

Lanark, Leeds & Grenville

***Community Resource Directory for  
Stroke Survivors and Care Partners***

January 2010

**STROKE STRATEGY**  
*of Southeastern Ontario*

## Table of Contents

|  |    |
|--|----|
| Personal Care and Home Help.....                           | 3  |
| Non-Profit Service Providers.....                          | 3  |
| Private Service Providers.....                             | 7  |
| Meal Services and Grocery Delivery.....                    | 8  |
| Meals on Wheels and Diner’s Clubs.....                     | 9  |
| Grocery Delivery.....                                      | 10 |
| Equipment.....   | 11 |
| Funding for equipment.....                                 | 14 |
| Funding and Support for Home and Vehicle Modification..... | 15 |
| Income Assistance.....                                     | 16 |
| Funding Assistance for Prescription Medications.....       | 19 |
| Tax Benefits.....  | 20 |
| Community Income Tax Clinics .....                         | 21 |
| Transportation .....                                       | 22 |
| Accessible/Escorted Transportation.....                    | 22 |
| Driver Examination Centres.....                            | 25 |
| Accessible Parking Permit .....                            | 25 |
| Accessible Vehicle Sales .....                             | 26 |
| Medical Transportation.....                                | 26 |
| Respite Care and Day Programs .....                        | 26 |
| Community Rehabilitation Resources .....                   | 28 |
| Publicly-funded Providers .....                            | 28 |
| Private Service Providers .....                            | 31 |
| Leisure and Recreation .....                               | 34 |
| Friendly Visiting and Telephone Reassurance Programs ..... | 39 |
| Support, Counselling and Advocacy Services .....           | 40 |
| Vocational Rehabilitation .....                            | 44 |

Information Resources .....46  
    Fraud Prevention Resources .....46  
    Information Resources .....46  
    Vial of Life Programs.....48  
    On-Line Resources .....49  
  
Non-Profit Housing and Seniors Apartments .....50  
  
Retirement Residences .....51  
  
Long-Term Care Facilities .....58  
  
Appendix .....61  
At-A-Glance Directory for Non-Profit Personal Care and Home Help Organizations

*The information in this directory is current as of January 2010. Please contact organizations directly for more up-to-date information.*

## Personal Care and Home Help

The organizations listed below provide help with activities such as bathing, dressing, housekeeping, meal preparation, shopping and escorts to appointments. They may also have registered nursing staff that can provide nursing care or foot care. Some organizations provide other services that are listed in other sections of this directory. For a summary of non-profit services in this section, see the *at-a-glance directory* on pages 61-64.

In some cases services are provided at no cost to the recipient. If you require personal UUcare or home help, your first step is to call your local **Community Care Access Centre (CCAC)** to determine if you are eligible for services. If you or your spouse is a veteran, check with **Veteran's Affairs Canada** (see p. 20 for contact information) to find out if the services you need can be covered. If you have an extended health insurance plan, check with the company to see if your policy will cover any part of the cost for services you pay for. Remember to keep receipts for any care that you pay for; if you qualify for the *Disability Tax Credit* (see p. 21), you may be able to claim these expenses on your income tax.

### Non-Profit Service Providers

#### **South-East Community Care Access Centre (CCAC)**

*Regional Office:* 1471 John Counter Blvd, Suite 200, Kingston, ON K7M 8S8

*Brockville Office:* 555 California Ave, Unit 1, Brockville, ON K6V 7K6

*Smiths Falls Office:* 52 Abbott St N, Unit 1, Smiths Falls, ON K7A 1W3

Intake for new referrals: **1-800-869-8828**

[www.se.ccac-ont.ca](http://www.se.ccac-ont.ca)

- Provides personal and medical care to help people of all ages to live independently
- Provides information and referral to community resources
- Referral to specialized services: nursing, social work, occupational therapy, physiotherapy, speech therapy
- No fee for individuals who qualify for services

#### **Champlain Community Care Access Centre (CCAC)**

545 McNeely Ave, Unit E1, Carleton Place, ON K7C 0A8

**613-253-9000** or **1-800-538-0520**

[www.ccac-ont.ca](http://www.ccac-ont.ca)

- Serves areas in Northern Lanark County (Champlain LHIN)
- Services same as South-East CCAC

## **Canadian Red Cross**

80 Charles St., Brockville, ON K6V 1T3

**613-342-3524** or **1-800-668-0842**

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

- Provides personal care and home support services, including meal preparation, housecleaning, laundry, light yard work and caregiver respite
- Fee for service; financial assistance available

## **Community Home Support – Lanark County**

*Lanark County Office:* 40 Sunset Blvd, Ste D, Unit 100, Perth, ON K7H 2Y4

**613-267-6400**

*Lanark Highlands Office:* 207 Robertson Dr., Lanark, ON K0G 1K0

**613-259-5412**

*Pakenham Office:* 178 Five Arches Dr., Pakenham, ON K0A 2X0

**613-624-5647**

*Drummond-North Elmsley; Elizabethtown-Kitley; Merrickville-Wolford ; Montague ; Rideau Lakes – South Elmsley area Office:* 4 George St S., Smiths Falls, ON K7A 1X4

**613-283-6745**

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

- Home support program for seniors and adults with physical disabilities
- Programs include: Home Help/Home Maintenance, Friendly visiting, transportation to medical appointments, Meals on Wheels/Diner's Club, foot care clinics, telephone reassurance, income tax clinics
- Fees for some services

## **Community and Primary Health Care**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693** or **1-800-465-7646**

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

- Maintains a list of screened workers for home help and maintenance
- Services available include: light housekeeping, laundry, shopping and meal preparation, yard work, window cleaning, snow removal
- Fee for service; subsidy may be available for those who cannot afford the full fee

## **Independent Living Centre Kingston**

### **Self Managed Attendant Services, Direct Funding Program**

298 Concession St., Kingston, ON K7K 2C1

**613-542-8353 or 1-800-553-4572**

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

- Serves South-Eastern Ontario
- Program helps adults with physical disabilities to employ their own attendants to help with activities of daily living. Funding is provided up to six hours per day at a maximum hourly rate
- The client is fully responsible for managing their own employees within a budget that is developed on an individual basis
- Application and interview is required. Waiting list at time of publication is four years.

## **Kemptville and District Home Support**

Raina's Northside Mall, 215 Sanders St, Ste 101, Kemptville, ON K0G 1J0

**613-258-3203**

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

- Serves North Grenville
- Referral program for workers who will do housekeeping, grass cutting and basic home repairs

## **Mills Community Support Corporation**

67 Industrial Dr., Almonte, ON K0A 1A0

**613-256-4700**

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

- Serves Mississippi Mills Area
- Provides a range of home support services: Personal companions, housekeeping, minor home repairs, Meals on Wheels/dining club, wheelchair accessible transportation, friendly visiting, telephone reassurance, foot care clinics, information and referral

## **Ontario March of Dimes**

### **Brockville Region, Attendant Services**

6 Glenn Wood Pl, Unit 6, Brockville, ON K6V 2T3

**613-342-1935 or 1-888-252-9008**

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

- Provides individual help with daily activities such as: taking medication, personal care, transferring, toileting, range of motion exercises and communication
- Self/family/friend or doctor referral; contact the office for an application. Assessment is required.

- If funded hours are available there is no fee for this service; there funded hours are not available there is an option to pay for services.

### **Services to Assist Independent Living (SAIL)**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Serves Front of Yonge ; Gananoque ; Leeds and the Thousand Islands
- Services include: Home Help/Home Maintenance; Foot care clinics in Gananoque, Seeley's Bay, Lyndhurst, Lansdowne and Mallorytown; Escorted transportation; Friendly visiting
- Fees apply for some services

### **St. Elizabeth Health Care**

1471 John Counter Blvd., Suite 410, Kingston, ON K7M 8S8

**(613) 530-3400 or 1-866-351-7958**

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

- Serves Lanark, Leeds & Grenville
- Provides in-home nursing and personal and home support services through CCAC and directly to clients
- Fee for service when not provided through CCAC

### **Victorian Order of Nurses**

**Canada-Ontario Branch, South East Ontario**

**Seniors Managing Independent Living Easily (SMILE) Program**

80 Division St, Suite 14, Trenton, ON K8V 6L7

**1-888-866-6647**

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

- Provides eligible seniors with services to do daily tasks such as meal preparation, housekeeping, laundry, shopping, respite, transportation, lawn cutting and snow removal
- Serves only seniors who could lose their independence without help with several daily activities
- Services are free to eligible seniors; service providers of client's choice may bill SMILE directly
- Contact a participating local Community Support Agency or the SMILE office to arrange an assessment

## Private Service Providers

All private service providers charge a fee, which can vary widely between providers.

If you are hiring a health care service provider privately, you may wish to ask the following questions:

1. Ask if the health care agency is accredited with [Accreditation Canada](#), which sets rigid national quality standards.
2. Ask if the health care agency is a member of the [Ontario Home Care Association \(OHCA\)](#).
3. Ask if the health care agency's staff are bonded, insured, criminal record and referenced checked, and covered by the [Workplace Safety and Insurance Board \(WSIB\)](#).
4. Ask about staff qualifications and training. You may wish to see copies of certification.
5. Is there access to 24 hour service?

### **Bayshore Home Health**

*Brockville Office:* 555 California Ave, Unit 9, Brockville, ON K6V 5V5

**613-345-3371 or 1-866-227-3133**

*Smiths Falls Office:* 94 Beckwith St N., Smiths Falls, ON K7A 2C1

**613-283-1400 or 1-888-227-4599**

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

- Serves Leeds & Grenville counties
- Provides in-home services through CCAC or directly to private clients
- services include: personal care, respite care, foot care, continence assessment and training, live-in help, appointment accompaniment, nursing

### **Comcare Health Services**

52 Abbott St N, Unit 3, Smiths Falls, ON K7A 1W3

**613-283-9444 or 1-888-298-0772**

[www.smithsfalls.comcarehealthnetwork.ca](http://www.smithsfalls.comcarehealthnetwork.ca)

- Offers personal care, home support and respite services as well as nursing and foot care

### **Home Instead Senior Care**

555 Legget Dr, Suite 121, Ottawa, ON K2K 2X3

**613-599-6906 or 1-877-599-4472**

[www.homeinstead.com/3010](http://www.homeinstead.com/3010)

- Serves Lanark County and North Grenville
- Provides personal care and home support, including meal preparation, light housekeeping, transportation and respite care

## Homeward Bound Care

163 Ormond St, Suite 197, Brockville, ON K6V 7E6

613-341-9046 or 613-341-8930

[www.homeward-bound.ca](http://www.homeward-bound.ca)

- Serves Brockville area
- Services include personal care, home support, including shopping, cooking, laundry, housekeeping and driving, nursing care, foot care and respite care

## ParaMed Home Health Care

### Eastern Regional Office

50 Bennett St, Unit 6, Carleton Place, ON K7C 4J9

613-253-8019 or 1-800-465-5054

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

- Provides home support, nursing, respite care and foot care

## Premier Homecare Services

2377 Isle of Man Road, RR #6 Kingston, ON K7I 4V3

(613) 531-0931

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

- Serves Brockville
- Provides a range of personal care and home support services, including housekeeping, shopping, meal preparation, driving, and respite care

## Meal Services and Grocery Delivery

In general, there are two kinds of programs that provide meals: community support organizations may deliver hot or frozen meals to your home or you can attend a group dining program that provides a healthy meal and social activity on a pre-arranged day. Some community support and private home support organizations will provide meal preparation and grocery shopping services for a fee – see section on *Personal Care and Home Help* (p. 4-8) for a complete listing. If you are a Veteran, you may qualify for funding assistance for these services through **Veterans Affairs Canada** (see p.20 for contact information).

