



COMMUNITY RESOURCE KIT
Finding and Accepting Help: Part of Taking Care of Ourselves
By: SJHH Social Worker, 2022

General Information-Ontario

1. Community Information - Provides information to the public about community and government agencies. Telephone:

Brant, Haldimand and Norfolk 519-758-8228	Hamilton 905-528-0104
West Niagara 905-563-9501	Flamborough 905-689-7880
Welland 905-788-3181	Dundas 905-627-5461
Fonthill 905-892-7779	Oakville 905-815-2046
Niagara 1-800-263-3695	Burlington 905-639-3611 ext 1222

Web search: Hamilton Information Search Engine - <http://informationhamilton.ca/redbook>
Everything you want to know or find out regarding agencies in Hamilton and links to databases in other regions close by (Halton, Niagara etc.). Call 905-528-8127

- Call 211 in Ontario for health and social programs services in your area –
Toll Free 1-877-330-3213 <http://www.211ontario.ca/>

2. The Lung Association

- *Breathworks Helpline* 1-866-717-2673. www.on.lung.ca/breathworks/
- Help for people with COPD, emphysema and chronic bronchitis through practical information and support (telephone, written publications, web and group programs)

3. Canadian Pulmonary Fibrosis Foundation: <http://www.canadianpulmonaryfibrosis.ca/>

The Canadian Pulmonary Fibrosis Foundation is a registered Canadian Charitable Foundation established to provide hope and support for people affected by pulmonary fibrosis. Robert Davidson, president of the CPFF, created the organization in 2009 to raise money to find causes and treatments for PF, provide education and support for people affected by pulmonary fibrosis, and to help answer those non-medical questions frequently asked by those suffering with the disease. The CPFF is a not-for-profit charitable organization.

4. Firestone Clinic Social Worker – Tel: 905-522-1155 ext. 33101 for department
Available by appointment for: coping/adjustment to illness, grief support, stress management, access to community resources (ie. finances / transportation / housing options), and other concerns.

MEAL SERVICES- Home Delivery

1. VON Meals on Wheels - Hamilton: 905-529-0700

Available in many urban communities: Provides a hot meal delivery, delivered around noontime to your home by volunteers, Monday to Friday, except statutory holidays. Special diets subsidy assessment available.

2. Heart To Home Meals – 1 866 933 -1516 or (905) 661-1818 [Heart to Home Meals - Welcome! - Heart to Home Meals - Canada](#)

Frozen meals; soups, desserts; special dietary needs too. Free delivery.

3. Grocery Gateway - <http://www.grocerygateway.com/>

This service allows you to order and purchase your groceries over the internet 24 hours a day, 7 days a week. You can choose from 1000s of items including fresh fruits, vegetables and meats, and Grocery Gateway will deliver them right to your door.

4. Grocer-Ease –905-545-1175 <https://banyancommunityservices.org/programs-services/senior-services/grocer-ease/>

Home delivery service available to seniors, people with disabilities in the City of Hamilton. A grocery list is provided over the phone to the shopping staff.

Government Home Help Programs

1. Home and Community Care Support Services (formerly CCAC and LHIN)

<http://healthcareathome.ca/hnhb/en>

The LHIN is funded by OHIP to help people of all ages arrange for health and support services in home, as well as manage admission for long-term care (nursing homes) and respite care. Health providers, individuals and family can refer for assessment of service eligibility. Services include: Personal Support Workers; Physiotherapists; Occupational Therapists; Nurses; Dieticians; Social Workers etc. General Inquiries or referral contact 1-800-810-0000 or:

- Hamilton phone: 905-523-8600 / 1-800-450-8002
- Niagara: 905-684-9441 / 1-800-263-5480
- Burlington: 905-639-5228 / 1-800-810-0000
- Brant: 519-759-7752
- Haldimand-Norfolk: 519-426-7400 / 1-800-265-8068
- Waterloo: 519-748-2222 / 1-888-883-3313
- Wellington-Dufferin: 519-823-2550 / 1-800-265-8338
- Grimsby – 905-945-4930

2. Veterans Affairs Canada (VAC) - 1-866-522-2122

Provides a number of health support services to veterans and their dependents, as well administers disability pensions, widows pensions, prisoner of war pensions, allowances and other related benefits

- Home support benefits are available through the Veterans Independence Program (VIP) and health coverage through the treatment program.

