- Up to 30 minutes free legal advice and assistance
- Civil law (not family law, or criminal law) such as employment, housing, consumer issues, power of attorney, and going to court for civil matters

## **Community Legal Education Ontario (CLEO)**

416-408-4420

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

- Free legal education materials in clear language about social assistance, landlord and tenant, refugee and immigration, workers' compensation, criminal, consumer, family, health and disability, seniors and youth law
- Serves those who face barriers to participation in the justice system for reasons such as income, literacy, language, dis/ability, race or ethnic background and isolation
- Services available in English, French
- Does not provide legal advice

## **Justice Ontario**

1-866-252-0104

TTY 1-800-518-7901

[www.attorneygeneral.jus.gov.on.ca/english/justice-ont/](http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/)

- One-stop phone or online source for questions about Ontario's legal system, such as finding a lawyer or paralegal, tickets and fines, family and criminal law, wills and estates
- Interpretive service in 170+ languages
- Does not provide legal advice



## Complaints

- An ombudsman, or complaints office, is usually a method of last resort
- It is best to try to resolve the problem by using the complaint procedures offered by the organization you are dealing with – Ask the organization what their complaint procedure is

### Remember to:

- Ask for and write down the names/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 COMPLAINTS

### City of Toronto – 311

Call 311

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

Available 24/7, in 180+ languages

- Provides residents, businesses and visitors with easy access to all non-emergency City of Toronto services, programs and information
- If you have an issue, concern or question about your waste and recycling, water, parks, roads, street signs, lights, nearby construction, or anything else under the City's responsibility



### Toronto City Council – Members of Council

- There are 25 wards in the City of Toronto and each ward has a Councillor
- Contacting the Councillor's office for your ward can be a good way to find out about local news and local support services, or to discuss local concerns
- To find out your Councillor (and contact details), call 311 or visit [www.toronto.ca/city-government/council/members-of-council](http://www.toronto.ca/city-government/council/members-of-council)





## **City of Toronto – Ombudsman Toronto**

416-392-7062

TTY 416-392-7100

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

- Addresses official concerns about the services delivered by the City of Toronto and its agencies, boards and commissions
- Impartial and independent from City staff and City Council
- Make confidential complaints online, in person, by phone, mail, or e-mail

## **City of Toronto – Fraud & Waste Hotline**

416-397-7867 (available 24/7)

[www.toronto.ca](http://www.toronto.ca) (search “Fraud and Waste”)

- The general public, City staff and anyone doing business with the City can report suspected fraud, waste, or wrongdoing involving City resources
- Operated by the Forensic Unit of the Auditor General’s Office

## **Toronto Transit Commission (TTC) – Customer Service Centre**

416-393-3030

TTY 416-338-0357

[www.ttc.ca/Customer\\_Service](http://www.ttc.ca/Customer_Service)

- Fill out an online form or call to speak with customer service

## **Province of Ontario – Ombudsman Ontario**

1-800-263-1830

TTY 1-866-411-4211

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

- Investigates complaints about Government of Ontario / ServiceOntario
- Make confidential complaints online, in person, by phone, mail, or e-mail
- Appointments are recommended for in-person complaints

## **Government of Canada – Office for Client Satisfaction**

1-866-506-6806

TTY 1-866-506-6803

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

- Receives, reviews and acts on suggestions, compliments and complaints about the service delivery of Service Canada benefits and services
- Make confidential complaints online, in person, by phone, mail, or e-mail



## HEALTH AND HOUSING COMPLAINTS

### **Patient Ombudsman**

416-597-0339

1-888-321-0339

TTY: 416-597-5371

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

- For complaints related to hospitals, long-term care homes, Home and Community Care
- Can help if you have already tried to resolve your complaint with the public hospital, long-term care home and/or Home and Community Care services, and you are not satisfied
- Free and confidential

### **Long-Term Care ACTION Line**

1-866-876-7658

TTY 1-800-387-5559

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

- A service to hear concerns and complaints from persons receiving service from LTC Homes and Home and Community Care Services
- Staff will ask whether the Home and Community Care Services (310-2222) has been contacted about your concern (do this first)
- Option of speaking to an Independent Complaints Facilitator

### **Retirement Homes Regulatory Authority (RHRA)**

1-855-275-7472

55 York St, Toronto, ON Suite 700

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

## **Toronto Community Housing Complaints (Solutions Team)**

416-981-6000

[solutions@torontohousing.ca](mailto:solutions@torontohousing.ca)

- Always talk to local TCHC staff or call the Client Care Centre first (416-981-5500, available 24/7, or [help@torontohousing.ca](mailto:help@torontohousing.ca))
- If local staff or the Client Care Centre are unable to resolve your concern and you would like to escalate the issue, you may do so by making a complaint with the Solutions team, either by phone or email
- You will need to provide Solutions with an Easytrac reference number in order to register your complaint (the Client Care Centre will give you the Easytrac number when you call them)

### **Housing – Other**

- See page 71 for information about Tenant Concerns and Complaints

## **CONSUMER PROTECTION**

### **Consumer Protection Ontario**

416 326 8800

TTY 416-229-6086

[www.ontario.ca/page/consumer-protection-ontario](http://www.ontario.ca/page/consumer-protection-ontario)

- Information on how to protect yourself before, during or after making a purchase
- If you are not satisfied with a product or service, call for information about your consumer rights and how to file a complaint
- The website explains your rights under the Consumer Protection Act (e.g., 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)

### **Government of Canada – Office of Consumer Affairs**

1-800-328-6189

[www.ic.gc.ca/officeofconsumeraffairs](http://www.ic.gc.ca/officeofconsumeraffairs)

- 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



## Power of Attorney

A Power of Attorney is a legal document that gives someone you select the legal right to make decisions on your behalf in certain situations. This does not have to be a biological family member. There are two kinds of Power of Attorney:

- **Power of Attorney for Personal Care:** The person makes decisions about your health care, nutrition, shelter, clothing, hygiene, and safety if you become mentally incapable;
- **Power of Attorney for Property:** The person you name can make decisions about your financial affairs (pay your bills, collect money owed to you, maintain or sell your house or manage your investments).

If you do not have a Power of Attorney, there are a few instances where the government may act as the final decision maker if you become incapable, such as medical treatment, or admission to a long-term care (LTC) home.

For questions about Power of Attorney, you can call the Legal Advice Hotline (Pro Bono Law Ontario) for up to 30 minutes of free advice from Monday to Friday, 9:30 - 11:30 am - 1-855-255-7256.

You can download the free Power of Attorney kit or get a print copy in the mail:

### **Office of the Public Guardian and Trustee**

416-314-2800

TTY 416-314-2687

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

## Making a Will

- A will is a written document that sets out your instructions for what should happen to your estate (property) after death
- It names a person (an 'executor' or an 'estate trustee') who you want to carry out the terms of your will and be responsible for paying your debts and ensuring that your property goes where your will says it should go
- A will takes effect after your death
- To start the process of making a will, you can talk to:
  - a lawyer or paralegal – try the Law Society Referral Service (see page 121) or JusticeNet Ontario (see page 122), or some community legal clinics (call 211)
  - Advocacy Centre for the Elderly (provides callers with general information about wills, but does not assist callers in preparing a will - call 416-598-2656)







# Crisis & Emergency

## In Case of Emergency

### Calling 911

- Call 911 for all emergencies when people or property are at risk
- Free call from any pay phone, mobile phone or home phone
- 140+ languages
- For TTY access, press the spacebar key repeatedly until a response is received

### **T911 (For People who are Deaf, hard-of-hearing, or live with a speech disability)**

[www.textwith911.ca/](http://www.textwith911.ca/)