## Meals on Wheels and Diner's Clubs

### **Community & Primary Health Care**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Call for dates and locations of Diner's Clubs; rides are available
- Hot or frozen meals delivered at noon
- Special diets available
- Fee for service; financial assistance available

### **Community Home Support – Lanark County**

*Lanark County Office:* 40 Sunset Blvd, Ste D, Unit 100, Perth, ON K7H 2Y4

**613-267-6400**

*Lanark Highlands Office:* 207 Robertson Dr, Lanark, ON K0G 1K0

**613-259-5412**

*Pakenham Office:* 178 Five Arches Dr., Pakenham, ON K0A 2X0

**613-624-5647**

*Drummond-North Elmsley; Elizabethtown-Kitley; Merrickville-Wolford ; Montague ; Rideau Lakes – South Elmsley area Office:* 4 George St S., Smiths Falls, ON K7A 1X4

- Fee for Service

### **Kemptville and District Home Support**

Raina's Northside Mall, 215 Sanders St, Ste 101, Kemptville, ON K0G 1J0

**613-258-3203**

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

- A weekly meal is served at the Centre
- Hot or frozen meals are delivered weekdays
- Special diets available
- Fee for service

## **Services to Assist Independent Living (SAIL)**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Hot meals are delivered within the Town of Gananoque five days a week, and three times a week in rural areas. More frequent delivery can be arranged.
- Frozen meals can be delivered anywhere within SAIL's service area or picked up at the office
- Diners' Clubs in Gananoque, Lansdowne, Seeley's Bay and Mallorytown
- Call or visit website for details, including prices

## **Mills Community Support Corporation**

67 Industrial Dr., Almonte, ON K0A 1A0

**613-256-4700**

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

- Serves Mississippi Mills Area

## Grocery Delivery

### **Your Independent Grocer**

**O'Reilly's, Prescott**

150 Prescott Centre Dr., Prescott, ON K0E 1T0

**613-925-4625**

- offers weekly grocery delivery to local, home-bound seniors and disabled adults
- Delivery in Prescott area – charge is for one-way taxi

### **Valu-mart**

**Brockville**

125 Stewart Blvd., Brockville, ON K6V 4W4

**613-498-0622**

- Services available to seniors age 65+
- Delivery within town limits – charge for shopping and delivery is \$6
- On Tuesdays the grocery store gives seniors who shop at their store \$2 towards a cab ride home, or a bus voucher.

# Equipment

Special equipment can be borrowed, rented or purchased, new or used. Some non-profit organizations loan or give away used equipment. It is important that equipment meets the specific needs of the person using it. For assistive devices (e.g. walkers and wheelchairs), that are required on a long-term basis, an assessment by a physiotherapist or occupational therapist is recommended and may enable you to access government funding (through the *Assistive Devices Program* – Ministry of Health and Long Term Care) for the purchase of equipment. Funding for equipment may be available; Refer to funding resources listed at the end of this section.

Call your local **Community Care Access Centre** (see p. 3) to inquire if you qualify for CCAC services and short-term equipment rentals.

## **Adaptive Clothing by Silvert's**

18-3280 Steeles Ave W., Concord, ON L4K 2Y2

**1-800-387-7088**

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

- Supplies clothing and footwear designed for people with physical disabilities.
- Order through catalogue or on-line; retail store in Concord.

## **Bell Canada**

**Special Needs**

**1-800-268-9243**

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

- Provides a list of suppliers of adaptive telephone equipment e.g. special handsets

## **Canadian MedicAlert Foundation**

2005 Sheppard Ave E, Suite 800, Toronto, ON M2J 5B4

**1-800-668-1507**

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

- A registered charity that provides emergency responders with 24-hour immediate access to members' medical information
- Membership provides a custom-engraved bracelet or necklet and a membership card that outlines additional vital medical information and emergency contacts
- Register on-line or obtain a registration form from a doctor's office, hospital, pharmacy or by calling the toll-free number.
- There is a one-time registration fee and annual membership fee. Cost depends on the level of membership purchased as well as the cost of the bracelet or necklet. Fee assistance available for eligible applicants through the Member Assistance Program.

## **Canadian Red Cross**

### **Brockville Branch, Health Equipment Loan Program**

80 Charles St., Brockville, ON K6V 1T3

**613-342-3523**

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

- Serves Leeds & Grenville
- Home health equipment (e.g. wheelchairs, walkers, crutches, bath benches, commodes etc.) available for short-term loan
- A doctor's note or prescription is required before items can be rented
- Fee for service

## **2Care4 Medical Limited**

88 Cornelia St W, Unit F, Smiths Falls, ON K7A 5K9

**613-284-1058**

[www.2care4medical.com](http://www.2care4medical.com)

- Sells a wide range of equipment, including therapy supplies, mobility aids and Lifecall personal alarm system
- Registered ADP vendor
- Fee for equipment, services, installation and consultation
- On-line ordering available

## **Civitan Club**

### **Almonte**

500 Almonte St., Almonte, ON K0A 1A0

**613-256-6234**

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

- Serves Lanark County
- Loans used wheelchairs, walkers and other equipment

## **Community & Primary Health Care**

### **Lifeline**

42 Garden St., Brockville, ON K6V 2C3

**613-342-9991 or 1-877-565-0008**

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

- Serves Lanark, Leeds & Grenville

- Lifeline is a personal response system that is available and easy to use, 24 hours a day. Users have a device attached to their phone and wear a button on a cord around their necks or on their wrists which allows them to call for help.
- Installation and monthly monitoring fees ; Fee assistance available

## **Medigas**

333 California Ave, Unit 14, Brockville, ON K6V 5Y6

**613-498-3057 or 1-866-446-6302**

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

- Serves Leeds & Grenville
- Sells home medical supplies and equipment

## **Mobility Care Co.**

1 Harris Street South, Perth K7H 2X8

**613-264-2969**

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

- Sells home health care and wheelchairs
- ADP registered supplier of mobility equipment

## **Ontario March of Dimes**

### **DesignAbility® Program**

**1-800-263-3463 ext. 7211**

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

- DesignAbility® matches skilled volunteers with consumers facing unique barriers in order to create or modify devices to increase independence.
- There is no charge except the expense of the materials involved.
- Fill out a request for assistance form available on the website and return by fax or mail

## **Ontario Medical Supply Limited**

1100 Algoma Rd., Ottawa, ON K1B 0A3

**613-244-8620**

- Store that sells home health care, medical supplies, equipment, and mobility aids

## **Services to Assist Independent Living (SAIL)**

### **Lifeline**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Areas served: Front of Yonge; Leeds and the Thousand Islands; Gananoque and West to Joyceville Road
- Lifeline Emergency Response System demonstrations and installations
- Fee for service

### Funding for Equipment Needs

- There is funding in Ontario to help purchase certain types of equipment through the **Ministry of Health and Long Term Care's Assistive Devices Program**; information listed below
- Remember to check your personal health insurance policy for funding for rehabilitation and equipment needs.
- If you are employed, check with your employer about workplace disability insurance program and equipment purchase through your insurance.
- If you are a veteran, contact the **Department of Veterans Affairs** for possible assistance: 1-866-522-2122.
- If you are receiving disability benefits through a government program (i.e. CPP, ODSP), check with the program to see if your equipment needs are covered.

### **Ministry of Health and Long-Term Care, Assistive Devices Program**

5700 Yonge Street, 7<sup>th</sup> Floor, Toronto, Ontario, M2M 4K5

**1-800-268-6021**

[http://www.health.gov.on.ca/english/public/program/adp/adp\\_mn.html](http://www.health.gov.on.ca/english/public/program/adp/adp_mn.html)

- Funds up to 75% of the cost of necessary equipment and supplies for people with physical disabilities, regardless of income
- Applicants must have had a physical disability for at least six months and be assessed by a physiotherapist or occupational therapist.
- You must be approved before you can purchase equipment from an ADP Registered Vendor.

### **Ontario March of Dimes Assistive Devices Program**

717 Richmond St, Unit 5, London, ON N6A 1S2

**1-866-765-7237**

[http://www.marchofdimes.ca/dimes/people\\_with\\_disabilities\\_caregivers/programs\\_and\\_services/mobility\\_aids/assistive\\_devices.htm](http://www.marchofdimes.ca/dimes/people_with_disabilities_caregivers/programs_and_services/mobility_aids/assistive_devices.htm)

- Provides partial funding for the purchase and maintenance of specified equipment
- Eligibility is based on income as well as the impact the device will have on a person's independence
- Application form can be downloaded from the MOD website

## **Almonte Community Coordinators**

### **The Hub**

118 Mill St., Almonte, ON K0A 1A0

**613-256-5225**

- A charity that will consider applications for financial assistance related to medical needs
- Apply in writing to the President

## **Lanark & District Civitan Club**

2144 South St., PO Box 189, Lanark, ON K0G 1K0

Hall **613-259-3216**

Freda Fournier, President, Phone: 613-267-2491

[www.civitancanada.org/clubs.htm](http://www.civitancanada.org/clubs.htm)

## **Perth Civitan Club**

6787 County Rd 43, PO Box 331, Perth, ON K7H 1B0

Ken Fournier, President, Phone: **613-267-2181 or 613-812-3095**

## **Smiths Falls Civitan Club**

12468 Highway 15 N, PO Box 426, Smiths Falls, ON K7A 4T4

Bonnie Laming, President, Phone: **613-283-7957**

- Considers funding requests for individuals who require assistive devices
- Requests for assistance should be written by a social worker, doctor or other relevant person; takes about one month for decision

## Funding and Support for Home or Vehicle Adaptations

## **Canada Revenue Agency**

Offices in Kingston and Ottawa

Service by appointment only

To book an appointment or for General Enquiries call **1-800-959-8281**

[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

- Cost of home renovation, purchase of an adapted vehicle or vehicle modification may qualify as medical expenses on your income tax return
- See p. 21 for more information about disability-related tax credits and deductions

## **Education for Quality Accessibility (Canada)**

### **Brockville Chapter**

c/o John McClintock, 912 Sharpe's Lane Lane, RR 1, Brockville, ON K6V 5T1

**613-342-6883**

- Serves Leeds & Grenville
- EQA offers free information, inspections and assessments on a variety of accessibility projects
- A guide (available on website) provides assistance to people thinking about accessibility improvements to their home or building

## **Canada Mortgage and Housing Corporation Home Accessibility Assistance Programs**

100 Sheppard Ave E, Suite 500, Toronto, ON M2N 6Z1

**1-800-668-2642**

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

RRAP FOR PERSONS WITH DISABILITIES (RRAP-D): Financial assistance to modify the home for people with disabilities

HOME ADAPTATIONS FOR SENIORS' INDEPENDENCE (HASI): Financial assistance for minor changes to the home for older people

HOMEOWNER RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM (Homeowner RRAP): Financial assistance to low-income homeowners for essential home repairs.

- Financial assistance in the form of a loan, which does not have to be repaid if the person stays in their home for the term of the loan
- Homeowners or landlords may apply
- Eligibility depends on the income/house value of the tenant or homeowner
- Pre-application tool is available on-line

## **Ontario March of Dimes**

### **Home and Vehicle Modification Program**

Toll Free: **1-877-369-4867**, press "2" to speak with an Intake Counselor

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

- One-time grants of up to \$15,000 for basic home modifications and up to \$15,000 every ten years for vehicle modifications
- Complete Applicant Assessment form on-line or request by telephone

## **Income Assistance**

Financial assistance is delivered by different levels of government. Federal and provincial governments have service centres to provide one-stop access to information and applications for assistance, in addition to other government programs.