Personal Care, Homemaking and Home Maintenance Agencies-Hamilton

- 1. Halton Links2Care (Subsidized) - 905-844-0252 <https://www.links2care.ca/>**
 - Provides home support services for the seniors and disabled, by providing home maintenance, heavy cleaning, and lawn maintenance.
 - Eligibility: seniors and people with disabilities (based on physical need and low income).
- 2. Seniors for Seniors (905) 572-6162 https://spectrumhealthcare.com/services/seniors-for-seniors/?utm_source=google&utm_medium=local**
 - Cleaning (3 hour minimum). Includes: vacuuming, wash floors, kitchen, bathroom, etc.
 - Homemaking (3 hour minimum). Includes: meals, laundry, groceries, errands.
 - Yard work for 2 hours, price may vary depending on amount of work (grass, hedges, borders, clean yard)
 - Handypersons (3 hour minimum) (carpentry, plumbing, painting, windows)
 - Can do 24 hour/day care on short or long-term assignments
- 3. Glanbrook Community Services (905) 692-3464 (covers the Glanbrook and Hamilton area) <https://glanbrookcommunityservices.ca/>**
 - For ages 60+ and/or any adult living with a disability
 - Cleaning
 - Frozen meals delivery 1x/weekly
 - Homemaking or house maintenance; Grass cutting/ eaves cleaning
 - Foot care
 - In home hairdressing, prices vary
- 4. St. Elizabeth Health Care (905) 972-0800 <https://sehc.com/>**
 - Personal Support Worker (includes personal care, light housekeeping, laundry, medication reminders and meal preparation)
 - Companionship (includes errands, shopping, everything a PSW does except personal care and medication reminders) with minimum 3 hour visit
- 5. Bayshore Home Health - (905) 521-8411 (registered clients) or 1-877- 289-3997 (new) <https://www.bayshore.ca/locations/bayshore-home-care-solutions-hamilton-on/>**
 - Services are 1 hour minimum
 - Nursing services (RPN and RN) are not charged tax
 - Foot care in Burlington and Hamilton available
 - Personal Support Worker (includes personal care, light housekeeping, laundry, medication reminders and meal preparation)
 - Other services: Home support, companionship and escorting
- 6. St. Joseph's Home Care - (905) 522-6887 <https://www.stjosephshomecare.ca/>**
 - Personal Support Worker (includes meal preparation) - 2 hour minimum
 - Cleaning (e.g. light housekeeping, laundry, vacuuming, mopping, etc.)

- Home maintenance and repairs - must be a senior or person living with a disability for this
- Lawn mowing; Snow removal
- Caregiver relief program (includes escorting and companionship): 2 hour min
- Private pay nursing services: RN/RPN

8. Stoney Creek Seniors Outreach Services - 905-643-1919

<http://www.seniorsoutreach.net/>

The Seniors Outreach Service is a non-profit community organization that provides geared to income transportation, and household services

9. Senior Support Services - Haldimand Norfolk Community

<https://www.seniorsupport.ca/>

Haldimand: 1-800-265-2818 Norfolk 1-866-529-0849

Provides a variety of support services (meals on wheels; homemaking; transportation, friendly visiting, snow removal volunteers, friendly visiting, etc.)

10. Niagara Personnel - 905-523-4241 <https://www.niagaracaregivers.com/>

- This is a placement agency which allows costs to be kept low
- Transition into a new home (short notice available) starting at \$17-20/hour
- Companion/Caregiver/ Personal Support Worker starting at \$17-20/hour
- House cleaning services with a minimum visit of 4 hours. Cost ranges from \$17 – 40/hour
- Live in or visiting support available.

PERSONAL ALERT SERVICE

Lifeline - 1-866-784-1992 - <https://www.lifeline.ca/en/>

Personal response service (monthly fee) - alarm button to wear that contacts operators in a monitoring centre; auto alert service available

CareAlert Canada - 1-888-475-8595 - www.carealertproducts.com

Personal emergency alert system (purchased) that notifies family/contacts directly.

Medic Alert 1-800-230-9249 - www.medicalalert.org

Medical identification worn for information and services to further protect in an emergency by: connecting emergency responders with medical history and family physician, and communicating with family about your location.