- During an emergency, T9-1-1 provides 911 call centres with the ability to converse with you using text messaging
- To use this service you must have a compatible cell phone, and register for T9-1-1 with your cell phone service provider



## Tips for Calling 911 in a Medical Emergency

- Stay calm and speak clearly
- Know your location; provide the exact address and any special instructions
- If possible, have someone wait for the ambulance to flag them down and show them in
- Expect to answer questions about what is happening in detail (is the individual conscious, breathing, having chest pain; are there any dangers or hazards on scene like dogs or fire)
- Have the individual's information available (such as age, sex, medical history, allergies)
- Have an In Case of Emergency sheet filled out in your home (page 133)
- Do not hang up until the dispatcher tells you to do so



## In Case of Emergency (ICE) Sheet

- Keeping a completed Toronto ICE Form at your home is a convenient way to ensure you are prepared for a medical emergency (form on next page)
- The ICE sheet is available in several languages and available on the City of Toronto website

## ICE in your cell phone

- You can make a new Contact in your phone called "ICE" (in case of emergency) and put your emergency contact's phone number in there
- Some newer cell phones now ask you to automatically enter your ICE contact when you set up your phone



## In Case of Crisis

Crisis is a change in someone's circumstances which negatively impacts them and their ability to cope in their usual way. People experience difficult circumstances and life events at different times. Accessing support is an important step.

### IF YOU ARE IN CRISIS, YOU CAN CALL:

#### **Crisis Outreach Service for Seniors**

416-217-2077

Monday – Sunday 9 a.m. – 5 p.m.

- In-person visit by trained team of crisis workers to ask about and observe what is going on, and then work together to create a plan
- Supports may include help with safety planning for elder abuse, connecting with primary care, or getting food or other supports in place to help seniors to live healthy, safe, independent lives in the community

#### **Distress Centres of Toronto**

416-408-4357 (416-408-HELP)

Available 24/7, 150+ languages

#### **Gerstein Crisis Centre**

(416) 929-5200

Available 24/7, Interpretation services available

#### **211**

Available 24/7, 150+ languages

- Identify your cultural/linguistic needs; 211 can connect you to crisis services

#### **911**

Available 24/7, 150+ languages

- Toronto Police has a Mental Health Mobile Crisis Intervention Team, and a new City of Toronto Community Crisis Support Service will be developed and launched in 2022 for some areas of Toronto



See also page 109 for more Mental Health Crisis helplines and resources, including for Indigenous and Trans communities, and survivors of rape and sexual assault.



# 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 \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
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

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> <b>Cardiac</b> (angina, heart attack, bypass, pacemaker) | <input type="checkbox"/> <b>Diabetic</b> (Insulin / Non Insulin Dependant) | <input type="checkbox"/> <b>Cancer</b>      |
| <input type="checkbox"/> <b>Stroke/TIA</b>  | <input type="checkbox"/> <b>COPD</b> (emphysema, bronchitis)               | <input type="checkbox"/> <b>Alzheimer</b>   |
| <input type="checkbox"/> <b>Hypertension</b> (high blood pressure)                | <input type="checkbox"/> <b>Seizure</b> (convulsions)                      | <input type="checkbox"/> <b>Dementia</b>    |
| <input type="checkbox"/> <b>Congestive heart failure</b>                          | <input type="checkbox"/> <b>Asthma</b>                                     | <input type="checkbox"/> <b>Psychiatric</b> |

Other \_\_\_\_\_

## MEDICATIONS

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

## MEDICAL ALLERGIES

No Known Allergies       Penicillin       ASA (Aspirin)       Sulpha       Codeine

Other \_\_\_\_\_

## SPECIAL CONSIDERATIONS

Communicable Infection / Disease \_\_\_\_\_

Other \_\_\_\_\_

Hospital affiliation \_\_\_\_\_ →  Extensive history,

Specialty (Dialysis, neuro, etc.) \_\_\_\_\_

## MOBILITY / SENSORY

Dentures       Visual (impairment / glasses / blind)       Hearing (impairment / aid / deaf)

Mobility issues (cane / wheelchair / walker / motorized scooter / prosthetic limb)

## PET CARE CONTACTS

Contact 1 \_\_\_\_\_ Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Contact 2 \_\_\_\_\_ Phone (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

List of pets and pet care instructions \_\_\_\_\_

Completed by \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
day month year





# COSS

## Crisis Outreach Service for Seniors

# 416-217-2077

**Senior in Crisis?  
We can help.**

Free Service

7 Days a week

Anywhere within the City of Toronto

Our service partners.



Funded by





## **IF YOU ARE FACING EVICTION, YOU CAN CALL:**

### **A Housing Help Centre**

Call 211 to be referred to a Housing Help Centre near you

- More than 10 of these non-profit agencies across Toronto
- Help people find and keep housing and deal with evictions

### **Tenant Hotline**

416-921-9494

Monday – Friday 8:30 a.m. – 6 p.m.

150+ languages

- Counsellors offer information about tenants' rights to any tenant who calls

See also page 50 for the Housing chapter.

## **IF YOU NEED EMERGENCY SHELTER, YOU CAN CALL:**

### **Central Intake (for Emergency Shelter)**

311 or 416-338-4766

Available 24/7

150+ languages

- The City's centralized access system for individuals and families requiring emergency shelter
- Will ask you questions and let you know if there is a bed available for you

## **IF YOU ARE WORRIED ABOUT SOMEONE**

If you are worried about someone's physical or mental wellbeing, or housing conditions, you can call:

### **911 (in case of emergency)**

### **Crisis Outreach Service for Seniors**

416-217-2077

Monday – Sunday 9 a.m. – 5 p.m.

150+ languages

- The trained team of crisis workers will visit the individual and support with safety planning and connection to necessary health and support services



**CRISIS & EMERGENCY**





## Elder Abuse & Fraud

Elder Abuse takes many forms and impacts many seniors. It can range from hurtful comments to controlling another person's daily activities. Types of abuse include:

- **Financial abuse:** when an older adult is threatened, or coerced to give up their money, property or possessions. This could also mean being influenced or forced to change their Will, sign a Power of Attorney, or have cheques cashed without permission.
- **Financial exploitation** through fraud and scams (see page 144).
- **Psychological abuse:** when an older adult is suddenly feeling threatened, intimidated, humiliated or not allowed to visit with family, friends or neighbours in the community.
- **Physical abuse:** when an older adult is being physically hurt. Signs can be unexplained bruising, cuts and injuries due to someone handling the older adult roughly or with unnecessary force. This can also include marks from physical restraints.



- **Sexual abuse:** when an older adult is forced to engage in sexual activity without giving their consent; or verbal, suggestive or inappropriate behavior; or not respecting a person's choices.
- **Neglect:** when someone deliberately withholds care, medications, food or basic necessities of life, as well as emotional supports, from an older adult.

Elder abuse often occurs within relationships of trust – for example, within the family, by spouses/ partners, adult children or grandchildren, and also by other relatives, friends, neighbours, paid or unpaid caregivers, landlords, financial advisors or any individuals in a position of power, trust or authority.

Financial frauds and scams are usually conducted by criminals (“scam artists”) targeting older people who they do not necessarily know. (See page 144 for more on frauds and scams).

Victims of elder abuse and fraud may not recognize what is happening and may not always know where to get help or report the abuse.

