



4th Edition  
**Seniors' Toolkit**  
 A Practical Handbook for Seniors



**Brant Elder Abuse Awareness Committee**



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# Our Thanks...

The Brant Elder Abuse Awareness Committee thanks the many agencies and organizations who provided the data for this handbook. We would like to acknowledge the Brant Response Against Violence Everywhere (BRAVE) Committee for their permission to utilize information from The Refrigerator Door in this publication. We would also like to thank the City of Brantford for providing the funding for the Seniors' Toolkit and Victim Services of Brant for maintaining and updating this document.

In addition, we would like to thank the members of the Brant Elder Abuse Education sub-committee for recognizing the need in our community for a Seniors' Toolkit and working to bring this document to fruition.

Every effort has been made to ensure the information enclosed is accurate and up-to-date. Inevitably, however, changes to programming and services will occur. Readers may wish to confirm any details with the agencies/service providers directly. Inclusion in this book does not constitute endorsement by the Brant Elder Abuse Awareness Committee, the Brant United Way, Victim Services of Brant, or the City of Brantford. In the event of errors or omissions please forward information to [branteaac@gmail.com](mailto:branteaac@gmail.com). Conversely, any omissions of programs and services are not intentional.

@June 2020 The Brant Elder Abuse Awareness Committee  
Information in this book may be freely copied and circulated.  
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# Message from Chair

The Brant Elder Abuse Awareness Committee is made up of agencies and volunteers in our community who work together to facilitate educational workshops to promote the critical need for awareness of the issue of elder abuse, and to direct the public to available tools and resources that can make a vital difference in the lives of seniors.

It is our privilege to act as both a public educator to help prevent elder abuse through proactive awareness campaigns, as well as a resource facilitator to help stop instances of abuse and help families/ caregivers rebuild non-abusive lifestyles.

To bring more attention to this important issue, World Elder Abuse Awareness Day is globally recognized annually on June 15, when the world collectively voices its opposition to the abuse and suffering inflicted to some of our older generations.

I would like to take this opportunity to thank volunteer members of the Elder Abuse Awareness Committee and their respective organizations, for their ongoing support to advance our Committee's mandate to prevent and eliminate instances of elder abuse in our community. I would also like to express my sincere appreciation to all City of Brantford staff who continue to contribute greatly to our ongoing efforts.

If you are interested in joining our worthy cause as a volunteer or a member of the Committee, please contact Victim Services by phone at (519) 752-3140 or by email at [vsb@victimservicesbrant.on.ca](mailto:vsb@victimservicesbrant.on.ca) for more information.

Thank you.

**Richard Carpenter, Chair**



# EAPO Letter of Partnership



## Elder Abuse Prevention (ON)

Stop Abuse - Restore Respect

Prévention de la maltraitance envers les aînés (ON)

Arrêtez les mauvais traitements - Restaurez le respect

November 25, 2021

Brant Elder Abuse Awareness Committee  
344 Elgin Street  
Brantford, ON N3T 5T3

To: Brant Elder Abuse Awareness Committee

Elder Abuse Prevention Ontario (EAPO), is pleased to be strengthening our partnership with the Brant Elder Abuse Awareness Committee, having played a significant role in the launch and continuous development of the Seniors' Toolkit, now coming into its 4<sup>th</sup> iteration.

The additional protocols for response, specifically **how** to assist when elder abuse is suspected is important information to share within the communities we serve.

EAPO looks forward to growing our collaboration with you as valued community partners and collectively working towards preventing elder abuse across the province.

On behalf of our Board of Directors and staff in Ontario, congratulations on the great work you do and we look forward to a successful and productive partnership in the years ahead.

Sincerely,

Marta C. Hajek  
Executive Director  
Elder Abuse Prevention Ontario

[marta.hajek@eapon.ca](mailto:marta.hajek@eapon.ca)

# Message from Brant Elder Abuse Awareness Committee

## **Brant Elder Abuse Awareness Committee** **Penny McVicar at Victims Services of Brant**

344 Elgin St  
Brantford, ON N3T 5T3  
PO Box #1116  
519-752-3140  
vsb@victimservicesbrant.on.ca

The Brant Elder Abuse Awareness Committee acts as a public educator, as well as a resource facilitator for those choosing to help prevent abuse or rebuild non-abusive lifestyles. The Committee is made up of agencies and volunteers in the community who work together to run workshops and provide advice on resources. To request an Elder Abuse presentation, email [branteaac@gmail.com](mailto:branteaac@gmail.com).