## Service Canada

Canada Pension Plan (CPP), Toronto and Area Office

Old Age Security (OAS) Programs

Guaranteed Income Supplement

PO Box 5100, Station D, Scarborough, ON M1R 5C8

1-800-277-9914 (basic recorded information 24/7; Press "0" to speak to an agent)

[www.hrsdc.gc.ca/eng/oas-cpp](http://www.hrsdc.gc.ca/eng/oas-cpp)

- **CPP** is a monthly retirement pension available at 65 years (or between 60 and 64 years if earning requirements met during initial qualifying period) \* CPP disability benefits for under 65, plus allowance for dependent children
- **Old Age Security (OAS)** Monthly pension to persons 65 or over regardless of income \* must be a legal resident of Canada for at least 40 years to receive full pension or meet other requirements for residency
- **Guaranteed Income Supplement (GIS)** is added monthly to Old Age Security for those with limited or no income \* amount of supplement is adjusted quarterly \* reapply when income taxes are filed (end of April) \* not payable outside Canada beyond a period of 6 months
- Apply 6 months before becoming eligible (not automatic) \* application forms available online, by phone or in person at Service Canada sites

## Employment Insurance

1-800-206-7218

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

- Temporary financial assistance due to unemployment for specific reasons, including illness
- Claimants must have worked a minimum number of hours in a specified time frame to qualify for benefits
- Benefit rate is a percentage of maximum insurable earnings
- Records of Employment from previous employers should be submitted immediately after employment has ended \* the first 2 weeks of the claim are a waiting period for which no benefits are paid
- Application forms available online, by phone or in person at Service Canada sites

## Brockville Service Canada Centre

Fuller Building, 14 Court House Ave, Brockville, ON K6V 4T1

613-342-4487 or 1-800-277-9914

*Area Served:* Athens ; Brockville ; Elizabethtown-Kitley – part (formerly Elizabethtown); Front of Yonge ; Leeds and the Thousand Islands – part (formerly Front of Escott)

## Carleton Place Service Canada Centre

46 Lansdowne Ave, Carleton Place, ON K7C 3S9

613-257-3344 or 1-800-622-6232

*Area served:* Beckwith; Carleton Place; Lanark Highlands – (formerly Darling Twp); Mississippi Mills

**Gananoque Service Canada Centre**

5 Charles St S., Gananoque, ON K7G 1V9

**613-382-2124 or 1-800-622-6232**

*Area served:* Front of Yonge ; Gananoque ; Lansdowne ; Leeds and the Thousand Islands

**Scheduled Outreach Site – Kemptville**

North Grenville Municipal Centre, 285 County Road 44, Kemptville, ON K0G 1J0

**1-800-622-6232**

- Serves North Grenville
- Second and Fourth Wednesday of the month 9 am-12 noon, 1 pm-3 pm

**Perth Service Canada Centre**

13 Herriott St., Perth, ON K7H 3E4

**613-267-1921 or 1-800-622-6232**

*Area served:* Drummond-North Elmsley; Lanark Highlands – part (former Village of Lanark, Lanark Twp, Lavant, Dalhousie and N Sherbrooke); Perth; Rideau Lakes – part (former North Crosby, Newboro); Tay Valley – Bathurst, Burgess, Sherbrooke; Westport

**Prescott Service Canada Centre**

292 Centre St, 2<sup>nd</sup> Floor, Prescott, ON K0E 1T0

**613-925-2808 or 1-800-622-6232**

*Area served:* Augusta; Edwardsburgh-Cardinal; North Grenville; Prescott

**Smiths Falls Service Canada Centre**

91 Cornelia St W, Suite 115, Smiths Falls, ON K7A 5L3

**613-283-4790 or 1-800-622-6232**

*Area served:* Elizabethtown-Kitley – part (former Kitley); Merrickville-Wolford; Montague; Rideau Lakes – part (wards of: South Crosby, South Elmsley, Bastard and Burgess); Smiths Falls

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

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

- ODSP provides Income and Employment support to persons with disabilities. Income support is for adults who are in financial need and have also been determined to be disabled under the Ontario Disability Support Program Act. Eligible persons receive a monthly living allowance, drug, dental and other basic benefits.
- Apply by phone, letter or in person \* applications for Employment Support are also available on web site \* persons in need of immediate financial assistance should apply for Ontario Works.

- Financial interview with ODSP or Ontario Works will submit referral to Disability Adjudication Unit

### **Brockville office**

100 Strowger Blvd, Suite 105, Brockville, ON K6V 5J9  
**613-345-1200 or 1-800-267-0834**

### **Smiths Falls Office**

91 Cornelia St W, Suite A7, Smiths Falls, ON K7A 5L3  
**613-283-1165 or 1-800-267-7911**

## **Ontario. Ministry of Revenue**

### **Client Accounts and Services Branch, Guaranteed Annual Income System**

PO Box 624, 33 King St W., Oshawa, ON L1H 8H5  
**1-866-668-8297**

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

- Open to seniors 65+ who qualify for both the Guaranteed Income Supplement (GIS) and the Old Age Security (OAS) Pension
- Seniors do not have to apply for GAINS benefits; if the OAS/GIS residency and other eligibility requirements are met, the senior will be automatically eligible for GAINS

## **Veterans Affairs Canada**

### **Kingston District Office (Serving Leeds & Grenville)**

449 Princess St, Ste 101, Kingston, ON K7L 1C3

### **Ottawa District Office**

2323 Riverside Dr., Suite 1, 2<sup>ND</sup> Floor, Ottawa, ON K1A 0P5

**1-866-522-2122**

[www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

- Provides services to veterans and their dependents which include disability pensions, allowances, and health care
- Open to qualified Veterans, Canadian Forces members, serving and discharged members of the RCMP, certain civilians; and their families
- Assessment required for some benefits

## Funding Assistance for Prescription Medications

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

### **Ontario Drug Benefits (ODB) Program**

5700 Yonge St, 3<sup>rd</sup> floor, Toronto, ON M2M 4K5

General Information: **1-866-811-9893**

Seniors Information Line: **1-888-405-0405**

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

- Financial assistance for approved drug products, some nutrition products, diabetic testing agents, certain allergy products \* items must be prescribed by an authorized prescriber \* see website for list of items
- Open to Ontario residents with a valid Ontario Health Card and belong to one of the following groups:
  - \* people 65 years of age and older
  - \* residents of long-term care facilities
  - \* people receiving professional services under the Home Care program
  - \* social assistance recipients (Ontario Works or Ontario Disability Support Program)
- Seniors do not need to apply for this benefit. With receipts, they can be reimbursed for any listed drug expenses as of that date (not including the co-payment fees). Others who meet the conditions can apply but are NOT AUTOMATICALLY slotted into the \$2 co-payment plan. Forms are available at local pharmacies.

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

### **Trillium Drug Program**

**1-800-575-5386**

- People who are not otherwise eligible for the Ontario Drug Benefits (ODB) program and who have high drug costs in relation to their income may qualify to receive Ontario drug benefits through this program \* applicants pay an annual deductible (paid in quarterly instalments) based on their household net income and number of household members before becoming eligible, and then pay up to \$2 per prescription.
- Open to people who: A) have a valid Ontario Health Card, B) do not have an insurance plan that covers prescription drugs or does not cover all of their prescription drugs AND C) spend a large part of their income on prescription drugs
- Application forms are available at local pharmacies or online

### **Tax Benefits**

You may qualify for non-refundable tax credits or deductions due to a disability. You must have your doctor complete a form to apply for the *Disability Tax Credit*. If you are deemed eligible, you may be able to claim attendant care and other medical expenses that require certification. In addition, a family caregiver may qualify for the *Caregiver Tax Credit*. Detailed information is available in Revenue Canada's (CRA) "Medical and Disability-Related Information" guide that includes the Disability Tax Form at:

<http://www.cra-arc.gc.ca/tx/ndvdl/sqmnts/dsblts/menu-eng.html>

## **Canada Revenue Agency**

### **Kingston Tax Services Office (Serving Leeds & Grenville)**

31 Hyperion Crt., Kingston, ON K7L 5P3

### **Ottawa Tax Services Office**

Ottawa Technology Centre, 875 Heron Road, Ottawa ON K1A 1A2

Service by appointment only

To book an appointment or for General Enquiries call **1-800-959-8281**

[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

## Community Income Tax Clinics

Trained volunteers assist low-income households with their income tax return during tax season. Appointments are required. There is no fee for the service, but donations are accepted.

### **Community Home Support – Lanark County**

*Lanark County Office:* 40 Sunset Blvd, Ste D, Unit 100, Perth, ON K7H 2Y4

**613-267-6400**

*Lanark Highlands Office:* 207 Robertson Dr, Lanark, ON K0G 1K0

**613-259-5412**

*Pakenham Office:* 178 Five Arches Dr., Pakenham, ON K0A 2X0

**613-624-5647**

*Drummond-North Elmsley; Elizabethtown-Kitley; Merrickville-Wolford ; Montague ; Rideau Lakes – South Elmsley area Office:* 4 George St S., Smiths Falls, ON K7A 1X4

**613-283-6745**

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

### **Mills Community Support Corporation**

67 Industrial Dr., Almonte, ON K0A 1A0

**613-256-4700**

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

- Serves Mississippi Mills Area

### **Volunteer Bureau of Leeds and Grenville**

United Way Building, 42 George St., Brockville, ON K6V 6K8

**613-345-7000 or 1-866-269-0200**

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

- Serves Leeds & Grenville

## **Services to Assist Independent Living (SAIL)**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Serves Front of Yonge ; Gananoque ; Leeds and the Thousand Islands

## **Transportation**

### Accessible/Escorted Transportation

#### **Brockville Para Transit**

**613-342-8772 ext 8231** Valerie Harvey, City of Brockville

[www.city.brockville.on.ca](http://www.city.brockville.on.ca)

- Serves City of Brockville
- Wheelchair accessible public transportation service
- Available to individuals regardless of age who, due to a mobility or cognitive impairment, are unable to board conventional transit facilities
- Application form must be completed by a registered health professional; forms available on-line or by phone.

#### **Care Mobility**

PO Box 35, Carleton Place, ON K7C 3P3

**613-253-2100 or 1-800-684-3378**

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

- Attendant worker available should the client require additional assistance. An attendant or family member can travel at no charge.
- Sliding scale fees, call for a quote; for clients outside of the Ottawa region, flat rate or per km billing is offered.

#### **Community & Primary Health Care**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Serves Lanark, Leeds & Grenville

- Volunteers provide escorted transportation to essential services such as medical appointments, Adult Day Programs, grocery shopping, visit a loved one in hospital or nursing home, etc. \* local and long-distance rides are available
- Fee for service; financial assistance available

## **Community Home Support – Lanark County**

*Lanark County Office:* 40 Sunset Blvd, Ste D, Unit 100, Perth, ON K7H 2Y4

**613-267-6400**

*Lanark Highlands Office:* 207 Robertson Dr., Lanark, ON K0G 1K0

**613-259-5412**

*Pakenham Office:* 178 Five Arches Dr., Pakenham, ON K0A 2X0

**613-624-5647**

*Drummond-North Elmsley; Elizabethtown-Kitley; Merrickville-Wolford ; Montague ; Rideau Lakes – South Elmsley area Office:* 4 George St S., Smiths Falls, ON K7A 1X4

**613-283-6745**

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

- Transportation to medical appointments
- Fee for service

## **Gananoque Wheels of Care**

Carveth Care Centre, 375 James St., Gananoque, ON K7G 2Z1

**613-382-4831 or 1-877-215-7433**

- Serves Gananoque area including: Brockville, Elgin, Kingston, Lansdowne, Lyndhurst, Mallorytown, Rockport and Seeley's Bay
- Local transportation service \* offers bus transportation to doctor or clinic appointments, banking or shopping etc.\* bus has space for three wheelchair and seats for six people; wheelchairs or persons requiring help must have an assistant
- Fee for service ; discount available to frequent users

## **Kemptville and District Home Support**

Raina's Northside Mall, 215 Sanders St, Ste 101, Kemptville, ON K0G 1J0

**613-258-3203**

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

- Serves North Grenville
- Volunteer drivers provide escorted local and long distance transportation
- Fee for service

## **Mills Community Support Corporation**

67 Industrial Dr., Almonte, ON K0A 1A0

**613-256-4700**

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

- Serves Mississippi Mills Area
- Escorted transportation to medical appointments
- Wheelchair accessible bus for medical & social outings

## **North Grenville Accessible Transportation**

PO Box 1696, Kemptville, ON K0G 1J0

Information **613-258-7484** \* Bookings 613-258-6600

- Serves North Grenville
- Adapted vehicle provides equivalent of taxi service for wheelchairs, walkers and people with physical disabilities requiring assisted transportation; attendants can travel with client
- Fares depend on distance; fee assistance available.