## Warning Signs of Potential Abuse

- Changes in behavior, such as depression, withdrawal, agitation, or fear of specific individuals
- Sudden changes in regular social activity or social withdrawal, such as missing religious services or other social events important to the older adult
- Changes in living arrangements, where previously uninvolved relatives or new friends move into the home, or unsafe/unsanitary living conditions
- Changes in financial circumstances, such as services (e.g., TV, phone) being cancelled because the bills are not paid, things “disappear” from the home, unexplained bank withdrawals, or questionable changes to insurance, Wills, Power of Attorney or Property
- Injuries such as bruises, sprains, scratches, and dislocations, especially if the explanation does not fit the injury, or marks from physical restraints
- Signs of neglect such as no food in the house, being left alone for long periods of time, not having glasses or hearing aids that are needed, or suddenly disheveled appearance
- New relationships or friends become very involved in the older adult's life, or a caregiver begins taking on additional care (shopping, banking)
- Older adult sounds as if they are being “coached” by someone on the phone





# Supporting Older Adults

Relatives or friends of an older adult at risk of, or experiencing, abuse can:

1. **SEE** it! “It’s not right!” Recognize the warning signs of abuse.
2. **NAME** it! “That looks/sounds like abuse.” Talk to the older adult.
3. **CHECK** it! “Is it abuse? What can I do to help?” Ask questions, check with experts about what to do next, check for danger, provide help with safety planning.



If you suspect or see the warning signs that a loved one is experiencing abuse, it’s critical to have the conversation with them as soon as possible. Offer your help and be non-judgmental throughout the conversation. Consider asking questions like:

- Do you feel safe?
- Is anyone in your life hurting you or making you feel uncomfortable?
- Is anyone relying on you for money or pressuring you to give up your assets?
- Have you been forced to make changes to your Will or beneficiaries?
- Do you have regrets, concerns or feel uncertain about any recent decisions?

## To Report Abuse

Call 911 if there is an emergency (someone needs help right away because of a serious injury or is in imminent or immediate danger)

### Toronto Police Service

416-808-2222 (non-emergency line)

[www.torontopolice.on.ca/community](http://www.torontopolice.on.ca/community)

### Office of the Public Guardian and Trustee

416-327-6348

1-800-366-0335

[www.attorneygeneral.jus.gov.on.ca/english/family/pgt](http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt)

- Call if you suspect abuse and want to report it
- Investigates allegations of incapacity that can result in harm

### Long-Term Care ACTION Line

1-866-434-0144 TTY: 1-800-387-5559

- To report concerns related to Ontario long-term care homes

**140** · For information call 211 or 311



## Retirement Homes Regulatory Authority

1-855-ASK-RHRA (275-7472)

- To report concerns related to Ontario retirement homes

## Legal Support

See “Community Legal Clinics” on pages 122 if you need legal help, or contact:

### Advocacy Centre for the Elderly

416-598-2656

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

- Community-based legal clinic providing legal services to low-income seniors

### Legal Aid Ontario

416-979-1446

TTY 416-598-8867

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

- Provides legal services for financially eligible, low-income Ontarians

### Law Society Referral Service

416-947-5255

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

- Request a referral to a lawyer/legal clinic including free 30-minute consultation

### Pro Bono Law Ontario - Legal Advice Hotline

1-855-255-7256

- Provides up to 30 minutes free legal advice related to civil law matters

### Community Legal Education Ontario (CLEO)

416-408-4420

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

- Free legal education materials (about many issues) in clear language
- Does not provide legal advice





# Counselling, Helplines and Treatment

## Seniors Safety Line

1-866-299-1011

[www.awhl.org/seniors](http://www.awhl.org/seniors)

150+ languages

- 24/7 free confidential support line for seniors suffering any kind of abuse

## Toronto Seniors Helpline

416-217-2077

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

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

- Telephone crisis support and assistance, and connection to other services
- Crisis Outreach Service for Seniors for in-person visit from Crisis Team

## Victim Support Line (Ministry of the Attorney General)

416-314-2447

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

Available 24/7, Interpretation services available

- Information and referrals for victims of crime to available support services

## SafePet Ontario

If you need pet foster care when leaving a violent situation. See page 153.

## Assaulted Women's Help Line

1-866-863-0511

TTY: 1-866-863-7868

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

- Free, 24-hour, 7-day-a-week crisis counselling, emotional support, information and referrals via telephone to women in up to 154 languages

## Fem'Aide Francophone Helpline for Women

1-877-336-2433

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

Available 24/7

- Free confidential crisis intervention support and referral to other supports
- For Francophone women age 16+



## Talk4Healing – Telephone Helpline and On-line Chat Counselling Services

1-855-554-4325

[www.talk4healing.com](http://www.talk4healing.com)

Available 24/7

- A free, culturally safe telephone helpline, text or chat for Indigenous women
- Offers services in 14 Indigenous languages

## Trans Life Line

1-877-330-6366

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

- Emotional and financial support to trans people in crisis, by trans people



## Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres

1-855-NAV-SADV (628-7238)

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

Available 24/7

- Trauma-specific care and treatment to address the needs of sexual assault/ domestic violence survivors
- 37 hospital-based centres across Ontario, including in Toronto, Mississauga, Vaughan, and Scarborough

There are many other organizations that offer counselling services and other programs specifically for older adults facing abuse, including in other languages. **Call 211** (available 24/7) to learn about and be connected to counselling services.

## Education and Awareness

### Elder Abuse Prevention Ontario (EAPO)

416-916-6728

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

- Delivers education and training to the public, service providers, front-line workers and care professionals
- Many educational resources available on the website and by phone



## Fraud and Scams

Fraud is the number one crime against older Canadians. Many fraud artists target seniors and use high pressure tactics, claiming that you need to act now, or that the situation is an emergency.

There are many types of frauds and scams including:

- Asking you for personal and financial information such as credit cards/ personal identification numbers (PINs)
- E-transfer scams (e.g. claiming they sent money to you by mistake and asking for you to return it)
- Dating, romance and social media scams (e.g. getting close to you on a personal level and then trying to borrow from or take advantage of you)
- Sending you goods you did not order and asking you to pay for them
- Home improvement scams (e.g. convincing you your home needs repairs)
- Credit card or debt relief scams
- Lottery and prize scams (e.g. saying you won and asking for bank account details to pay you)
- People asking for your help for their suffering family, friend or business



### PREVENTING FINANCIAL FRAUDS AND SCAMS

- Get a second opinion if you are unsure, or if something sounds too good to be true
- Keep your personal documents safe and secure
- Never share passwords, personal identification numbers (PIN) or bank cards
- Shred / rip up bills and statements that include your personal information
- Do not click on pop-up windows, respond to emails or open attachments from anyone you do not know or whose email address you do not recognize





- Never sign a contract without taking time to think it over and understand it
- Be suspicious of anyone who accidentally sends you money and wants it back
- Ask for proof of identification (ID) before hiring service providers or salespeople at the door

Most importantly, never feel too embarrassed to report suspected fraud.

## REPORTING FRAUDS AND SCAMS

If you think you may have been a target of fraud or a scam, want to report an incident, or need more information, do not feel embarrassed. You can contact:

### Canadian Anti-Fraud Centre

1-888-495-8501

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

- Will help you with next steps including informing your local police, bank, and credit bureau, keeping copies of emails/evidence, and changing passwords
- Also provides information on avoiding fraud in future, as well as social/emotional support

### Toronto Police Service (Non-Emergency Line)

416-808-2222

TTY 416-467-0493

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

- If you require Police assistance (e.g. to report thefts, vandalism or fraud), but are not in an emergency situation, or for other situations where no person or property is in immediate danger, you can call this number



For Legal supports, see page 141.



For Counselling and telephone helplines, see page 142.



# Caregiver Supports

The responsibility of providing care for a friend or family member, often while balancing work and/or child care, can be challenging. Many caregivers experience ongoing mental, emotional, physical, and financial stress. This section lists programs, resources, financial supports and respite care options that can assist unpaid caregivers.



Remember that you can always call the Ontario Caregiver Helpline (1-833-416-CARE [2273], available 24/7) for the most up-to-date information about the supports, policies and employment programs listed below, in case these change.