**Brant Elder Abuse Awareness Committee**



**Elder Abuse Prevention (ON)**

Stop Abuse - Restore Respect

**Prévention de la maltraitance envers les aînés (ON)**

Arrêtez les mauvais traitements - Restaurez le respect

# Letter from the Mayor



## Message from the Mayor

Brantford City Council is committed to building a community that supports residents of all ages. We want to foster inclusion and provide opportunities that promote active living and social participation, and enhance community connections.

Through the City's Healthy Aging Plan the City has identified key actions that will guide our work in the coming years, including our ongoing commitment to supporting the efforts of the Brant Elder Abuse Awareness Committee and the Right Now: A Community Strategy to Prevent and Address Elder Abuse.

The Brant Elder Abuse Awareness Committee continues to demonstrate exceptional leadership in the community by raising awareness of elder abuse and providing education, training and resources to support the community.

On behalf of Brantford City Council we want to congratulate the Brant Elder Abuse Awareness Committee for their ongoing commitment and their continued successes in developing resources like the Seniors Toolkit to support the community.

I look forward to the great work that we will continue to do together in the coming years.

With Kind Regards,

A handwritten signature in black ink, appearing to read "Kevin Davis".

Kevin Davis

MAYOR





# What is Elder Abuse?

Definition: There is general consensus worldwide that elder abuse is “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person” (WHO, 2002, p.126).

Abuse occurs in all types of families of all socio-economic, racial, religious and cultural backgrounds. Most elder abuse is caused by a family member. This could be a son, daughter, spouse, grandchild, or other relative. This family member is often dependent on the older person for money or a place to live, or vice-versa. Elder abuse can also be perpetrated by a person in a position of trust or authority such as a paid caregiver, health professionals, financial advisors, and faith leaders.

**Elder Abuse Prevention Ontario (EAPO) describes elder abuse in the following forms, and multiple abuses can occur at the same time:**

- 1. Physical**
- 2. Psychological**
- 3. Financial**
- 4. Sexual**
- 5. Institutional**
- 6. Neglect**

## PHYSICAL

The intentional use of physical force that causes pain, discomfort or injury to an elderly person.

Examples include but are not limited to:

- Hitting, slapping
- Biting, kicking or punching
- Overmedicating or withholding medication
- Rough handling
- Inappropriate use of restraints

## PSYCHOLOGICAL

Any action or behaviour that causes emotional pain or distress to an elderly person, diminishing their self-worth and dignity.

Examples include but are not limited to:

- Intimidation through threats
- Name-calling
- Humiliation in private and public
- Talking to the elder as if they were a child
- Making decisions for the person against their will



## FINANCIAL

Financial abuse is one of the most commonly disclosed forms of elder abuse, it is defined as any theft or unauthorized use of money or property of an elderly person by a family member, caregiver, friend or an unknown person.

Examples include but are not limited to:

- Withholding funds or access to bank accounts
- Misuse of Power of Attorney
- Forcing the person to change their will
- Forcing the person to sell their possessions
- Opening up accounts in the person's name
- Making the person sign documents they don't fully understand
- Scams and Frauds

## SEXUAL

Forcing a person, against their will, to engage in sexual activity through physical contact, threats, coercion or if the person is incapable of providing consent.

Examples include but are not limited to:

- Inappropriate touching
- Physical sex acts
- Unwanted sexual comments
- Forcing the person to watch sex acts

## INSTITUTIONAL

Mistreatment of an elder from any system of power or regime.

Examples include but are not limited to:

- Routines, policies or laws that result in poor standards of care
- Strict regimes and rigid routines which violate the dignity and human rights of elders and place them at risk of harm
- A culture in an organization that denies, restricts or curtails privacy, dignity, choice and independence

## NEGLECT

Failure to provide the necessities of life to a person who cannot maintain adequate care for themselves.

Examples include but are not limited to:

- Unsanitary living conditions: piled up garbage, dirty floors, soiled bedding and furniture
- Malnourishment
- Overmedicated/Under medicated
- Untreated medical issues: bed sores, broken bones from a fall
- Being left unwashed for weeks at a time
- Letting bills go unpaid
- Leaving the person alone in a public place

## SIGNS AND SYMPTOMS OF ELDER ABUSE

Victims of elder abuse may show signs of any of the following symptoms:

- Poor hygiene
- Malnourishment
- Unexplained physical injuries
- A heightened sense of fear or anxiety
- Depression
- Lack of access to, or understanding their finances



# General Public Protocol

The City of Brantford and County of Brant have approximately 19,920 adults over the age of 65, therefore, we can estimate that between 400 and 2000 elders have experienced or are experiencing elder abuse locally every year. With projected growth in this population, we need both the general public and service providers alike to understand what they can do if they suspect or experience elder abuse.