EQUIPMENT

Canadian Red Cross – Hamilton 905-522-8485

Assistive Devices Program (ADP) - 1-800-268-6021

Ministry of Health and Long-Term Care provides funding (up to 75%) to Ontario residents with physical disabilities to purchase personalized assistive devices i.e. walkers and supplies, to support them in independent living - <http://www.health.gov.on.ca/en/public/programs/adp/>

Cancer Assistance Program (CAP) - 905-383-9797 <http://www.cancerassist.ca/>
Provides free equipment, primarily to those who have a diagnosis of cancer; but at times able to provide to those in need.

For the Needy not the Greedy – 289-296-8079 <https://fortheneedy-notthegreedy.com/>
A non-for-profit organization supplying assistive medical devices for both individuals and organizations in need. Located in Niagara Falls.

HOUSING

Access to Housing (Hamilton) - 905-524-2228
Provides the point of access, and maintains the waiting lists for people wishing to apply for subsidized housing in Hamilton.

The Housing Help Centre – 905-526-8100 <http://www.housinghelpcentre.ca/>
A non-profit social service agency providing free information, assistance, advocacy and support to people who need housing, especially people with low incomes and people who are homeless or in danger of becoming homeless.

Retirement Homes / Supportive Housing / Long Term Care –
Various levels of housing, each with different eligibility criteria. Speak with a Social Worker or HCCSS for further information about options, search and application process.

TRANSPORTATION

Accessible Transportation Service (ATS) - 905-528-4200

**** DARTS/Taxi-script in Hamilton – most cities provide a similar program**

- Available to persons with disabilities who are unable to access regular bus service. You must apply through your doctor or health care team.
- Taxi Script provides discounted coupons (40% savings off) for use with any taxi company with the City of Hamilton. You can purchase up to 3 coupon books a month.

Volunteer Drivers (to medical appointments) –

- VON - 905-522-0053
- Canadian Cancer Society - 905-575-9220
- Cancer Assistance Program “CAP” - 905-383-9797
- Dundas Community Services - 905-627-5461
- Glanbrook Home Support Program - 1-866-747-2861
- Stoney Creek Seniors Outreach Services - 905-664-3393

Hamilton Cab - offers wheelchair taxi service - Hamilton: 905 – 777 - 7777
Blue Line - Taxi and wheelchair taxi -Hamilton: 905 – 525 – 5283 (BLUE)

Accessible Parking Permit - for handicap parking “permits” apply at a Service Ontario outlet or on their web site - <http://www.ontario.ca/page/get-accessible-parking-permit>

FINANCIAL RESOURCES/BENEFITS:

Trillium Drug Program - 1-800-575-5386

<http://www.health.gov.on.ca/en/public/programs/drugs/>

Helps people of Ontario who have high drug costs in relation to their income.

- The program has a deductible that is based on income and family size. You pay your deductible first before you are eligible for coverage.
- You may also be apply if your private insurance does not cover 100% of your prescription drug costs or if you do not have coverage under the Ontario Drug Benefit (ODB) Program

Government web site: <http://canadabenefits.gc.ca>

Canada Revenue Agency – <http://www.cra-arc.gc.ca/disability/>

Tax credits and deductions for those with a disability, their supporting family members, and caregivers. (eg. Disability Tax Credit)

Registered Disability Savings Plan - <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html>

City of Hamilton Tax Assistance Programs – <https://www.hamilton.ca/home-property-and-development/property-taxes/tax-assistance-programs>

Private Health Insurance Plans - May offer: sick benefits, equipment or medication coverage, nursing care, or other extended health benefits

City of Hamilton – Special Supports Program – 905-546-2590

<https://www.hamilton.ca/social-services/support-programs>

Low income residents of Hamilton can apply for health related benefits to cover costs associated with: certain equipment/device rental, medical taxi transportation, adult day program user fees, and other services/special items.

Income Security Programs – 1-800-277-9914

- Canada Pension Plan (CPP)–

A monthly benefit available to those who have contributed to the CPP, must have attained at least 60 years of age and completed the application. If you are 60-64, you must have wholly or substantially ceased work to qualify. The basic pension is reduced by 0.5 % for each month under age 65. It is advisable to apply 6 months prior to the date you wish the pension to begin.

- **Canada Pension Plan Disability Pension** – based on contributions (not on financial need), and if the physical or mental impairment is both “**severe and prolonged**”.

<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html>

- **Old Age Security (OAS) - 1-800-277-9914**

The cornerstone of Canada's retirement income system, Old Age Security provides a modest pension at age 65 if you have lived in Canada for at least 10 years. If you are a low-income senior, you may be eligible for other benefits as early as age 60.