## **Services to Assist Independent Living (SAIL)**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Serves Front of Yonge ; Gananoque ; Leeds and the Thousand Islands
- Provides escorted transportation to medical appointments, grocery shopping and other essential appointments. Transportation is provided by a volunteer using their own vehicle, assisting the client as needed
- Per km charge for trips; flat rate for local trips. Long-distance transportation available at staff discretion

## **Via Rail Canada Inc**

Tickets and Information: **1-888-842-7245**

- Offers special services for travellers with disabilities, including priority boarding, staff assistance and in certain circumstances, free travel for a companion.
- Must call train station 24 hours in advance to book use of a Via Rail wheelchair

## **Westport Lion's Club**

Mountain Rd., Westport, ON K0G 1X0

**613-273-5789**

- Serves Westport and North Crosby
- Provides transportation by wheelchair-accessible van to medical appointments
- Eligibility determined on a case by case basis; service is free

### Driver Examination Centres

If your driver's licence was suspended for medical reasons and you want to get it back, you must follow the instructions in the letter that the Ministry of Transportation (MTO) sent to you. This could involve either submitting an updated Medical Report or being re-examined in order to have your licence reinstated. If you need to take a driver's test, you must attend an MTO approved driver assessment centre. The cost of the driving evaluation is set by the assessment centre and ranges between \$500 and \$800, which is not covered by OHIP. Detailed information about the MTO's Medical Review Section and link to a list of approved driver assessment centres is available on-line at: <http://www.mto.gov.on.ca/english/dandv/driver/medical-review/faq.shtml>

## **Serco-Des**

### **DriveTest**

2211 Parkdale Ave., Brockville, ON K6V 6B2

**613-342-9772**

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

- Offers occasional testing sites in Kemptonville

County Fair Mall, 283 Brockville St., Smiths Falls, ON K7A 4Z6

**613-283-2815**

- Offers occasional testing sites in Carleton Place and Westport

### Accessible Parking Permit

## **Ontario Ministry of Transportation**

### **Accessible Parking Permit Program**

c/o ServiceOntario Licence Renewals Unit , PO Box 9800, Kingston, ON K7L 5N8

**1-800-387-3445**

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

- Individuals with a physical disability can obtain a special parking permit that can be used in any vehicle in which they are travelling. A health care professional (specified on application) must certify the applicant's condition.
- Applications can be downloaded from the website, picked up at any Driver and Vehicle Licence Issuing Office (see website for office addresses), or requested by mail

### Accessible Vehicle Sales

#### **Leeds Transit Inc.**

542 Main St., Elgin, ON K0G 1E0

**613-359-5344 or 1-800-267-9240**

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

- Sells new and used wheelchair accessible vehicles of all sizes and makes from buses to minivans
- Financing available

### Medical Transportation

These companies provide non-emergency transportation by wheelchair or stretcher, and can monitor oxygen.

#### **Advanced Patient NET Limited**

139 Pine St, Unit 2, Kingston, ON K7K 1W9

**613-542-1441**

- Serves Leeds & Grenville

#### **Priority Patient Transfer Service**

11 Bentley Ave., Ottawa, ON K2E 6T7

**613-727-0168 or 1-866-561-7787** (24 hours)

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

- Serves Lanark, Leeds & Grenville

## **Respite Care and Day Programs**

A number of Community support organizations and private home health companies offer respite care, which is intended to give caregivers a rest and time away from their caregiver responsibilities. Some respite programs, including day programs, provide additional benefits to the stroke survivor (or

person with a disability) such as social and mental stimulation, physical exercise, meals/snacks or personal care. Respite care can be for a few hours, or include overnight care, in-home or in a long-term care or retirement home. Please refer to the sections in this guide that pertain to long-term care homes and retirement homes for information about these respite options.

The cost of respite care varies, and in some cases, services are provided at no cost to the recipient. If you require respite care, your first step is to call your local **Community Care Access Centre (CCAC)** (p. 3). CCAC will give you information and determine if you are eligible for in-home respite, short-stay respite in a long-term care home or a day program (CCAC referral is required for some day programs). If you or your spouse is a veteran, check with **Veteran's Affairs Canada** (see p.20 for contact information) to find out if the services you need can be covered. If you have an extended health insurance plan, check with the company to see if your policy will cover any part of the cost for services you pay for. Remember to keep receipts for any care that you pay for; if you qualify for the *Disability Tax Credit* (see p. 21), you may be able to claim these expenses on your income tax. For a listing of private service providers that provide respite care, refer to listing under *Personal Care and Home Help* p. 4-8.

## **Almonte General Hospital**

### **Respite Care/Convalescent Care**

75 Spring St., Almonte, ON K0A 1A0

**613-256-2500** Stephanie Lee, LTC Manager

- Serves Lanark County, Former West Carleton Township
- Provides 24-hour respite care. Priority is caring for individuals who require complex continuing care.
- Apply directly. Family physician must have hospital privileges or arrange for such.
- Maximum length of stay is 2 months in a 12 month period (may be divided) and is based on availability of beds. Cost is \$55/day at time of publication.

## **Community & Primary Health Care**

### **Adult Day Service**

Brockville General Hospital, 42 Garden St., Brockville, ON K6V 2C3

**613-342-3693 Ext 242 or 1-800-465-7646**

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

- Serves Leeds & Grenville

Program also available in:

**GANANOQUE:** Carveth Care Centre, 375 James St, Gananoque, ON K7G 2Z1 \* 613-382-4752 ext. 28 \* Wed 9 am-3 pm

**KEMPTVILLE:** Agroforestry Education Centre – Kemptville Campus – University of Guelph, 2627

Bedell Rd, Kemptville, ON K0G 1J0 \* 613-258-8336 ext.339 \* Mon, Tue & Thu 9 am-3 pm  
*PORTLAND*: Country Roads Community Health Centre, 4319 Cove Rd, Portland, ON K0G 1V0 \*  
613-272-2799 \* Wed 9 am-3 pm  
*PRESCOTT*: Prescott Community Health Centre, 555 King St W, Prescott, ON K0E 1T0 \* 613-925-  
3602 \* Tue 9 am-3 pm

- An adult day program offering activities in a secure environment
- Staffed by a manager, recreation therapists and volunteers
- Highlights: hot lunch, pet therapy, entertainment, arts and crafts, exercise, mental aerobics, theme discussions and caregiver support
- Fee per day; assistance available
- Apply through the South East Community Care Access Centre 1-800-267-6041

## **Community & Primary Health Care**

### **In-Home Respite**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Serves Lanark, Leeds & Grenville
- Service may include homemaking and personal care
- No fee. Paid respite is also available.

## **Community Rehabilitation Resources**

Rehabilitation services may be covered by OHIP with a doctor's referral, but material and administrative costs may be extra. Call your local CCAC to find out if you are eligible to receive rehabilitation services through CCAC (see p. 3 for contact information). Some extended health insurance plans provide additional coverage for rehabilitation needs. If you or your spouse is a veteran, call Veteran's Affairs to inquire about coverage.

### Publicly-Funded Providers

#### **Almonte General Hospital**

75 Spring St., Almonte, ON K0A 1A0

#### **Occupational Therapy**

**613-256-2514 Ext 2115**

#### **Physiotherapy Department**

Authorized Assistive Devices Program Assessments

**613-256-1965 or 613-256-2514 Ext 2221**

- Serves Lanark County
- For ADP assessments, call for appointment ; bring health card and private insurance information; clients without private health insurance will be served, but may have a waiting period
- For outpatient occupational therapy and physiotherapy, doctor's referral is needed

### **Aphasia Centre of Ottawa**

Heartwood House, 153 Chapel Street, Ottawa, ON K1N 1H5

**(613) 567-1119**

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

- Serves stroke survivors with aphasia in Eastern Ontario
- Offers Supported Communication Groups for individuals and couples
- Physiotherapy
- Computer program
- Reading group
- Referral by self, family or health care provider
- Fee for service; assistance available

### **Brockville General Hospital**

75 Charles St., Brockville, ON K6V 1S8

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

- Serves Leeds & Grenville

### **Stroke Prevention Clinic**

**613-345-5649 Ext 1410**

- Specialized clinic that provides instruction to patients on stroke prevention including dietary, physical and other lifestyle changes
- Doctor's referral required
- Program fees for non-OHIP insured services

### **Perth and Smiths Falls District Hospital**

Great War Memorial Site

33 Drummond St W., Perth, ON K7H 2K1

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

- Serves Lanark County

## **Authorized Assistive Devices Program Equipment Assessments**

**613-267-1500 Ext. 4212** (Occupational Therapy); **Ext. 4275** (Physiotherapy)

- Physiotherapy and Occupational Therapy assessments and ADP authorizations for walkers and wheelchairs
- Doctor's referral required

## **Rehabilitation Day Hospital**

**613-267-1500 ext. 2127** Annette Thomson

- Neuro-rehabilitation program three days a week – Occupational therapy, physiotherapy, speech therapy and nursing. Doctor's referral required
- Pulmonary Rehab program two days a week for people diagnosed with COPD – two-month fitness program with continuing twice weekly exercise program. Doctor's referral required.
- Heart-to-Heart education program for people with heart disease – seven-week education program. Can self-refer.
- Free

## **Vascular Protection Clinic**

**613-267-1500 Ext. 4263**

- Timely medical assessment of stroke risk factors, case management and treatment/counselling to prevent stroke for those at high risk, e.g. those who have sustained transient ischemic attack (mini-stroke) or a mild stroke. Nutrition counselling and referral to rehabilitation services if required.
- Doctor's referral required

## **Providence Care**

### **Regional Community Brain Injury Services**

125 Stewart Blvd, Suite 227, Brockville, ON K6V 4W4

**613-342-1613 or 1-800-871-8096**

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

- Provides rehabilitation and support services for adults age 18-64 with acquired brain injuries, including education and support for families and other community agencies \* Community rehabilitation counsellors, with the advice and support of a psychologist, provide life skills and supported living services
- Referrals are accepted from service providers, individuals, and family members

## **Providence Care**

### **St. Mary's of the Lake Hospital site**

340 Union St., Kingston, ON K7L 5A2

## **Physiotherapy Outpatient Services**

**613-548-7222 Ext 2245**

## **Occupational Therapy Outpatient Services**

**613-548-7222 Ext 2293**

- Serves Leeds & Grenville
- Doctor's referral required

## Private Service Providers

All of the services listed below provide physiotherapy services to stroke survivors, and additional services are listed. In selecting a private physiotherapist, you may wish to inquire about extra clinical course work and experience in neurological physiotherapy.

If you have benefits through an extended health insurance plan or Veteran's Affairs, check for physician referral requirements and coverage for rehabilitation needs including: physical therapy, occupational therapy, massage therapy, kinesiology, chiropractic treatments, and orthotics and prosthetics services. Fees vary. If you qualify for the *Disability Tax Credit* (p. 21), you may be able to claim some therapy services as a medical expense on your income tax.