## Steps you can take if you suspect or see elder abuse:

- Call **911** if there is imminent danger
- Call the relevant agency or agencies in this Toolkit to help with the specific forms of abuse that are occurring.
- Call or encourage the elder to call the **Seniors Safety Line 1-866-299-1011**
- For support and referrals  
**Victim Services of Brant 519-752-3140**  
**Indigenous Victim Services 1-866-964-5920**
- For abuse in a Long-term Care Home, report to **Long-Term Care ACTION Line 1-866-434-0144.**
- For abuse in a retirement home, report to the **Retirement Home Regulatory Authority 1-855-275-7472.**
- If an elder's mental capacity is uncertain for managing their property, recommend a capacity assessment or for health care decisions, consult a clinician or social worker to get an indication of the elder's mental capacity. For guidance, contact the **Office of the Public Guardian and Trustee (OPGT) Toll Free: 1-800-366-0335** or its **Guardianship Investigation Unit 416-327-6348.**
- If there is a legal issue, consult the **Advocacy Centre for the Elderly 1-855-598-2656 or 416-598-2656.**



## 6 Guiding Questions to Assist in Situations of Suspected Elder Abuse

1. What does the elder want to change or improve?
2. Who are the closest family members or friends, and what is their role in the situation? Who are the substitute decision makers?
3. Is the situation urgent and in need of immediate response?  
If you or the elder are in immediate danger call 911
4. What could the elder do to improve the situation or reduce the risk of abuse?
5. What could supportive family or friends do to improve the situation or reduce the risk of abuse?
6. What external agencies or organizations can help the elder and/or their family/friends/caregivers?

## ELDER ABUSE INFORMATION AND SUPPORT AGENCIES

### **Victim Services of Brant**

519-752-3140

For after-hours services contact Brantford Police Services: 519-756-7050 or  
519-756-0113

### **Elder Abuse Prevention Ontario**

416-916-6728

### **Seniors Safety Line**

Toll-free 24 hours, 7 days a week: 1-866-299-1011

### **Indigenous Victim Services**

Toll-free: 1-866-964-5920

### **Nova Vita Domestic Violence Prevention Services**

Main line: 519-752-1005

24 hour crisis & Support line: 519-752-4357



# Reporting Elder Abuse

Elder Abuse is never acceptable. If you or someone you know is in immediate danger or if help is needed in an emergency, call 9-1-1. If you or a senior you know has been a victim of a theft, fraud or physical assault, contact your local police department.

For information and referrals to community supports that may be of assistance, contact Victim Services of Brant.

## **VICTIM SERVICES OF BRANT**

344 Elgin St  
Brantford, ON N3T 5T3  
PO Box #1116  
519-752-3140  
[vsb@victimservicesbrant.on.ca](mailto:vsb@victimservicesbrant.on.ca)  
[victimservicesbrant.on.ca](http://victimservicesbrant.on.ca)

Victim Services of Brant provides immediate on scene emotional support and practical assistance to victims of crime, tragic circumstance or disaster. The police will offer Victim Services when they arrive on scene at a call where a victim is involved. Victim Services is available to provide immediate support to a victim of crime at their residence, hospital or another safe location.

Even if the police have not been called, anyone can access Victim Services for support by calling the office and scheduling an appointment. The service is free and confidential.

The Victim Services of Brant Court Assistance Program provides support to victims at the initial stages of the court process. Victim Services court staff will review safety concerns with the victim and other information relevant to their relationship with the accused. This information will be made available to the court.

Victim Support Staff are available to: explain the bail process, advise of the outcome of the bail hearing, act as a liaison with the Crown Attorney and Police Services, and assist in accessing appropriate support services.





# What to Expect When Reporting Elder Abuse to Police

Elder abuse is not a criminal offence under the Criminal Code of Canada, but there are criminal offences associated with elder abuse such as theft; failure to provide the necessities of life; uttering threats; assault; or forcible confinement.

Responding officers will conduct a thorough investigation into the allegations. If officers believe they have reasonable grounds to suspect a criminal offence has occurred, that person will be arrested and a charge will be laid.