- Other programs include GIS/GAINS, Allowance, Allowance for the Survivor.

Ontario Works (O.W.) – 905-546-4800

<https://www.hamilton.ca/social-services/ontario-works>

Provides financial and employment assistance to people in temporary financial need.

Ontario Disability Support Program (ODSP) – 905-521-7280 or

<https://www.ontario.ca/page/ontario-disability-support-program>

An Ontario social assistance program that provides financial assistance to people with disabilities under age of 65. Eligibility is based on income and length of disability.

Employment Insurance (E.I.) - <https://www.canada.ca/en/services/benefits/ei.html>

Provides temporary financial assistance for unemployed Canadians while they look for work or upgrade their skills. Canadians who are sick, pregnant or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by Employment Insurance.

Legal Aid - 905-528-0134 (ON: 1-800-668-8258) or <http://www.legalaid.on.ca/en/>

Legal assistance for low-income people.

Hamilton Community Legal Clinic – 905-527-4572 or <http://www.hamiltonjustice.ca/>

Legal advice and referrals for low-income residents of Hamilton.

Lawyer Referral Service – 1-800-268-8326

MENTAL HEALTH and ADDICTIONS:

ConnexOntario.ca – access to services in Ontario – 1-866-531-2600

Connect Mental Health and Addictions Outpatient Programs – 905-522-1155 x36499

<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs>

Connect is a centralized intake service for St. Joe’s Mental Health and Addiction outpatient programs

Government Funded Cognitive Behavioural Therapy (CBT) for Ontario Residents

AbilitiCBT - <https://myicbt.com/en-CA>

MindBeacon - <https://www.mindbeacon.com/>

BounceBack - <https://bouncebackontario.ca/>

24/7 Helplines for information and services in Ontario:

www.smokershelpline.ca	1-877-513-5333
DrugAndAlcoholHelpline.ca	1-800-565-8603
MentalHealthHelpline.ca	1-866-531-2600
ProblemGamblingHelpline.ca	1-888-230-3505

Alcohol, Drug, and Gambling Services - (905)546-3606 x3 www.hamilton.ca/adgs

Services offered include: information for individuals, families, and friends about locating help; counselling and treatment programs, referrals to other programs.

- Please call and speak with an intake worker

Shalem Mental Health Network – 905-528-0353 <https://shalemnetwork.org/contact>

Individual, couple, & family counselling services. Fee-for-service can be based on sliding scale if eligible. In person, virtual and telephone visits offered. Max of 8 sessions within a 12 month period.

St. Matthew's House – 905-523-5546 ext. 240

<https://stmatthewshouse.ca/services-programs/>

Offers a variety of programs including senior's support, emergency food delivery, mental health and street outreach.

Wesley Seniors Outreach Program – 905-975-4718 <https://wesley.ca/program/supports-for-seniors-and-older-adults/>

Outreach programs for seniors including one to one case management to decrease social isolation and support physical and mental well-being; community referrals and social recreation activities.

Grief Resources - <https://www.hamilton.ca/hamilton-municipal-cemeteries/grief-resources>

COAST (Crisis Outreach and Support Team) – 24hr crisis line - 905-972-8338

Salvation Army Crisis Line 1-855-294-HOPE or 905-522-1477 or www.hopesalive.ca

OTHER SERVICES:

Health Care Connect 1-800-445-1822

<https://www.health.gov.on.ca/en/ms/healthcareconnect/pro/>

Help to find a family doctor or Nurse Practitioner

Academy of Medicine - (905)528-1611 or <https://www.hamiltondoctors.ca/find-a-doctor/>

Lists family doctors who are accepting new patients.

City of Hamilton – Resources for Seniors and Older Adults

<https://www.hamilton.ca/city-initiatives/strategies-actions/resources-seniors-and-older-adults>

Tele-Touch (Seniors) – 905- 529-0700

www.acclaimhealth.ca/menu-services/volunteer-visiting/tele-touch/

Volunteer Service providing daily reassuring/monitoring calls. Various programs for: housing/assisted living/shelter, health and mental health support, emergency food/clothing, and more:

Good Shepherd – 905-528-5877 or <https://www.goodshepherdcentres.ca/>

Emergency Food and Clothing Program (Venture Centre – Good Shepherd)

<https://www.goodshepherdcentres.ca/services/emergency-food/>

905-972-9485

The Salvation Army – 905-527-1444 or <https://salvationarmy.ca/ontariogreatlakes/home>