### **Action Potential Rehabilitation**

72 Nanook Cres., Kanata, ON K2L 2A8

**(613) 228-0777**

[www.actionpotentialrehab.net](http://www.actionpotentialrehab.net)

- Focus on neurological conditions and disorders of balance and movement
- In-home services only; travel charges apply outside the greater Ottawa area

### **Brockville Physiotherapy & Sports Injuries Clinic**

202-133 King Street West, Brockville, ON, K6V6Z1

**613-498-4002**

- Will assume care after in or outpatient rehab has been completed
- Also offers chiropody services

### **Comcare Health Services**

52 Abbott St N, Unit 3, Smiths Falls, ON K7A 1W3

**613-283-9444 or 1-888-298-0772**

[www.smithsfalls.comcarehealthnetwork.ca](http://www.smithsfalls.comcarehealthnetwork.ca)

- Also offers Occupational Therapy, Social Work and Speech Language Pathology

## **Generations Physiotherapy Clinic**

52 Abbott Street North, Smiths Falls, ON, K7A 1W3

**613-283-0568**

- In-home or clinic services
- No extra charge for in-home visits in local area

## **Kemptville Physiotherapy Centre**

2868 Hwy 43 (Creekside Centre), Kemptville, ON, K0G1J0

**613-258-7661**

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

- Also offers massage therapy

## **M.A.P. Physiotherapy**

1731 St. Laurent Blvd., Ottawa, ON K1G 3V4

**(613) 321-3858**

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

- Orthopedic and neurological physiotherapy; clinic services only

## **Movewell Physiotherapy**

25 Mill Street, Gananoque, ON, K7G2L5

**613-382-4200**

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

- Also offers orthotics

## **Naismith Physiotherapy & Sports Injury Clinic**

130 Lansdowne Avenue, Carleton Place, ON, K7C2T7

**613-253-4224**

- Orthopedic clinic will deal with orthopedic issues or design a general exercise program

## **Neuro Home Rehab**

c/o Diana Wong, 131 Sumac Hill Lane, RR1, Dunrobin, ON K0A 1T0

**(613) 274-3777**

- In-home services only
- Outside of Ottawa/Almonte/Carp area, depends on availability of therapist
- Additional charge for travel time may apply

## **NeuroLogic Physiotherapy**

139 Greenbank Road, Nepean, ON, K2H9A5

613-721-2738

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

- Stroke rehabilitation
- Additional services: Cranio-sacral, Myofascial release, Acupuncture
- Treatments are hands-on, with minimal use of machines or equipment and patients are taught to treat themselves so that they can optimize their functioning as soon as possible

## **Perth Physiotherapy**

279 Canal Bank, Perth, ON, K7H3E3

**613-267-6789**

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

- Also offers massage, personal training and cardio rehab

## **Shannon Mulholland** B.Sc.P.T. M.C.P.A

Licensed Physiotherapist

**(613) 549-4754**

- Neuro Physiotherapy Services
- In home or clinic services
- available for consultation with individuals/health care providers outside of Kingston

## **Smiths Falls Physiotherapy & Sports Injuries Clinic**

91 Cornelia W, Smiths Falls, ON, K7A5K9

**613-283-9169**

- Will assume care after in or outpatient rehab has been completed

## **Tay River Reflections**

279 Canal Bank, Perth, ON, K7H3C3

**613-264-0888**

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

## **Tay Valley Physiotherapy**

3 Beckwith Street East, Perth, ON, K7H1B2

**613-267-4766**

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

## **Seaway Physiotherapy Centre**

102 Centre, Prescott, ON, K0E1T0

**613-925-1661**

- Also offers massage (one evening per week) and foot orthotics

## **Leisure and Recreation**

### **Access 2 Entertainment**

c/o Easter Seals Canada, 90 Eglinton Ave E, Suite 208, Toronto, ON M4P 2Y3

**(416) 932-8382 Ext 227**

[www.access2.ca](http://www.access2.ca)

- Provides free admission (or a discount) for support persons accompanying a person with a disability at member movie theatres across Canada \* the person with the disability pays regular admission
- Application forms can be found on the website

### **Brockville Area YMCA**

345 Park Street, Brockville, Ontario K6V 5Y7

**613-342-7961**

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

- Neuromuscular rehabilitation classes (must be a member) and drop-in fitness designed at a gentle level
- Chair lift in hydrotherapy pool and ramp and wheelchair for the swimming pool
- Financially assisted memberships require application and proof of income

## Community & Primary Health Care

### Seniors' Exercise Program

333 California Ave, Unit 12, Brockville, ON K6V 5V5

613-342-3693 or 1-800-465-7646

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

- Serves Lanark, Leeds and Grenville
- Offers *group exercise classes* for seniors 50+ that are geared to personal ability \* Locations:
  - \* Althorpe/Bolingbroke – ABC Community Hall
  - \* Westport – North Crosby Hall
  - \* Portland – Community Hall
  - \* Brockville – Trinity Anglican Church
  - \* Brockville – Highway Pentecostal Church Hall
  - \* Prescott – Medical Centre
  - \* Athens – Joshua Bates Centre
  - \* Elgin – Community Centre
  - \* Spencerville – St. Andrew's Church
  - \* Toledo – Legion Hall
  - \* Lansdowne – Community Centre
  - \* Lyndhurst – Legion Hall
  - \* Carleton Place – CPHC Office, 15 Bates Dr.
  - \* Gananoque – Carveth Care Centre (Herbert St. entrance)
  - \* Kemptville – Kemptville Pentecostal Church Hall
  - \* Perth – Civitan Hall
  - \* Smiths Falls – Seniors' Centre

#### *In-Home 10 Step CPHC Seniors' Exercise*

Exercise program designed for home-bound seniors or adults with physical disabilities\* a trained volunteer is matched with the senior to teach them a 10-Step exercise program in their home \* program is also aired on Cogeco Cable Television in Perth, Smiths Falls and Brockville

- Registration needed \* call for scheduled dates & times of classes
- Fee for service

## Country Roads Community Health Centre

4319 Cove Road at Hwy 15, Portland ON K0G 1V0

613-272-3302 or 1-888-998-9927

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

- *Mindfulness Meditation* – bi-weekly group open to the community
- *Living Well With a Chronic Condition* – 6-week self-management program
- *Senior Fit* – Weekly exercise class at Portland Community Hall

## **Elgin Get W.I.T.H. it! (Walking in the Halls)**

Rideau District High School, 251 Main St, Elgin , ON K0G 1E0

**613-272-2799 X 256**

*Community walking program at Rideau District High School on Tuesdays and Thursdays until end of March from 5:30 p.m. to 7:30 p.m.*

## **Elgin Walking Sessions**

Elgin Lions Hall, 19 Pineview Drive, Elgin, ON K0G 1E0

**613-359-5833**

*Walking sessions on Mondays and Wednesdays from 10 a.m. to 11 a.m.*

## **Jasper Fitness & Aquatic Centre**

32 Jasper Street, Jasper, ON, K0G 1G0

**613-283-8738**

*Gym equipment, classes, pool, aqua-fit classes.*

## **North Lanark Community Health Centre**

207 Robertson Drive, Lanark, ON, K0G 1K0

**613-259-2182 or 1-866-762-0496**

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

- *Living A Healthy Life* – 6-week self-management program for people with a persistent health concern
- *Growing Together Through Yoga* – 10-week program for people with persistent health concerns or recovering from illness or injury
- *Mindfulness-Based Stress Reduction* – 8-week program
- *Fitness Classes for Older Adults & Seniors* — Weekly program in different locations. Led by trained volunteers; different levels of fitness ability are accommodated. Free
- *Lanark Highlands Walking Group* — A weekly walking group with monthly guest speakers. Free.
- *Active Seniors Koalition (ASK)* — ASK provides numerous physical and fun activities around the community e.g. Wii bowling, line dancing, shuffleboard.
  - \$3-5 per session; financial assistance available
- *Get WITH It — Walking In The Halls* - Monday and Wednesdays — 5:30 until 7:30 pm at Maple Grove School in Lanark. Free.

## **Perth & District Indoor Pool**

80 Wilson Street West, Perth, ON K7H 2N6

**613-267-5302**

## **Smiths Falls Community Health Centre**

2 Gould St., Smiths Falls, ON K7A 2S5

**613-283-1952**

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

- *Get W.I.T.H. It! Walking Program* - 5:30-7:30 p.m. Tuesdays January to March. Drop in. No fee.
- *Living Well* – 6-week program for people with a chronic health condition

## **Smiths Falls Mall Walking**

Country Fair Mall, 275 Brockville St., Smiths Falls ON K7A 4Z6

**613-283-2418**

*Mall walking at 7 a.m. on weekdays*

## **Township of Rideau Lakes**

### **Parks and Recreation**

1439 County Road 8, Delta, ON, K0E 1G0

**613-928-2251 Ext. 238 or 1-800-928-2250**

[www.twprideaulakes.on.ca/recreation.html](http://www.twprideaulakes.on.ca/recreation.html)

- Recreation programs, courses and events; groups, clubs and organization contacts list

## **Kemptville and District Home Support**

Raina's Northside Mall, 215 Sanders St, Ste 101, Kemptville, ON K0G 1J0

**613-258-3203**

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

- Serves North Grenville
- Drop-in centre and organized social/recreational programs such as dining, bridge, table, Internet café, games & cards, memoir writing, Sing'n Swing'n Seniors.
- Fees apply

## **Township of Leeds & the Thousand Islands**

### **Recreation Department**

**613-659-2415**

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

- Offers leisure interest courses and exercise programs

## **United Senior Citizens of Ontario**

An opportunity to meet your neighbors, form some strong friendships, have a communication network amongst your peers, play some cards, enjoy exercise, travel, listen to guest speakers, be entertained, eat, hold fun fund- raising ventures, and above all, enjoy your leisure hours to their fullest. New members are always welcome. Membership fees apply.

### **Brockville Seniors Citizens Inc**

15 Elm Ave., Brockville, ON K6V 2M3

**613-345-2266**

- Transportation may be available – Bus is free on Tuesdays, or contact the coordinator for free transportation

[www.twprideaulakes.on.ca/recreation.html](http://www.twprideaulakes.on.ca/recreation.html)

#### **SOUTH ELMSLEY CLUB 55** (Lombardy and area)

Dorothy Covell, 613-283-2572

Meet 3<sup>rd</sup> Tuesday at the South Elmsley Municipal Complex

#### **SOUTH CROSBY FRIENDSHIP CLUB** (Elgin and area)

Betty Hewitt, 613-359-5781

Meet 2<sup>nd</sup> Wednesday at the Elgin Municipal Complex

#### **RIDEAU FRIENDSHIP CIRCLE** (Newboro, North Crosby and area)

Mona Dier, 613-273-5431

Meet 1<sup>st</sup> Wednesday at the North Crosby Community Centre

#### **PORTLAND CLUB** (Portland and area)

William French, 613-359-5689

Meet 1<sup>st</sup> Wednesday at the Portland Community Hall

#### **CHAFFEY'S LOCK CLUB** (Chaffey's Lock and area)

Mary Hamilton, 613-359-6175

Meet 3<sup>rd</sup> Thursday at the Chaffey's Locks Community Hall

#### **BEVERLEY LAKE CLUB** (Delta and area)

Pat Phillips, 613-928-2712

Meet 4<sup>th</sup> Wednesday at the Delta United Church

## **SMITHS FALLS SENIORS ACTIVITY BUILDING**

61 Cornelia Street

**283-4684**

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

- wide variety of activities daily, including carpet bowling, darts, 4 & 6 hand euchre, shuffleboard, cribbage

- Hi Seniors bi-weekly potluck lunches, Seniors Club, and off-site and exercise programs offered in other locations

## **Volunteer Bureau of Leeds and Grenville**

United Way Building, 42 George St., Brockville, ON K6V 6K8

**613-345-7000 or 1-866-269-0200**

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

- Matches volunteers with organizations in the community

## **Walker House Older Adults Centre**

623 King St W., Prescott, ON K0E 1T0

**613-925-5300**

- *Areas served:* Augusta ; Edwardsburgh-Cardinal ; Prescott
- Operated by the Town of Prescott, this seniors' centre offers cards, crafts, pool tables, weaving and exercise classes \* also plans day trips and events throughout the year
- Membership fee - \$10 ; Service fees apply

## **Friendly Visiting and Telephone Reassurance**

Friendly visiting and telephone reassurance programs provide a regular visit or call to seniors or adults with physical disabilities who are socially isolated. Volunteers are screened and trained and matched based on shared interests or availability. All services are free.