# Leaves of Absence

## ONTARIO MINISTRY OF LABOUR

416-326-7160

TTY 1-866-567-8893

### Family Caregiver Leave

[www.ontario.ca/document/your-guide-employment-standards-act-0/family-caregiver-leave](http://www.ontario.ca/document/your-guide-employment-standards-act-0/family-caregiver-leave)

- Unpaid, job-protected leave of up to eight weeks per calendar year per family member; the eight weeks do not have to be taken together
- A qualified health practitioner must issue a certificate confirming the family member has a serious medical condition, to be provided to the employer

### Family Medical Leave (MOL)

[www.ontario.ca/document/your-guide-employment-standards-act-0/family-medical-leave](http://www.ontario.ca/document/your-guide-employment-standards-act-0/family-medical-leave)

- Unpaid, job-protected leave of up to 28 weeks in a 52-week period
- Available for employees with certain relatives who have a serious medical condition and a significant risk of death occurring within a 26-week period
- A qualified health practitioner must issue a certificate attesting to this, to be provided to the employer

## Financial Support

### CANADA REVENUE AGENCY (CRA)

1-800-959-8281

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

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

### Family Caregiver Benefits (CRA)

Family Caregiver Benefits for Adults is an Employment Insurance (EI) benefit paid to caregivers who have to miss work temporarily to care for a family member who is critically ill or injured and age 18+. Eligible caregivers may be paid up to a maximum 15 weeks of EI benefits.



## Compassionate Care Benefits (CRA)

Compassionate Care Benefits are Employment Insurances (EI) paid to caregivers who have to miss work temporarily to care for a family member who is terminally ill and is at risk of dying within 26 weeks. Eligible caregivers may be paid up to a maximum of 26 weeks of benefits.

## Tax Savings for Caregivers (CRA)

Federal and Provincial tax credits are available to caregivers of seniors. Caregivers of “a dependent with a physical or mental impairment” may be eligible for the Canada Caregiver Credit. Caregivers may also be eligible for the Disability Tax Credit Transfer (dependent must apply for Disability Tax Credit). You apply for these tax credits when you file your income tax return.

For additional information on income tax, including support on filing your income taxes, see page 146.

### Temporary Assistance related to COVID-19



For information on the Canada Recovery Benefit, Canada Recovery Caregiving Benefit, or Canada Recovery Sickness Benefit, contact the Canada Revenue Agency (CRA) at 1-800-959-8281 or

<https://www.canada.ca/en/revenue-agency.html>

## Support Networks, Caregiver Programs and Counselling

There are many local resources, community service agencies, and caregiver support programs dedicated to helping individuals and families who are balancing caregiving responsibilities and family members' illnesses and complex needs. To access support, contact the services listed below.



Remember for support in times of crisis, there are immediate supports available; see page 109 or page 132.



## Ontario Caregiver Helpline

1-833-416-CARE (2273)

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

Available 24/7

Live chat also available Monday to Friday 7 a.m. – 9 p.m.

- If you are caring for someone and you need support or have care questions

## 211

Call 2-1-1

Available 24/7, in 150+ languages

- Can connect you to the large number of counselling and support group programs offered by community support service agencies across Toronto, including culturally specific programs, and programs in various languages

## Alzheimer Society Toronto

416-322-6560

[www.alz.to/](http://www.alz.to/)

- The Alzheimer Society of Toronto offers support, information, programs and education to people with dementia, their families and their caregivers, to increase public awareness of dementia, to promote research, and to advocate for services that respect the dignity of the individual

## Toronto Dementia Network

[www.tdn.alz.to/](http://www.tdn.alz.to/)

- Database that collects, organizes and disseminates information about dementia related programs, services and events in Toronto

## Family Councils Ontario

647-427-5551

[www.fco.ngo](http://www.fco.ngo)

- Resources and education for caregivers of long-term care home residents
- Public database available to connect families to Family Councils /networks

## Toronto Seniors Helpline

416-217-2077

150+ languages

- Supportive counseling over the phone for caregivers





## Respite Care

Respite Care offers temporary, substitute living arrangements or special care in the home or community for seniors, to provide a brief period of relief or rest for the family members, guardians or other regular caregivers. There may be costs for respite care.

### In-Home Respite Care Services

- Some agencies in the community offer respite support in a senior's home so that their caregiver may take a break or leave temporarily
- Call Home and Community Care (310-2222) to ask about government-funded Respite Care supports you may be eligible for
- You can also **call 211** (available 24/7, in 150+ languages) to ask about in-home respite options

### Respite Beds in Long-Term Care Homes

- Some long-term care homes offer private short-stay respite beds, for a senior to stay temporarily while their caregiver gets a break or leaves temporarily
- There is a fee to stay in respite beds in a long-term care home
- To apply for a respite bed in a long-term care home, contact Home and Community Care (310-2222, no area code)

### Respite Beds in Retirement Homes

- Some retirement homes offer private short-stay respite beds, for a senior to stay temporarily while their caregiver gets a break
- There is a fee to stay in respite beds in a retirement home
- Contact a retirement home to ask about and apply for a respite bed
- To find a retirement home, you can search [www.rhra.ca/en/search-the-public-register/](http://www.rhra.ca/en/search-the-public-register/) or call 1-855-ASK-RHRA (1-855-275-7472)

### Adult Day Programs

- Adult Day Programs are an opportunity for seniors living with cognitive, physical and/or mental health disabilities to participate in social activities and connect with peers, while allowing caregivers to have a break
- Services include activities, meals, snacks, personal care, social programs
- There is usually a fee to participate; subsidies may be available
- There are many specialized cultural/linguistic Adult Day Programs
- **Call 211** (available 24/7, in 150+ languages) to find an Adult Day Program



**CAREGIVER SUPPORTS**



## **Pets**

Pets are an important companion and family member for many. This section provides information about some resources available to support pet owners, and ways to prepare for your pet to be cared for if you need to be away for a while.

### **City of Toronto – Toronto Animal Services**

311 or 416-338-PAWS (7297)

[www.toronto.ca/community-people/animals-pets/](http://www.toronto.ca/community-people/animals-pets/)

- Spay and neuter services, pet licenses, microchipping, flea treatment, more
- Low income households may have reduced or waived fees for services
- Information on what to do if you lose your pet or if you find a lost pet
- Information on the process involved in surrendering a pet to a shelter

### **Toronto Humane Society**

416-392-2273

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

- Low-cost spay, neuter and vaccination services
- Dog walking services (for a fee)
- Support adopting a pet, or surrendering a pet to the Humane Society





## Food Banks that Provide Pet Food

The best way to see if there is a food bank that offers this in your area is to call 211 (available 24/7, in 180+ languages).

## The Farley Foundation – Financial Assistance with Veterinary Costs

1-888-262-9811

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

- Helps eligible low-income pet owners pay for non-elective veterinary care
- You must speak to your veterinarian; application must come through them
- Cannot discuss your funding applications or recommend a veterinarian

## Ontario Pet Loss

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

- Support group for people whose pet has died, or may soon die

## SafePet Program – When Leaving Violent Situations

1-800-670-1702

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

- Coordinates foster care for pets of individuals fleeing violent situations
- Long- or short-term fostering options while a survivor transitions to safety
- You must have a referral from an authorized organization
- A referral can come from any organization or professional who is actively assisting with your transition to safety (If you have contacted a shelter your caseworker will be able to act as your referral agent)

## HelpingPawsTO

[www.toronto.ca](http://www.toronto.ca) (search “Homeless Pet”)

If you are a client of a shelter or 24-hour homeless service in Toronto and have a pet, speak with staff to access free pet services, including: spay/neuter, health exam, flea control, microchip, vaccination, food and supplies, and training.



