

Overview to Access

Life is a journey. As we age, sometimes we may run into situations we've never experienced. The road ahead may be a smooth one or we may find new bumps in the road. We may avoid making a decision if we do not know what our options are.

This resource brochure is a starting point to help you with the journey of life... to get information on health related topics, affordability, access to services, and more. It will provide information to find the answers to some of your questions or future encounters. It also provides you with information on who to contact for a complaint or who to contact to make the law work for you.

Not all communities in Ontario have the same services or resources. Inside you will always find a starting point to the road ahead... May your journey always be an informed one.

Visit www.ocSCO.ca for web listings of organizations



**Ontario Society of Senior Citizens' Organizations /
La Société d'Organisations des Citoyens Aînés de
l'Ontario**

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Roadmap for Informed Decision Making



**A Starting Point for Help
on the Journey of Life**

Prepared by
Ontario Society of Senior Citizens' Organizations /
La Société d'Organisations des Citoyens Aînés de
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Info at Your Finger Tips

The “11” numbers, a starting point

Human Services & Program Info	211
Your Municipal Office (where available)	311
Find a Person or Business	411
Travel/Road Conditions	511
Cell Phone Operator	611
Fire/Ambulance/Police	911

Accommodation Options

Canada Mortgage and Housing	1-800-668-2642
Co-Op Housing Federation (ON)	1-800-268-2537
Ontario Assoc. for Non-Profit Homes and Services for Seniors	905-851-8821
Ontario Long-Term Care Assoc.	905-470-8995
Ontario Retirement Communities Association (ORCA)	1-888-263-5556

Health

Assistive Devices Program	1-800-268-6021
Compassionate Care Benefits	1-800-206-7218
Drug & Alcohol Help Line	1-800-565-8603
Hospice Assoc. of Ontario	1-800-349-3111
Mental Health Help Line	1-866-531-2600
Ontario Assoc. of Community Care Access Centres (CCAC)	416-750-1720
Ontario’s Family Medical Leave	1-800-531-5551
Ontario Problem Gambling Help Line	1-888-230-3505
Ontario Public Transit Assoc.	416-229-6222
Ontario Public Health	1-800-267-6817
Senior Safety Line	1-866-299-1011
Telehealth Ontario	1-866-797-0000

Financial Assistance

Canada Pension Plan	1-800-277-9914
Credit Counselling Society	1-866-668-8297
GAINS (Guaranteed Annual Income System)	1-866-668-8297
Guaranteed Income Supplement	1-800-277-9914
Old Age Security	1-800-277-9914
Ontario Disability Support Plan	416-325-0123
Royal Canadian Naval Benevolent Fund	1-888-557-8777
Veterans Affairs	1-866-522-2122

Income Tax Help

Income Tax Telerefund	1-800-959-1956
Tax Tips	1-800-267-6999
Tax Enquiries	1-800-959-8281

Leisure and Recreation

Canadian Senior Years (travel)	519-371-6766
Leisure Information Network	416-426-7176
Older Adult Centres Assoc. Of Ontario	1-866.835-7693
Senior Driver Licence Renewal	1-800-387-3445
Volunteer Canada	1-800-670-0401
YMCA Canada	416-967-9622

■ There are hundreds of community services available to help seniors remain independent, active and healthy, including:

- health education/prevention organizations
- self-help groups
- caregiver support/caregiver relief
- provincial programs and services for low income seniors

Info on or access to local human services or programs 211
Provincial government, Service Ontario 1-866-267-8097
Federal government, Service Canada 1-800-622-6232

For social service assistance or geared to income housing, contact your local municipality.

Make a Complaint

Canadian Anti-Fraud Centre	1-888-495-8501
College of Physician and Surgeons	1-800-268-7096 ext. 603
Do Not Call List – file a complaint	1-866-580-3625
Elder Abuse/Victim	1-866-299-1011
Landlord Complaints	1-888-332-3234
Law Society of Upper Canada	1-800-268-7568
Long-Term Care ACTION Line	1-866-876-7658
•(A Compliance Officer is assigned to nursing homes)	
Ombudsman Ontario	1-800-263-1830
Ontario Consumer Services Bureau	1-800-889-9768
Ontario Human Rights Commission	1-800-387-9080
Ontario Retirement Communities Association (ORCA)	1-800-361-7254
Retirement Homes Regulatory Authority	1-855-275-7472

Making the Law Work for You

Advocacy Centre for the Elderly was the first community legal clinic in Canada to provide legal services to seniors with a focus on “elder law” issues such as health care consent, substitute decision making, long-term care (LTC), community care, retirement home tenancies, hospital to home or LTC and elder abuse. Contact them at 416-598-2656.

ARCH Disability Law (1-866-482-2724) or CLEO (416-208-4420) are legal aid clinics that provide information on elder and disability law.

Office of the Public Guardian and Trustee outlines the rules and responsibilities of POA for health and finance, including assessment protocols. Contact them at 1-800-891-0504