## **Community and Primary Health Care**

### **Friendly Visiting**

### **Telephone Reassurance**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Serves Lanark, Leeds & Grenville

## **Kemptville and District Home Support**

### **Friendly Visiting**

### **Telephone Reassurance**

Raina's Northside Mall, 215 Sanders St, Ste 101, Kemptville, ON K0G 1J0

**613-258-3203**

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

- Serves North Grenville

## **Ontario March of Dimes**

### **Brockville Region, Befriending Program**

6 Glenn wood Pl, Unit 6, Brockville, ON K6V 2T3

**613-342-1935 or 1-888-252-9008**

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

- Serves Brockville

## **Westminster Presbyterian Church**

### **Friendly Visiting**

11 Church St W., Smiths Falls, ON K7A 1P6

**613-283-7527**

- Serves Lanark County ; Leeds and the Thousand Islands
- Home visits provided to persons either already affiliated in some way with the church or anyone who lets the church know that they would like a visit

## **Support, Counselling and Advocacy Services**

Psychotherapy services are not covered by OHIP. However, if you have an extended health insurance plan, it may cover psychotherapy. Check your policy for limitations on the qualifications of the therapist and amount you can claim. These practitioners are listed under “Psychotherapy” in the yellow pages of your phone book or [www.yellowpages.ca](http://www.yellowpages.ca). The support services listed in this section are all not-for-profit and most are free of charge.

## **Aphasia Centre of Ottawa**

Heartwood House, 153 Chapel Street, Ottawa, ON K1N 1H5

**(613) 567-1119**

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

- Serves stroke survivors with aphasia in Eastern Ontario
- Offers Supported Communication Groups for individuals and couples
- Individual counselling and family support
- Referral by self, family or health care provider
- Fee for service; assistance available

## **ARCH Disability Law Centre**

425 Bloor St E, Suite 110, Toronto, ON M4W 3R5

**1-866-482-2724**

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

- A community legal aid clinic dedicated to defending and advancing the equality rights of people with disabilities in Ontario through advice and representation
- No fee for services

## **Brockville Credit Counselling**

438 Laurier Blvd., Brockville, ON K6V 6C5

**613-498-2100 Ext 358 or 1-800-379-5556**

[www.k3c.org](http://www.k3c.org)

- Confidential financial counselling for individuals and families, in addition to budgeting and debt management program, which includes settlements to creditors and consumer education
- Appointments are available in Brockville, Smiths Falls, Kemptville and Gananoque
- Individual counselling is free of charge; small fee for Debt Management Program

## **Brockville Mental Health Centre**

### **Geriatric Mental Health Community Team**

1809 Oxford Ave., Brockville, ON K6V 5W7

**613-345-1461 Ext 1704 or Toll free crisis line: 1-886-281-2911**

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

- Serves residents of Lanark, Leeds & Grenville who are 65 years of age or older and living with a serious mental illness such as depression or dementia with related behavioural problems that make it difficult for them to manage at home or in a community setting
- Referral from family physician is required. Services covered by OHIP.

## **Canadian Paraplegic Association Ontario**

### **Champlain LHIN, Services and Supports**

1101 Prince of Wales Dr, Suite 230, Ottawa, ON K2C 3W7

**613-723-1033 Ext 234 or 1-888-723-1033**

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

- Serves Northern Lanark County; Eastern Leeds & Grenville

- Provides assistance and support to individuals with spinal cord injuries and other physical disabilities and their families.
- services may include information and referral, advocacy, case management, peer support and caregiver support
- No fee

### **Centre for Equality Rights in Accommodation**

340 College St, Suite 101A, Toronto, ON M5T 3A9

**1-800-263-1139**

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

- Housing advocacy group \* works to remove the barriers to housing for disadvantaged individuals and families; helps file human rights claims; helps human rights claimants and mediates with landlords to change discriminatory tenant selection practices
- Services are free

### **Community & Primary Health Care**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Serves Lanark, Leeds & Grenville
- No fee for services listed below

### **Community Programs and Services, Client Intervention and Assistance**

- Offers home visits; will provide services or make referrals to other agencies for needed services

### **Caregiver Support and Counselling**

- Provides short-term counselling to caregivers and family members experiencing stress.

### **Caregiver Information and Education**

- Provides emotional support, information about resources, help with problem solving and coping skills. The service is provided in group or individual sessions.

### **Family Counselling Service of Leeds and Grenville**

438 Laurier Blvd., Brockville, ON K6V 6C5

**613-498-2300**

- Serves Leeds & Grenville
- individual, couples and family counselling services

## **Independent Living Centre Kingston Disability Management Skills Training Program**

298 Concession St., Kingston, ON K7K 2C1

**613-542-8353 or 1-800-553-4572**

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

- Serves South-Eastern Ontario
- Assists individuals in receipt of Ontario Works (OW) to apply for the Ontario Disability Support Program (ODSP).
- Referral by Ontario Works caseworker

## **Perth & Smiths Falls Area Stroke Survivor & Caregiver Support Group**

Royal Canadian Legion

26 Beckwith Street East, Perth

Contact Gwen Brown: **(613) 549-6666 X 6867** or [browng2@kgh.kari.net](mailto:browng2@kgh.kari.net)

- Fourth Wednesday of each month from 1:30 p.m. to 3:30 p.m.
- No fee

## **Seniors Association Kingston Region**

### **Support Groups for Stroke Survivors and Care Partners**

56 Francis St., Kingston, ON K7M 1L8

**(613) 548-7810 ext. 225**

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

- One group for stroke survivors and one group for care partners meet monthly at the Seniors Centre
- No fee

## **1000 Islands Credit Counselling Service**

105 Strowger Boulevard, Brockville, ON, K6V5K1

**613-498-2111**

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

- Services include budget planning courses and debt and credit counselling
- No fee

## Vocational Rehabilitation

If you are receiving a disability pension from the government (e.g. CPP, ODSP) or an employer, inquire about employment supports that may be available to help you get training, accommodate disabilities or find work.

### **Career Services of Brockville**

89 Hubbell St., Brockville, ON K6V 4K6

**613-342-5775**

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

- Serves Lanark, Leeds & Grenville
- Comprehensive job assistance centre \* offers vocational assessment, training, resume preparation, employment plans and preparation, job search assistance, job placement options and job coaching, accommodation and adaptation, assistance to employers \* flexible support geared to the individual
- Open to people who wish to work and who experience barriers to employment \* attendant care not provided
- Fee for some services

### **Independent Living Centre Kingston**

**Access to Employment**

**Access to Technology**

298 Concession St., Kingston, ON K7K 2C1

**613-542-8353 or 1-800-553-4572**

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

- Serves South-Eastern Ontario
- Provides individual assistance working through barriers to employment
- Free internet and computer access; computers are equipped with accessible software and hardware.
- Services are free except for computer training; subsidies are available.

### **KEYS Employment Services**

**Gananoque Employment Resource Centre**

Sampson House, 215 Stone St S., Gananoque, ON K7G 2A3

**613-382-1085**

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

- Employment Resource Centre and Career Counselling Service with access to on-line computers, job postings, photocopier, fax and a variety of career-related resources and information.
- Parking for persons with disabilities; interviews can be arranged at accessible locations

## **Ontario March of Dimes**

### **Kingston Region, Job Finding Club**

920 Princess St, 3rd Floor, Kingston, ON K7L 1H1

**(613) 544-9410**

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

- Serves South-Eastern Ontario
- A three-week job search program in a supportive group environment
- other services available include: computer access, internet, photocopying and faxing, career exploration software, telephones for local and long distance calls and other community and job search resources
- Free services

## **Providence Care**

### **St. Mary's of the Lake Hospital site, Rehabilitation Management**

28 Barrie St., Kingston, ON K7L 3J7

**613-548-2327 or 1-866-671-8939**

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

- Vocational testing \* career planning consulting \* physical capacities assessment \* work adjustment training \* employment planning \* job analysis \* job site analysis \* client rehabilitation \* file review \* disability case management \* return to work coordination \* community occupational therapy services
- Referral is usually received from an external agency i.e. Ontario Disability Support Program (ODSP), Workplace Safety and Insurance Board, insurance companies or lawyers
- Fee for service

## Information Resources

### Fraud Prevention Resources

#### **National Do Not Call List**

[www.innate-dncl.gc.ca](http://www.innate-dncl.gc.ca)

- Reduce the number of telemarketing calls to your residential or cell phone by registering your number on the National Do Not Call List
- Register on-line or by fax: 1-888-DNCL-Fax (888-362-5329)

#### **Phonebusters**

**1-888-495-8501**

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

- Central agency in Canada that collects information on illegal mass marketing, consumer fraud via mail, telephone or internet, advanced fee fraud letters and identity theft complaints

#### **Canadian Marketing Association (CMA)**

**Do Not Contact Service**

**(416) 391-2362**

[www.the-cma.org](http://www.the-cma.org)

- The CMA's Do Not Contact Service is offered free of charge to consumers to reduce the number of marketing offers they receive by mail from CMA Members
- Register on-line to have your name removed

### Information Resources

#### **Government of Canada. 1 800 O Canada**

**1-800-926-9105**

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

- Main telephone and internet access point for up-to-date information on Government of Canada programs and services

## **Heart and Stroke Foundation**

51 King Street East, Suite 310, Brockville, Ontario K6V 1A8

**613-345-6183 or 1-888-473-4636**

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

- Information about health, research and advocacy related to heart disease and stroke

## **Leeds, Grenville & Lanark District Health Unit**

**1-800-660-5853** Health Action Line

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

### **Brockville (Main Office):**

458 Laurier Blvd, Brockville, Ontario K6V 7A3

613-345-5685

### **Gananoque**

375 William Street South Suite #200, Gananoque, Ontario K7G 1T2

613-382-4231

### **Kemptville**

Box 343 Concession Rd. Kemptville, Ontario K0G 1J0

613-258-5941

### **Smiths Falls**

52 Abbott St. N. Unit #2 Smiths Falls, Ontario K7A 1W3

613-283-2740

- Offers a variety of health-related information, including senior abuse, falls prevention and medication safety

## **Service Ontario**

7 King St W, (Market St Entrance)

Brockville, ON K6V 3P7

10 Campus Dr

Kemptville, ON K0G 1J0

**1-800-268-8758**

Cornelia Court

91 Cornelia St W

Smiths Falls, ON K7A 5L3

**1-888-784-7605**

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

- An information centre that answers frequently asked questions about government services, and provides referrals to government staff that can provide specialized help.

- ServiceOntario website allows ordering of Government publications, and general on-line information about government programs, services, staff

## **Telehealth Ontario**

**1-866-797-0000/24h**

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

- free, confidential telephone service where callers can get health advice or general health information from a Registered Nurse
- can help clients decide whether to care for themselves, make an appointment with their doctor or go to a hospital emergency room

## **Volunteer & Information Kingston**

Canada Post Building, 120 Clarence St, Suite 274A, 2nd floor, Kingston, ON K7L 1X4

Community Helpline **(613) 542-1001**

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

- Offers a free, confidential helpline for information about programs, services and activities available in Eastern Ontario. Self-serve information is available through an online, searchable database on the website

### Vial of Life Programs

The *Vial of Life* communicates important medical information to emergency services personnel using a vial kept in the refrigerator containing health information. No fee but registration is required.

## **Community & Primary Health Care**

333 California Ave, Unit 12, Brockville, ON K6V 5V5

**613-342-3693 or 1-800-465-7646**

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

- Serves Lanark, Leeds & Grenville

## **Services to Assist Independent Living**

740 King St W., Gananoque, ON K7G 2H5

**613-382-1175 or 1-800-561-8024**

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

- Serves Front of Yonge ; Gananoque ; Leeds and the Thousand Islands

## On-Line Resources

### **Education for Quality Accessibility (Canada)**

#### **Brockville Chapter**

[www.eqa4accessibility.ca](http://www.eqa4accessibility.ca)

- Brockville & Area Guide to Accessibility for facilities in the Brockville community is available from the website

### **Seniors Info**

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

- Access to information, programs and services from all levels of government

### **Stroke Engine**

[www.medicine.mcgill.ca/Strokingengine/](http://www.medicine.mcgill.ca/Strokingengine/)

- created by a group of experts in stroke rehabilitation, provides scientific evidence about stroke rehabilitation

### **Stroke Recovery Canada**

[www.marchofdimes.ca/dimes/national\\_programs/national\\_programs/src/](http://www.marchofdimes.ca/dimes/national_programs/national_programs/src/)

- A program of the March of Dimes Canada offering post-recovery support, education and community integration programs for stroke survivors, their caregivers, families and health care providers

### **Stroke Strategy of Southeastern Ontario**

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

- Website has a listing of community services available to stroke survivors and their families across the continuum of care from prevention to discharge.