## Arranging for Pet Care

The best place for a pet is with their owner. However, if you become seriously ill or require hospitalization, the best place for your pet is with a family member, friend or trusted neighbour. Follow these steps to make sure your pet is cared for:

- Fill out an information form and attach a picture of your pet (see sample form on next page); store the form in an obvious location
- Identify a family member or friend who is ready to temporarily take care of your pet, when needed
- Make sure your housing provider knows you have a pet
- Keep an extra two-week supply of your pet's current food; note feeding instructions and location of the food on your pet's information form
- Have crates, food and extra supplies available for your pet
- Ensure your pet is familiarized with the crate or carrier and that it is labelled with your name, address, and phone number
- Have your pet's vaccination records and identify all medications, dosages, and directions, including the prescription name and vet contact information
- Ensure your pet has an identification tag, such as a license or rabies tag
- If your pet is microchipped, ensure your contact and emergency contact information is up-to-date with the registry

If you do not have a family member, friend or neighbour you can rely on for pet care, **call 211** to see if there are any supports available for you.





## EMERGENCY PREPAREDNESS FOR YOUR PET

FAMILY CONTACT INFORMATION			
<b>Name</b>			
<b>Address</b>			
<b>Phone Number</b>		<b>Alt Phone Number</b>	
<b>Email</b>		<b>Alternate Email</b>	
<b>Emergency Contact Name</b>			
<b>Emergency Contact Phone</b>			
<b>Emergency Contact Email</b>			
<b>Veterinary Clinic</b>			
<b>Veterinarian Phone Number</b>			
PET INFORMATION			
<b>Name</b>		<b>Age</b>	
<b>Species</b>		<b>Breed</b>	
<b>Sex</b>		<b>Spayed/Neutered</b>	
<b>Vaccination information</b>			
<b>Health Issues</b>			
<b>Medications</b>			
<b>Behavioural Concerns</b>			
<b>Feeding Instructions</b>			
<b>Allergies</b>			
<b>Location of Emergency Supplies</b>			
<b>Microchip Number</b>		<b>Collar Tag Information i.e. City of Toronto Lic</b>	
<b>Comments</b>			



# Specialized Services for Seniors



## Information for Indigenous Seniors and Elders

Across Toronto, there are services led by and developed for Indigenous peoples, including older adults. Some examples are listed below. Many of these will be able to refer you to other organizations. You can also **call 211** to learn about services that might meet your needs, or visit [www.indigenousto.ca](http://www.indigenousto.ca), the TKARANTO Indigenous Peoples Portal.

If you also identify as 2SLGBTQ+, Black, Francophone, having a disability, or a Veteran you may find more services of interest on the next few pages (as well as throughout the Directory).



For Indigenous older adults not previously registered for a status card with the federal government, and looking to obtain a status card, **Indigenous Services Canada (1-800-567-9604)** can support. If you know the Indigenous community you may be from, you can also contact membership services directly in that community.

## HEALTH, WELLBEING AND HEALING

### **Anishnawbe Health Toronto**

416-360-0486

225 Queen St. E, Toronto, ON, M5A 1S4 (main site)

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

- Community Health Centre offering holistic healthcare including medical support, physiotherapy, chiropody, diabetes support, dental and more
- Group and individual counselling for individuals with mental health and addiction issues, an addiction day treatment program, and a Rapid Access Addiction Medicine program
- Access to health care practitioners from many disciplines including Traditional Healers, Elders and Medicine People; ancient ceremonies and traditions are also available
- Traditional palliative care program “Agwaniiwin” (Caring, Sharing & Warmth) can come to home, hospital or community setting and lead traditional ceremonies and teachings

### **Aboriginal Service – Centres for Addiction and Mental Health (CAMH)**

416-535-8501, select option 2

[www.camh.ca](http://www.camh.ca) (search ‘Aboriginal Service’)

- For people who self-identify as First Nations, Inuit or Métis and are struggling with substance abuse or mental health
- Self-referral accepted
- Team includes Indigenous Social Workers and an Elder/ Traditional healer
- Therapeutic and psycho-educational groups, cultural programs, ceremonies
- Onsite Sweat Lodge can be used as part of client’s treatment plan



## **Aboriginal Healing Program – Michael Garron Hospital**

2 College Street, Toronto, ON, M5G 1K3

416-923-0800

[www.tehn.ca/programs-services/aboriginal-healing-program](http://www.tehn.ca/programs-services/aboriginal-healing-program)

- Structured, accredited leading practice Indigenous healing program
- Culturally appropriate educational and support circles on many topics
- Referral to participate can come from doctors, community agencies, legal system, family members, correctional service providers, health care teams

## **2-Spirited People of the First Nations**

416-944-9300

[www.2spirits.org](http://www.2spirits.org)

- Education and support for Two-Spirit, including First Nations, Métis and Inuit people living with or at risk for HIV and related co-infections
- Work is based on Indigenous philosophies of holistic health and wellness

## **Niiwin Wendaanimak (Four Winds) - Indigenous Health and Wellness Program**

Parkdale Queen West Community Health Centre

168 Bathurst St, Toronto, ON, M5V 2R4

416-703-8482 ext. 2426

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

- Non-Indigenous organization which has been providing services to Indigenous clients since its opening at the Queen/Bathurst site; the Four Winds program is an Indigenous-only space
- Culturally specific supports and access to healing ceremonies, health education with a focus on diabetes, access to primary care and harm reduction supports, and social/recreation activities

## **SENIORS SERVICES**

### **Native Canadian Centre of Toronto – Seniors' Program**

16 Spadina Rd., Toronto, ON, M5R 2S7

416-964-9087

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

- Support and outreach to Indigenous seniors and adults with disabilities, to help them remain independent in their own homes for as long as possible



- Includes friendly visiting, homemaking services, personal support services, group dining, transportation, Diabetes program, telephone reassurance services, and palliative care

### **Native Child and Family Services of Toronto – Senior/Elder Wellness Program**

30 College Street, Toronto, ON, M5G 1K2

416-969-8510

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

- Support to the Toronto urban Indigenous community age 55+ and their caregivers
- Case management, home visits, service referrals, advocacy and programs
- Also offers training and support for caregivers

### **Métis Nation of Ontario -**

#### **Community Support Services / Aging at Home programs**

75 Sherbourne Street, Unit 311, Toronto, ON, M5A 2P9

416-977-9881

1-800-263-4889

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

- Support for Métis seniors with transportation/accompaniment to medical appointments, home visits and security check calls
- Friendly, culturally-supportive service to help with advocacy and navigation of community services
- In-home cleaning and supportive services, referrals and access to professional lawn care, snow removal and roof shovelling services
- Age and income eligibility requirements

## **COMMUNITY AND CONNECTION**

### **Toronto Council Fire Native Cultural Centre**

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

- Serves the Indigenous community with a commitment to health, safety and wellbeing
- Encourages and enhances the spiritual and personal growth of First Nations people by providing counselling, material assistance and other services





## **Toronto and York Region Métis Council**

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

- Provides cultural events and education to build healthy and reciprocal relationships in the spirit of reconciliation to ensure the Métis people and the communities of Toronto and York Region are thriving and culturally vibrant

## **Toronto Inuit Association**

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

- Creates a space where Inuit can feel welcome and celebrate their culture in Toronto
- Provides support in language learning, culture awareness, family services, employment and health services to Inuit and their families

## **Native Women's Resource Centre of Toronto**

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

- Support to urban Indigenous women and their families through culturally relevant programs including housing programs, trauma counselling, emergency food, and more

## **ANDPVA (Association for Native Development in Performing and Visual Arts)**

[www.andpva.myshopify.com](http://www.andpva.myshopify.com)

- Support to Canadian Indigenous artists; some programs to support Elders and seniors

## **HOUSING AND EMERGENCY SHELTER**

### **Wigwamen Terrace**

416-481-4451

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

- Provides affordable housing units for Indigenous peoples, including one building just for seniors

### **Gabriel Dumont Non-Profit Homes**

416-286-5277

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

- Provides subsidized housing for the Indigenous community, located in south-east Scarborough



## **Nishnawbe Homes Inc.**

416-975-5451

- Provides subsidized and transitional housing for Indigenous individuals with a focus on supporting individuals experiencing chronic homelessness

## **Na-Me-Res (Native Men's Residence)**

416-652-0334

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

- Provides emergency shelter, transitional housing, and long-term independent housing, while working to address the underlying reasons for Indigenous homelessness

## **LEGAL**

### **Aboriginal Legal Services**

416-408-3967

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

- Provides free legal assistance to low-income Indigenous people

## **TELEPHONE HELPLINES**

### **Hope for Wellness**

1-855-242-3310

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

Available 24/7

- Offers immediate help to all Indigenous peoples across Canada, with counselling and crisis intervention through the phone line or online chat

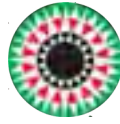
### **Talk4Healing – Telephone Helpline and On-line Counselling Services for Women**

1-855-554-4325

[www.talk4healing.com](http://www.talk4healing.com)

Available 24/7

- Free, culturally-safe telephone helpline, text or chat for Indigenous women
- Offers services in 14 Indigenous languages



## Information for Black Seniors

Across Toronto, there are services led by and developed for seniors and elders from Black communities (African descent or origin, African Black Caribbean, African-Canadian, Canadians of African descent). Some examples, but not all, are listed below. **Call 211** to learn about services that might meet your needs.

If you also identify as 2SLGBTQ+, Francophone, Indigenous, a newcomer, having a disability, or a Veteran you may find more services of interest on the next few pages, as well as throughout the Directory.

### COMMUNITY HEALTH CENTRES AND PROGRAMS

#### **TAIBU Community Health Centre**

27 Tapscott Road, Unit #1, Toronto, ON, M1B 4Y7

416-644-3536

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

- Provides primary health care, dental services and other services for Black, Indigenous and Francophone communities across Toronto, along with residents of the local community of Malvern
- Also offers social programs for seniors, may offer food support programs

#### **Women's Health in Women's Hands**

2 Carlton Street, Suite 500, Toronto, ON, M5B 1J3

416-593-7655

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

- Provides primary healthcare to women from the African, Black, Caribbean, Latin American and South Asian communities in Toronto
- Team includes Physicians, Nurse Practitioners, Chiropodists, Nurses, Dietitians, Mental Health Therapists, and Social Workers



## **Africans in Partnership Against AIDS**

416-924-5256

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

- Practical and emotional support and advocacy for Black people living with HIV/AIDS

## **Black Coalition for AIDS Prevention**

416-977-9955

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

- Counselling, settlement, practical support, employment, housing and social services for Black people living with, affected by, or at risk of HIV/AIDS

## **Tropicana Community Services**

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

- Offers culturally aware and supportive programs to those in need, with a predominant focus on Caribbean, Black and African communities
- Counselling, food bank, clothing bank, beginner steelpan drum courses, and family supports

The following Community Health Centres are examples (not a complete list) of CHCs that have an expressed, consistent commitment to serving Black seniors in a culturally responsive way:

### **Black Creek Community Health Centre**

202 Jane St. Unit 5, Toronto, M6S 3Y9

1 York Gate Blvd. Suite 202, Toronto, M3N 3A1

416-249-8000

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

### **Rexdale Community Health Centre**

8 Taber Road, Toronto, M9W 3A4

416-744-0066

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

(continues on next page)



## **Parkdale Queen West Community Health Centre**

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

416-537-2455 (Parkdale Site)

416-703-8480 (Queen & Bathurst)

416-537-8222 (Roncesvalles)

## **FOOD ACCESS SUPPORTS**

### **Food banks and food hamper programs**

There are many community health centres and non-profit organizations that offer food supports to low income and/or isolated seniors in need, with a focus on culturally appropriate food for Black seniors. **Call 211** to ask about food banks and food delivery, and mention your own dietary and cultural needs.

### **Afri-Can Food Basket**

(416) 832-5639

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

- Champions food justice in Toronto's African, Caribbean and Black communities
- Offers agricultural training workshops and programs
- Also supports seniors to access food through delivery and programs

## **LEGAL**

### **Black Legal Action Centre (BLAC)**

416-597-5831

720 Spadina Ave, Suite 221, Toronto, ON, M5S 2T9

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

- Delivers legal aid to low or no income Black Ontarians
- Works to combat individual and systemic anti-Black racism
- Also conducts public legal education, engages in test case litigation, law reform, and community development to improve laws that affect Black communities in Ontario





## CULTURAL AND TRADITIONAL SOCIAL AND RECREATIONAL ACTIVITIES FOR SENIORS



Many organizations offer culturally-specific programs and activities for seniors from Black, African and Caribbean communities, as well as churches and mosques and volunteer groups that offer programs. **Call 211** to ask about programs, or ask in your local neighbourhood or at local places of worship. Some organizations offering seniors programming for Black older adults include:

### **TAIBU Community Health Centre**

27 Tapscott Road, Unit #1, Toronto, ON, M1B 4Y7

416-644-3536

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

- Ubuntu Village: unique program for older adults with the aim of developing a village where older adults are empowered to take ownership of their health and wellbeing through working groups including physical activity, nutrition, caring, and writers' groups
- Culturally appropriate Adult Day Program for seniors with Dementia

### **Jamaican Canadian Association**

995 Arrow Road, Toronto, ON, M9M 2Z5

416-746-5772

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

- Celebrates the cultural heritage of Jamaica in all its forms, aiming to improve life for Caribbean people of every heritage, and people of African descent, through seniors' activities and other programs
- Seniors' meals, brunches, day trips, groups, social activities

See also the Community Health Centres listed on page 163 which offer free social, active living, and educational programs for seniors and have an expressed, consistent commitment to serving Black seniors in a culturally responsive way.



## Information for Seniors from other Ethno-Cultural Communities

Across Toronto there are many organizations and programs geared to support seniors from various religious, cultural, ethnic and linguistic communities.



This can include culturally specific food and meals, social groups in different languages, community centres or programs for specific communities, helplines and support services in different languages, and much more.

To learn about programs available that might meet your need, you can:

- **Call 211** to learn about services for your community / in your language
- Talk to your local place of worship (e.g. church, mosque, temple, synagogue) about programs and groups in your area
- Ask your local library, community centre, Councillor's office, or other community locations



## Information for 2SLGBTQ+ Seniors

Across Toronto, there are services for seniors who identify as 2SLGBTQ+. Some examples, but not all, are listed below. **Call 211** to learn about more services.

If you also identify as Indigenous, Black, Francophone, having a disability, or a Veteran you may find more services in this chapter, or throughout the Directory.