### **Stroke Survivors Association of Ottawa**

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

- Educational website providing information for stroke survivors and care partners

## Non-Profit Housing and Seniors Apartments

Non-profit housing offers subsidized (rent-geared-to-income – RGI) units. An application and income assessment is usually required and waiting lists vary. For subsidized units, application must be made through the **Lanark County Housing Corporation** or **Leeds & Grenville Housing Registry**. For market rent (not subsidized) units, application may be made directly through the housing provider.

### **United Communities of Leeds & Grenville Community Housing Dept. Community & Social Services**

25 Central Avenue West, Suite 200, Brockville, ON K6V 4N6

**613-342-3480 or 1-800-770-2170**

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

- The Community Housing Registry maintains a centralized waiting list for four types of social housing in Leeds & Grenville:
  1. *Municipally-owned and managed properties* designated for families, adults or seniors. All of the residents of public housing pay 30% of their income on rent if eligible for RGI subsidy.
  2. *Non Profit housing* owned and operated by groups such as churches, service clubs, seniors' organizations or controlled by local governments. Usually funded under a government housing program, non-profits provide housing for low and moderate income people.
  3. *Cooperative Housing* is collectively owned and run by its resident members.
  4. *Rent Supplement Housing* provides rent geared to income units in private or non-profit properties. The municipality pays the private landlord the difference between 30% of the tenant's income and market rent.
- Applicants can apply to more than one housing provider by completing the application form, which is available on the website or from the office. Application instructions, eligibility requirements, maps and descriptions of properties are available on the website.
- Leeds/Brockville area: properties located in Brockville, Mallorytown, Lansdowne, Gananoque and Westport
- Grenville/Prescott area: properties located in Prescott, Cardinal, Spencerville, Kemptville and Merrickville
- Other Regions: Properties located in Elgin, Athens and Portland

## **Lanark County Housing Corporation**

52 Abbott St N, Unit 4, Smiths Falls, ON K7A 1W3

**613-283-2555 or 1-800-267-1313**

[www.county.lanark.on.ca](http://www.county.lanark.on.ca)

- Maintains waiting lists for subsidized housing units for families, seniors and single adults. Some units are wheelchair accessible.
- Properties are located in Almonte, Carleton Place, Clayton, Perth, Pakenham and Smiths Falls
- Application form, instructions, detailed description of properties with contact information for each is available for download from the website or from the office. Application forms are also available from individual housing providers.

## **Ontario March of Dimes**

### **Brockville Region, Supportive Housing Program**

6 Glenwood Pl, Unit 6, Brockville, ON K6V 2T3

**613-342-1935 or 613-342-1935**

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

- Provides 24 hour attendant care for adults with a physical disability who are living within a supportive housing complex.
- Open to those 16+ with a permanent physical disability, the ability to direct own care, has a valid Ontario health card and is not in receipt or not expecting to be in receipt of, insurance payments or benefits for attendant services
- Applications for supportive housing must be made through the Leeds & Grenville Community Housing Registry.

## **Retirement Homes**

Unlike long-term care homes, retirement homes operate without any government regulation. Costs, accommodation and services vary. *Chart on pages 53-57 reproduced with permission of Southeast CCAC.*

## **Ontario Retirement Communities Association**

2390 Bristol Cir, Unit 6, Oakville, ON L6H 6M5

**1-800-361-7254**

[www.orca-homes.com](http://www.orca-homes.com)

- sets professional operating standards, inspects and accredits retirement residences in Ontario
  - \* not all retirement residences are ORCA approved, only those that meet and maintain ORCA's standards for accreditation
- Operates a toll-free, government- funded, Retirement Homes Complaints Response & Information Service that seniors and their families can call for information about the care options available and to get answers to questions or help resolving a complaint about any retirement residence in Ontario, not just those that are a member of ORCA
- “Tips on Choosing a Retirement Residence” available on website

**Retirement Homes in LANARK COUNTY**

| <b>RETIREMENT HOME</b>   | <b>ADDRESS/CONTACT</b>  | <b>PHONE</b> | <b>CAPACITY</b> | <b>RESPIRE/<br/>SHORT STAY</b> |
|--|---|--------------|-----------------|--------------------------------|
| <b>Broadview Retirement Lodge</b>  | <b>Marilyn Hobbs</b><br>210 Brockville St., Smiths Falls, ON<br>K7A 3Z4   | 613-283-8566 | 21 Beds         | Respite- Yes<br>SS – Yes       |
| Laundry, meals, medication supervised, nursing care, social activities. Affiliated with the Broadview Nursing Home.          |   |              |                 |                                |
| <b>Shardon Manor</b>   | <b>Bev Marsh</b><br>3249 Hwy 43 RR #1 Smiths Falls, ON<br>K7A 5B8<br><a href="http://www.shardonmanor.com">www.shardonmanor.com</a>       | 613-283-8667 | 55 Beds         | Respite-Yes<br>SS – Yes        |
| Laundry, meals, cleaning, local transportation, medication management, activities, two storey building with country setting. |   |              |                 |                                |
| <b>Van Horne Manor</b>   | <b>Bena MacMillan</b><br>25 Van Horne Ave., Smiths Falls, ON<br>K7A 5L2<br><a href="http://www.chartwellreit.ca">www.chartwellreit.ca</a> | 613-284-8080 | 58 Beds         | Respite-Yes<br>SS – Yes        |
| Meals, laundry, housekeeping, transportation, social activities, library, near shopping mall                                 |   |              |                 |                                |
| <b>Willowdale Retirement Ctr</b>   | <b>Garneita Sayeau</b><br>9 Armstrong Dr., Smiths Falls, ON<br>K7A 5H7<br><a href="http://www.chartwellreit.ca">www.chartwellreit.ca</a>  | 613-283-0691 | 59 Beds         | Respite-Yes<br>SS- Yes         |
| Laundry, meals, housekeeping, social activities, piano lounge, sunroom, library, hair salon, social activities, shuffleboard |   |              |                 |                                |

### Retirement Homes in LANARK COUNTY

| RETIREMENT HOME   | ADDRESS/CONTACT  | PHONE        | CAPACITY  | RESPIRE/<br>SHORT STAY             |
|---|--|--------------|-----------|------------------------------------|
| <b>Carolina Retirement Suites</b>   | <b>Diane Chillingworth</b><br>105 North Street, Perth, ON K7H 3R1<br><a href="http://www.nauticallandsgroup.com">www.nauticallandsgroup.com</a>                            | 613-267-7000 | 85 Suites | Respite – Yes<br>SS - Yes          |
| Meals, laundry facilities available , activities provided, small town community located on river, nursing on call 24H.  |  |              |           |                                    |
| <b>Rideau Ferry Country Home</b>  | <b>Mary Ross</b><br>1333 Rideau Ferry Rd., RR #5<br>Perth, ON<br>K7H 3C7<br><a href="http://www.rideauferrycountryhome.com">www.rideauferrycountryhome.com</a>             | 613-267-6213 | 43 Beds   | Respite-Yes<br>SS- Yes             |
| Housekeeping, laundry, meals, social and activity program, on site foot care and hair salon, transportation assistance, regular church services. Landscaped gardens and outdoor patio   |  |              |           |                                    |
| <b>Riverhouse Retirement Home</b>   | <b>Fleur Hardy</b><br>305 Maberly-Elphon Rd. Hwy 36<br>Maberly, ON K0H 2B0<br><a href="http://www.riverhouseretirementhomeinc.com">www.riverhouseretirementhomeinc.com</a> | 613-479-2904 | 10 Beds   | Respite-If<br>available<br>SS- Yes |
| Georgian-style near Perth. Secure environment, private and semi-private rooms. Meals, personal care, 24H supervisions, housekeeping, laundry, medication monitored. Transportation arranged, wheelchair and barrier free with stair lift. |  |              |           |                                    |

**Retirement Homes in LEEDS COUNTY**

| <b>RETIREMENT HOME</b>   | <b>ADDRESS/CONTACT</b>  | <b>PHONE</b> | <b>CAPACITY</b> | <b>RESPITE/SHORT STAY</b> |
|--|---|--------------|-----------------|---------------------------|
| <b>Bridlewood Manor</b>  | <b>Denis Daoust</b><br>1026 Bridlewood Dr.,<br>Brockville, ON<br>K6V 7J8<br><a href="http://www.cplodges.com">www.cplodges.com</a>  | 613-345-2477 | 68 Beds         | Respite-Yes<br>SS - Yes   |
| Meals, laundry, housekeeping, social activities, 24 H nursing, church services on site, social activities                  |   |              |                 |                           |
| <b>Rosedale Retirement Centre</b>  | <b>Cheryl-Anne Hoogendam</b><br>1813 Cty Rd.#2 E,<br>Brockville, ON<br>K6V 5T1<br><a href="http://www.chartwellreit.ca">www.chartwellreit.ca</a>                                  | 613-342-0200 | 75 Beds         | Respite-Yes<br>SS - Yes   |
| Meals, laundry, housekeeping, medication management, 24H nursing, social activities  |   |              |                 |                           |
| <b>Fox Run By The River</b>  | <b>Denise Owsianicki or Heather Howard</b><br>RR2 104 Thousand island<br>Pkwy,<br>Gananoque, ON K7G 2V4<br><a href="http://www.foxrunbytheriver.com">www.foxrunbytheriver.com</a> | 613-382-8448 | 72 Beds         | Respite – Yes<br>SS - Yes |
| Meals, housekeeping, social activities, library, garden, pets are welcome upon pre-arrangement.                            |   |              |                 |                           |
| <b>Carveth Care Centre</b>   | <b>Shelley Bender</b><br>375 James St., Gananoque, ON<br>K7G 2Z1  | 613-382-4752 | 36 Beds         | Respite-No<br>SS - Yes    |
| Meals, laundry, housekeeping, medication management, social activities, one-level, all private rooms with baths and patio. |   |              |                 |                           |

**Retirement Homes in LEEDS COUNTY**

| <b>RETIREMENT HOME</b>  | <b>ADDRESS/CONTACT</b>   | <b>PHONE</b> | <b>CAPACITY</b>      | <b>RESPITE/SHORT STAY</b> |
|---|--|--------------|----------------------|---------------------------|
| <b>Lombard Manor</b>  | <b>Jean McGrath</b><br>844 Highway 15, South<br>Lombardy, ON<br>K0G 1L0<br><a href="http://www.lombardmanor.com">www.lombardmanor.com</a>                    | 613-283-9759 | 48<br>Bedroom/Suites | Respite-Yes<br>SS – Yes   |
| Meals, laundry, housekeeping, nursing supervision, personal care, social activities, country setting. Transportation.   |  |              |                      |                           |
| <b>The Wedgewood</b>  | <b>Sabby Duthie or Cathy Casselman</b><br>15 Market St. E, Brockville, ON<br>K6V 0A6<br><a href="http://www.retirementresort.ca">www.retirementresort.ca</a> | 613-342-9800 | 109 Beds             | Respite – Yes<br>SS - Yes |
| Meals, laundry, housekeeping, recreational activities, pool/whirlpool, transportation, 24H security, pets may stay in facility or visit, 24 H Nursing. Offers independent living and has a special assisted living floor providing enhanced care. Private and semi-private rooms available. Meals, laundry and cleaning provided. |  |              |                      |                           |
| <b>Seeley's Bay Retirement Home</b>   | <b>Ron or Liz Rudd</b><br>138 Main St., Seeley's Bay, ON<br>K0H 2N0<br><a href="http://www.Seeleysbayretirement.com">www.Seeleysbayretirement.com</a>        | 613-387-9990 | 23 Beds              | Respite – Yes<br>SS - Yes |
| Private and semi-private rooms available. Meals, laundry and cleaning provided.   |  |              |                      |                           |