## SOCIAL CONNECTION AND ACTIVITIES

### **The 519 - Older LGBTQ2S Adults Program**

519 Church Street, Toronto, ON, M4Y 2C9

416-392-6874

[www.the519.org](http://www.the519.org)

- Provides opportunities to make deeper connections with peers by socializing and learning through special events, guest speakers, and promoting community resources
- Weekly program offers social gatherings session with conversation, games, workshops, film screenings, and more
- Other community-based social activities and events may also operate out of The 519

### **Sunshine Centres for Seniors – Rainbow Seniors' Programs**

St Andrew's United Church

117 Bloor St E, Toronto, ON, M4W 1A9

416-924-8558

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

- Social, recreational and healthy living programs for seniors in an inclusive multicultural, 2SLGBTQ+ friendly atmosphere; Rainbow Coffee & Tea Time

### **Egale – Rainbow Table**

120 Carlton Street, Suite 217, Toronto, ON M5A 4K2

1-888-204-7777

[www.egale.ca/egale-in-action/rainbowtable](http://www.egale.ca/egale-in-action/rainbowtable)

- Virtual space where 2SLGBTQ+ seniors can connect
- A platform to engage in important and relevant topics to the community with guest speakers and resources in areas such as health, legal rights, activities

### **Dorothy's Place**

Birchcliff Bluffs United Church

33 East Rd, Toronto, ON, M1N 1Z9

647-360-5767

[www.facebook.com/dorothysplacelgbt](http://www.facebook.com/dorothysplacelgbt)

- A ministry serving 2SLGBTQ+ seniors in East Toronto / Scarborough
- Weekly lunch and social program with speakers, friendly visiting, pastoral care, advocacy, and programming at seniors' residences



## **ACT Toronto – Gay Men’s Coffee Night**

416-340-8484

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

- Social space for gay, bi and queer men over age 40 and living with HIV/AIDS to hang-out, chat and learn from each other

## **Buddies in Bad Times Theatre – Youth/Elders Projects**

416-975-8555

[www.buddiesinbadtimes.com/community/youth-elders-projects](http://www.buddiesinbadtimes.com/community/youth-elders-projects)

- Open to queer youth, elders, and folks of any age interested in conversation across queer generations; no artistic experience is necessary
- In Conversation is a space for formal and informal discussions about salient issues within 2SLGBTQ+ communities; some sessions have guest speakers
- Monthly Youth/Elders Podcast features queer elders and youth



## **Glad Day Bookshop**

499 Church St, Toronto, ON, M4Y 2C6

416-901-6600

[shop@gladdaybookshop.com](mailto:shop@gladdaybookshop.com)

- Provides (and can order) a wide range of books and other resources
- Coffee shop and event space, acts as a neighbourhood meeting place
- Oldest independent bookstore in Toronto; oldest surviving LGBT bookstore

## **2SLGBTQ+ Positive Places of Worship**

There are many churches, mosques and synagogues across Toronto that are explicitly 2SLGBTQ+ friendly. To learn more, view The 2SLGBTQ+ Positive Places of Worship information document compiled by the Children’s Aid Society of Toronto or call their Out & Proud Program:

(416) 924-4640 ext. 2986/2987.



## HEALTH CARE AND MENTAL HEALTH

### **Sherbourne Health – LGBTQ Health**

333 Sherbourne Street, Toronto, ON, M5A 2S5

416-324-4103

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

- Offers wide range of primary healthcare programs and services to lesbian, gay, bisexual, trans, two-spirited, intersex, queer or questioning individuals
- Provides dignified, non-judgmental services to help clients feel better, cope with day-to-day challenges and address specific 2SLGBTQ+ health issues

### **Rainbow Health Ontario**

333 Sherbourne Street, Toronto, ON, M5A 2S5

416-324-4100

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

- Resources, information, education and training
- Supports research to inform evidence-based practice and public policy
- Website and Toronto office are excellent sources for booklets, brochures

### **Hassle Free Clinic**

66 Gerrard St E, Toronto, ON M5B 1G3

416-922-0566

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

- Free medical and counselling services in many areas of sexual health
- Separate Men & Trans clinic hours and Women & Trans clinic hours

### **GoodHead**

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

- Online resource of mental health resources and for gay, bisexual, queer, questioning, and other men who have sex with men

### **Rainbow Services – Centres for Addiction and Mental Health (CAMH)**

60 White Squirrel Way, Toronto, ON, M6J 1H4

416-535-8501, press 2

[www.camh.ca](http://www.camh.ca) (search “Rainbow Services”)

- Group therapy for 2SLGBTQ+ individuals concerned about their drug and alcohol use; self-referral accepted





## **HQ, Toronto Gay Men's Health Hub**

790 Bay Street, Toronto

<https://hqtoronto.ca/>

- Expected to open in 2021
- New health hub for gay, bisexual and other men who have sex with men
- Physical, sexual, mental, emotional, community and spiritual supports

## **Trans Life Line**

1-877-330-6366

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

- Emotional and financial support to trans people in crisis, by trans people

## **Family Service Toronto - David Kelley Services LGBTQ+ & HIV/AIDS Counselling**

128 Sterling Road, Unit A, Suite 202, Toronto, M6R 2B7

416-595-9618

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

- Short-term individual, couple, and group counselling for individuals identifying as 2SLGBTQ+ on many issues, including coming out, sexuality and identity, isolation, discrimination, relationship concerns, parenting, self-esteem, violence, sexual abuse, and childhood trauma

## **HEALTH CARE – HIV/AIDS**

### **ACT Toronto (Aids Committee of Toronto)**

543 Yonge Street, 4th Floor, Toronto, ON, M4Y 1Y5

416-340-2437

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

- Programs and services for those living with, affected by, or at risk for HIV
- Health, testing, counselling, buddy program, employment support, taxes

### **The Toronto HIV Network (THN)**

200 Gerrard Street East, 2nd Floor, Toronto, ON, M5A 2E6

416-506-8606 ext. 115

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

- Coalition of organizations that support people living with/ affected by HIV



## **Casey House**

119 Isabella St, Toronto, ON, M4Y 1P2

416-962-7600 ext. 8000

[www.caseyhouse.com/about-casey-house/who-we-are/](http://www.caseyhouse.com/about-casey-house/who-we-are/)

- Specialized hospital for people living with HIV/AIDS with multi-disciplinary approach to health and well-being; Day health program and inpatient care
- Call to discuss and request care

Call 211 or visit [www.HIV411.ca](http://www.HIV411.ca) for more information about supports in Toronto

## **ADVOCACY AND SUPPORT**

### **Senior Pride Network Toronto**

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

- Association of individuals and organizations committed to promoting appropriate services and a positive, caring environment for elders, seniors and older adults who identify as 2SLGBTQI+
- Education, advocacy to governments, resources, networking, projects
- Information on how to join is available on the website

### **Pflag**

200 Waverleigh Blvd, Toronto, M4C 1S2

416-406-1727

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

- One-on-one confidential telephone support available at: 416-406-6378
- Monthly support meetings
- Lending Library of books and resources
- Presentations/ workshops to schools, universities, businesses, organizations

### **FrancoQueer**

465 Yonge St, Toronto, M4Y 1X4

647-709-2600

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

- Settlement and integration services for francophone 2SLGBTQ+ newcomers



## Information for Francophone Seniors

Across Toronto, there are many services for Francophones, including seniors. Some examples, but not all, are listed below. **Call 211** to learn about services that might meet your needs.



If you also identify as Black, Indigenous, 2SLGBTQ+, having a disability, or a veteran you may find more services of interest in this section, as well as throughout the Directory.