### Retirement Homes in GRENVILLE COUNTY

| RETIREMENT HOME   | ADDRESS/CONTACT  | PHONE        | CAPACITY | RESPITE/<br>SHORT STAY  |
|---|--|--------------|----------|-------------------------|
| <b>Green Acres Retirement Home</b>  | <b>Eileen M. Lunnie</b><br>5661 McCrea Rd. RR #4 Prescott,<br>ON<br>K0E 1T0  | 613-658-5779 | 15 Beds  | Respite-Yes<br>SS – Yes |
| Country home environment, meals, laundry, housekeeping, shopping.   |  |              |          |                         |
| <b>Mayfield Retirement Residence</b>  | <b>Laura Dunnington</b><br>248 Park Street, West<br>Prescott, ON K0E 1T0<br><a href="http://www.chartwellreit.ca">www.chartwellreit.ca</a> | 613-925-3784 | 60 Beds  | Respite-Yes<br>SS – Yes |
| Laundry, housekeeping, personal care, nursing supervision, social activities, chapel, library, hair salon. Landscaped gardens |  |              |          |                         |

## Long Term Care Homes

Long term care homes are regulated and funded by the Ministry of Health and Long Term Care. They provide 24-hour supervision, personal support and nursing services. Applications for long-term care must be made through your local Community Care Access Centre (CCAC) (see p. 3 for contact information). Costs vary depending on type of accommodation selected, and a subsidy is available. The CCAC case manager can provide detailed information about services and waiting lists for long term care homes in your area. *Chart reproduced with permission of Southeast CCAC.*

| Long Term Care Homes in LANARK COUNTY  |  |              |          |   |
|--|--|--------------|----------|---|
| HOME   | ADDRESS/CONTACT  | PHONE        | CAPACITY | SECURE/<br>SHORT STAY                       |
| <b>Broadview Nursing Centre</b>  | <b>Sandra Sheridan, Director of Care</b><br>210 Brockville St., Smith Falls, ON<br>K7A 3Z4   | 613-283-1845 | 75 Beds  | Short Stay – No<br>Secure Unit - No         |
| 5 Private, 26 Semi-private, 44 Basic beds (4 beds per room). 3 DVA Beds. Physiotherapy, occupational therapy, Nonsmoking facility  |  |              |          |   |
| <b>Lanark Lodge</b>  | <b>Kelly Baker, Director of Care</b><br>115 Christie Lake Rd., RR#4 Perth, ON<br>K7H 3C6<br><a href="http://www.county.lanark.on.ca">www.county.lanark.on.ca</a> | 613-267-4225 | 163 Beds | Short Stay –<br>Yes<br>Secure Unit -<br>Yes |
| 54 Basic (2 beds per room), 41 Semi-Private and 68 Private beds. 1 Short Stay bed. Physiotherapy, restorative care, Nonsmoking facility, activities. Handbook accessible on website indicated above. |  |              |          |   |
| <b>Perth Community Care Centre</b>   | <b>Tracey Gemmill, Director of Care</b><br>101 Christie Lake Rd., RR#4 Perth, ON<br>K7H 3C6<br><a href="http://www.diversicare.ca">www.diversicare.ca</a>        | 613-267-2506 | 121 Beds | Short Stay – No<br>Secure Unit - No         |
| 92 Basic (2-4 beds per room), 2 semi-private and 27 private beds. 24H nursing, palliative and dementia care, physiotherapy 5X week, activities, smoking outdoors.                                    |  |              |          |   |

## Long Term Care Homes in LEEDS COUNTY

| HOME  | ADDRESS/CONTACT  | PHONE        | CAPACITY | SECURE/<br>SHORT STAY                   |
|---|--|--------------|----------|---|
| <b>Carveth Care Centre</b>  | <b>Shelley Bender, Director of Care</b><br>375 James St.<br>Gananoque, Ontario<br>K7G 2Z1  | 613-382-4752 | 104 Beds | Short Stay – No<br>Secure Unit - No     |
| 42 Basic (2 beds per room), 20 semi-private and 42 private beds. English, French and polish spoken. Nonsmoking. Physiotherapy, restorative, daily activity programming.                   |  |              |          |   |
| <b>Maple View Lodge</b>   | <b>Robin Hoy, Director of Care</b><br>746 County Rd. 42, PO Box 100<br>Athens, Ontario K0E 1B0<br><a href="http://www.leedsandgrenville.ca">www.leedsandgrenville.ca</a> | 613-924-2696 | 60 Beds  | Short Stay – No<br>Secure Unit - No     |
| 20 Basic (2 beds per room), 38 Semi-private and 2 private. Physiotherapy 3X week, hairdresser, activities, smoking outdoors   |  |              |          |   |
| <b>St. Lawrence Lodge</b>   | <b>Karen Bajinski, Director of Care</b><br>1803 County Rd 2 E., Brockville, ON<br>K6V 5W2<br><a href="http://www.stll.org">www.stll.org</a>                              | 613-345-0255 | 224 Beds | Short Stay – No<br>Secure Unit -<br>Yes |
| 112 semi-private (2 beds per room) and 112 Private beds. 3 DVA Beds. Physiotherapy, hair dressing, activities, student programs, smoking outdoors, music therapy                          |  |              |          |   |
| <b>Sherwood Park Manor</b>  | <b>Dorothy Culhane, Director of Nursing</b><br>1814 County Rd. 2, Brockville, ON K6V<br>5T1<br><a href="http://www.sherwoodparkmanor.com">www.sherwoodparkmanor.com</a>  | 613-342-5531 | 107 Beds | Short Stay – No<br>Secure Unit - No     |
| 9 Private, 43 Basic (2 beds per room), 55 Semi-Private beds. 2 DVA Beds. Physiotherapy, music, pet therapy, and walking programs. Weekly church services. Group outings. Smoking outdoors |  |              |          |   |

### Long Term Care Homes in GRENVILLE COUNTY

| HOME  | ADDRESS/CONTACT   | PHONE        | CAPACITY | SECURE/<br>SHORT STAY               |
|---|---|--------------|----------|-------------------------------------|
| <b>Hilltop Manor Nursing Home</b>   | <b>Louise Dion, Director of Care</b><br>1005 St. Lawrence St., Box 430<br>Merrickville, ON<br>K0G 1N0<br><a href="http://www.hilltopmanor.ca">www.hilltopmanor.ca</a> | 613-269-4707 | 60 Beds  | Short Stay – No<br>Secure Unit - No |
| 4 private, 24 semi-private and 32 basic beds (4 beds per room). Alarm system on doors. Restorative, palliative care, occupational, physiotherapy and massage therapies. Foot care, manicures, hearing aid maintenance, dental and vision care. Nonsmoking |   |              |          |                                     |
| <b>Rosebridge Manor</b>   | <b>Nancy Unsworth, Director of Care</b><br>131 Roses Bridge Rd., RR #2 Jasper,<br>ON<br>K0G 1G0<br><a href="http://www.omni-way.com">www.omni-way.com</a>             | 613-283-5471 | 78 Beds  | Short Stay – No<br>Secure Unit - No |
| 16 Private, 30 Semi-private and 32 Basic beds (3-4 beds per room). Alarm system. Provide physiotherapy, activities, foot care, hairdresser. Nonsmoking facility   |   |              |          |                                     |
| <b>Wellington House Nursing Home</b>  | <b>Barbara Mack, Director of Care</b><br>990 Edward St. North, Box 1510,<br>Prescott, ON K0E 1T0  | 613-925-2834 | 60 Beds  | Short Stay- No<br>Secure Unit - No  |
| 6 Private, 26 semi private, 28 basic beds (2 beds per room). Physiotherapy 3x week, 2 designated Veterans beds. Smoking outdoors  |   |              |          |                                     |

***Appendix: Non-Profit Organizations that Provide Personal Care and Home Help***

| Name  | Area Served | Self-Referral accepted | Wheelchair accessible office | Personal Care | Home Help | Transport -ation | Respite | Other Services   | Subsidized (may be part or full) |
|---|-------------|------------------------|------------------------------|---------------|-----------|------------------|---------|--|----------------------------------|
| South-East CCAC<br><br><b>1-800-869-8828</b>                                  | LL&G        | Yes                    | Yes                          | Yes           | No        | No               | Yes     | PT, OT, Speech, SW <sup>1</sup>  | Yes                              |
| Champlain CCAC<br><br><b>613-253-9000/<br/>1-800-538-0520</b>                 | N. Lanark   | Yes                    | Yes                          | Yes           | No        | No               | Yes     | PT, OT, Speech, SW   | Yes                              |
| Canadian Red Cross<br><br><b>613-342-3524/<br/>1-800-668-0842</b>             | LL&G        | Yes                    | No <sup>2</sup>              | Yes           | Yes       | No               | Yes     |  | Available                        |
| Community Home Support Lanark County (see p.4 for local office phone numbers) | Lanark      | Yes                    | Yes                          | No            | Yes       | Yes              | No      | Foot care clinics, friendly visiting, income tax assistance, Meals on Wheels, Diner's Club | No                               |

<sup>1</sup> Physiotherapy, Occupational therapy, Speech therapy, Social Work

<sup>2</sup> Interviews can be arranged at accessible locations

| Name   | Area Served  | Self-Referral accepted | Wheelchair accessible office | Personal Care | Home Help | Transport -ation | Respite | Other Services  | Subsidized (may be part or full) |
|--|--------------|------------------------|------------------------------|---------------|-----------|------------------|---------|---|----------------------------------|
| Community and Primary Health Care<br><br><b>613-342-3693/<br/>1-800-465-7646</b> | LL&G         | Yes                    | Yes                          | No            | Yes       | Yes              | Yes     | Foot care clinics, friendly visiting, Meals on Wheels, Diner's Club, Lifeline, Client intervention, Vial for Life                           | Available                        |
| Kemptville and District Home Support<br><br><b>613-258-3203</b>                  | N. Grenville | Yes                    | Yes                          | No            | Yes       | Yes              | No      | Foot care clinics, Meals on Wheels, Wheels to Meals, friendly visiting, telephone reassurance, income tax assistance, recreational programs | No                               |

| Name  | Area Served   | Self-Referral accepted | Wheelchair accessible office | Personal Care | Home Help | Transport -ation | Respite | Other Services  | Subsidized (may be part or full) |
|---|---|------------------------|------------------------------|---------------|-----------|------------------|---------|---|----------------------------------|
| Mills Community Support Corporation<br><b>613-256-4700</b>                              | Mississippi Mills                                     | Yes                    | Yes                          | No            | Yes       | Yes              | Yes     | Meals on Wheels, Dining Club, friendly visiting, telephone reassurance Non-profit/ supportive housing, income tax clinic, foot care clinics | Available – requires application |
| Services to Assist Independent Living (SAIL)<br><b>613-382-1175/<br/>1-800-561-8024</b> | Front of Yonge; Gananoque; Leeds and the 1000 Islands | Yes                    | Yes                          | No            | Yes       | Yes              | No      | Meals on Wheels, Diner's Club, Lifeline, friendly visiting, walking club, income tax clinic, foot care clinics                              | No                               |

| Name  | Area Served | Self-Referral accepted | Wheelchair accessible office | Personal Care | Home Help | Transport -ation | Respite | Other Services                                | Subsidized (may be part or full) |
|---|-------------|------------------------|------------------------------|---------------|-----------|------------------|---------|---|----------------------------------|
| St. Elizabeth Health Care<br><b>1-866-351-7958</b>  | LL&G        | Yes                    | Yes                          | Yes           | Yes       | No               | Yes     | Nursing, in-home foot care, caregiver support | Yes – depends on eligibility     |
| VON - Seniors Managing Independent Living Easily (SMILE) Program<br><b>1-888-866-6647</b> | LL&G        | Yes                    | Yes                          | No            | Yes       | Yes              | Yes     |   | Yes                              |