### Les Centres d'Accueil Héritage

33 Hahn Place, bureau 104, Toronto, ON M5A 4G2

416-365-3350

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

- Many services for Francophones age 55+
- Adult Day Programs, Seniors Active Living Centre, transportation, medical escorts, case management, congregate dining, homemaking, hospice visits

### Centre francophone du Grand Toronto

555 Richmond Street West, Suite 303 Toronto, ON M5V 3B1

Multiple satellite locations

416-922-2672 or 1-800-268-1697

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

- Primary care, mental health and counselling services; legal assistance for low-income individuals; supports for newcomer Francophones

### Fem'Aide Francophone Helpline for Women

1-877-336-2433

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

- 24/7 free confidential crisis intervention support, and referral to agencies
- For Francophone women age 16+



## La Maison d’Hébergement pour Femmes Francophones

No address for safety reasons

647-777-6419

[www.lamaison-toronto.org](http://www.lamaison-toronto.org)

- Counselling services and safe emergency shelter to Francophone women (and their children) struggling with conjugal and family violence

## FrancoQueer

465 Yonge St, Toronto, ON M4Y 1X4

647-709-2600

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

- Settlement and integration services and workshops for francophone 2SLGBTQ+ newcomers
- Conversation groups, social activities, la fierté FrancoQueer during Pride Toronto

## Bendale Acres Long-Term Care Home

2920 Lawrence Ave E, Scarborough, ON M1P 2T8


[www.toronto.ca](http://www.toronto.ca) (search “Bendale Acres”)

- Long-term care home operated by City of Toronto with designated French Language home area, Pavillon Omer Deslauriers
- Apply by calling Home and Community Care (310-2222, no area code)

There are also many community health centres and other organizations that provide French-language programs and support services to Francophone residents of Toronto. **Call 211** to learn about services available.



## Information for Seniors Living with a Disability

In the Directory, many of the resources and services available for seniors also offer support to individuals with disabilities. Where possible these are highlighted using the symbol  (a person using a wheelchair, a common international symbol of accessibility).



Disability is understood as any physical, mental, developmental, cognitive, learning, communication, sight, hearing or functional limitation that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible.

There are a wide range of services and providers that may be applicable to each individuals' needs. **Call 211** to ask about services to meet your specific needs.



## Information for Seniors who are Newcomers

Across Toronto, services available to support newcomer seniors include:

- Social and recreational activities, in many languages and for many cultural groups and religions
- Health care services in your language
- Educational and ESL (English as a Second Language) courses and programs
- Information and referral to health, community, and social supports
- Tax filing clinics



There are many agencies and Community Health Centres across Toronto that offer programs supporting newcomer seniors. Learn about these by contacting:

### 211

Call 2-1-1 (available 24/7 in 150+ languages)

- Let them know you are a newcomer to learn about available services





## **Settlement.org – Welcome to Ontario**

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

- Information about settlement services available for newcomers to Ontario
- Discussion boards, and translated materials available

Some newcomer and settlement agencies serving newcomer seniors (in various areas of the city) are listed, below, as an example; this is not a full list.

### **Across Toronto**

**Access Alliance Multicultural Health & Community Services**

**416-324-8677**

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

- Provides primary health care services for immigrants, refugees and their communities: health promotion, illness treatment, and capacity building

### **COSTI Immigrant Services**

**416-658-1600**

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

- Provides employment, educational, settlement and social services to all immigrant and refugee communities, with a seniors' program

### **North Toronto**

**Centre for Immigrant and Community Services (CICS)**

**416-292-7510**

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

- Individual counselling to seniors in English, Mandarin, and Cantonese, newcomer senior welcoming gatherings, senior support groups, seniors cyber and social clubs, health & wellness, special events, and tax filing

### **West Toronto**

**Polycultural Immigrant and Community Services**

**1-844-493-5839**

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

- Seniors Connected program for social inclusion, field trips, physical wellness
- Post-discharge program supports seniors and promotes independence after hospital discharge, through connection to resources, reassurance checks, and friendly visits



## South Toronto

CultureLink

416-588-6288

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

- Seniors' art projects, language groups for seniors, English conversation circles, field trips, Seniors Empowering Seniors and many more programs

## East Toronto

Catholic Crosscultural Services

416-757-7010

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

- Settlement, language learning, employment assistance and counselling services to immigrants, refugees and new Canadians and individuals in need of assistance, group sessions for seniors



## Information for Veterans

There are many services and financial supports Veterans, including:

- The Veterans Independence Program (financial assistance to pay for housekeeping, yard work, personal care, meal preparation, and more)
- Family Caregiver Relief Benefit (tax-free lump sum grant for a caregiver to take time off, while Veteran continues to get the support they need)
- Veterans Affairs Canada Assistance Service (a helpline available 24/7 for immediate mental health support: 1-800-268-7708)
- Last Post Fund Funeral and Burial Program (funeral, burial and grave marking benefits for eligible Canadian and allied Veterans)
- Operation Leave the Streets Behind (financial assistance, dental and eye care, furniture and food, for Veterans experiencing homelessness).



The best way to learn more is to contact one of these organizations:

## **Veterans Affairs Canada**

1-866-522-2122

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

## **211 (Call 2-1-1, available 24/7, in 150+ languages)**

Toronto also is home to Canada's largest veterans' care facility,

## **Sunnybrook Health Sciences Centre**

2075 Bayview Ave, Toronto, ON, M4N 3M5

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

- Canada's largest veterans' care facility, offering long-term and complex care
- Resident care includes physical support (e.g. for Parkinson's disease), cognitive support (e.g. for dementia care) and palliative care
- All applications must go through Veterans Affairs Canada
- To determine eligibility and to apply, contact Veterans Affairs Canada directly at 1-866-522-2122 and ask to speak with the Veteran Service Agent in the Toronto Area office responsible for Sunnybrook



# Acknowledgements

The City of Toronto and 211 Central / Findhelp Information Services extend our deepest thanks to the many dedicated and invested older adults, caregivers, community service providers, City of Toronto staff, health care and housing partners, and many others who made this Directory possible, as well as the leadership of Dr. Samir Sinha and Councillor Josh Matlow, Co-chairs of the Toronto Seniors Strategy Accountability Table.

It is only through working together – with individual seniors and caregivers from Toronto’s diverse communities, as well as the teams and organizations who have the experience of supporting and serving older adults across Toronto – that a Directory and website ([www.toronto.ca/seniors](http://www.toronto.ca/seniors)) can reflect the needs, interests and priorities of Toronto seniors and caregivers. Sincere thanks to all partners.

**Thank you to the following partners for their funding contribution to printing copies of this Directory:**



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## Translation: Call 211 or 311

For information in 150+ languages, call 211 or 311

The City of Toronto website can also be auto-translated into 50+ languages

### ለአማርኛ መረጃ በ 211 ወይም 311 ይደውሉ

Wiji'idwin nandom Anishinabemowin, ganoozh maagon 211 miinwaa maagon 311.

للمعلومات باللغة العربية، الاتصال بالرقم 211 أو 311.

如欲以 [简体中文] 获得信息，请拨打 211 或 311。

برای دریافت اطلاعات به زبان فارسی، با شماره 211 یا 311 تماس بگیرید.

Pour des informations en français, appelez le 211 ou le 311.

Για περισσότερες πληροφορίες στα ελληνικά, καλέστε στο 211 ή 311.

Per informazioni in italiano, chiama il 211 o il 311.

한국어로 정보를 얻으려면, 211 또는 311로 전화하십시오.

Informacje w języku polskim można uzyskać pod numerem 211 lub 311.

Para informações em português, ligue para o 211 ou 311.

Для получения информации на русском языке, наберите 211 или 311

Macluumaad ku qoran somali, wac 211 ama 311.

Para información en español, llame al 211 o al 311.

Kwa habari kwa Kiswahili, piga simu 221 au 311.

Para sa impormasyon sa Tagalog, tumawag sa 211 o 311.

தமிழில் தகவல்களுக்கு 211 அல்லது 311 ஐ அழைக்கவும்.

Türkçe dilinde bilgi için lütfen 211 veya 311 numaralı telefonu arayınız.

اردو میں معلومات کے لیے، 211 یا 311 پر کال کریں

Để nghe thông tin bằng tiếng Việt, xin gọi 211 hoặc 311.

Fún àlàyé ní Yorùbá, pe 211 tàbí 311.



Call **3** **1** **1**