Reasonable grounds are a set of circumstances which would satisfy an ordinary person to believe an offence has been committed. The belief must go beyond mere suspicion. It is important to remember that once a charge has been laid neither the police nor the victim can withdraw the charges.

In Canada, certain categories of abuse, such as fraud, assault, sexual assault, uttering threats and criminal harassment are crimes under the Canadian Criminal Code. Elder abuse is not a separate offence but covered by the current code. Something that is a Criminal Code offence does not cease to be an offence because the person is a senior.

## Financial Abuse

- Theft
- Theft by holding power of attorney
- Stopping mail with intent
- Criminal breach of trust
- Extortion
- Forgery
- Fraud

## Physical Abuse

- Murder
- Manslaughter
- Assault
- Assault with a weapon or causing bodily harm
- Unlawfully causing bodily harm



## Sexual Abuse

Sexual assault

Sexual assault with a weapon, threats to a third party or causing bodily harm

Forcible confinement

## Psychological Abuse

Intimidation

Uttering threats

Harassing telephone calls

Criminal harassment

Active Neglect

## Active Negligence

Criminal negligence causing bodily harm or death

Breach of duty to provide necessities

The Criminal Code also includes a provision that requires the court to take into account for the purpose of sentencing as aggravating factors evidence that the offence was motivated by age - or disability-based bias, prejudice or hate.

In some cases, the abuser may remain in custody for pending a bail hearing.

## The Bail Hearing Process

Police may decide to hold the accused for a Bail Hearing and the court will determine whether the abuser should be released or remain in custody.

If released, the abuser will have conditions placed on them that they must follow. Conditions such as no contact directly or indirectly with the victim and not to attend the victim's address are the most common in cases of assault. An accused can be released to a suitable person determined by the courts or on their own recognizance.



# Where to Report

**Elder Abuse is never acceptable.  
If you are in danger or require  
emergency assistance call 9-1-1**

## **Brantford Police Services**

344 Elgin St  
Brantford, ON N3T 5T3  
519-756-7050 or 519-756-0113

## **Brant County OPP**

67 Bethel Rd  
Paris, ON N3L 1K4  
519-442-2242

## **Six Nations Police**

2112 4th Line Rd  
Ohsweken, ON N0A 1M0  
519-445-2811

## **Crime Stoppers**

344 Elgin St  
Brantford, ON N3T 5T3  
PO Box 1116  
519-750-8477

## **[canadiancrimestoppers.org](http://canadiancrimestoppers.org)**

Report information about a crime or a potential crime anonymously call  
Toll-free: 1-800-222-8477

## **Office of the Public Guardian & Trustee**

595 Bay St, Suite #800  
Toronto, ON M5G 1M6  
Toll-free: 1-800-366-0335

## **Long-Term Care ACTION Line**

Toll-free: 1-866-434-0144

## **Retirement Home Regulatory Authority**

Toll-free: 1-855-275-7472

## **Canadian Anti-Fraud Centre**

Toll-free: 1-888-495-8501  
To report fraud or to learn more about fraud protection



# Elder Abuse Information Services

## **Elder Abuse Prevention Ontario**

Cummer Post Office Box 38628

Willowdale, ON, M2K 2Y5

416-916-6728

admin@eapon.ca

**eapon.ca**

## **Senior Safety Line:**

1-866-299-1011

The Senior's Safety Line offers confidential and free support 24 hours a day, 7 days a week.

The hotline provides information, referrals, and support in over 150 languages.

## **Nova Vita Domestic Violence Prevention Services**

Main line: 519-752-1005

24 hour crisis & Support line: 519-752-4357

Text: 519-754-5332

TTY: 519-752-2403

## **Victim Services of Brant**

519-752-3140

## **For after-hours Victim Services support contact Brantford Police Services:**

519-756-7050 or 519-756-0113

## **Seniors' Info Line**

416-326-7076

Toll-free: 1-888-910-1999

TTY: 1-800-387-5559

## **Sexual Assault Centre of Brant**

24 hour crisis line: 519-751-3471

## **St. Leonard's Community Services Mental Health Crisis Support Walk-In Services**

225 Fairview Dr

Brantford, ON N3R 7E3

24 hour crisis line: 519-759-7188

Toll-free: 1-866-811-7188

## **Indigenous Victim Services**

Toll-free: 1-866-964-5920



### **Six Nations 24/7 Crisis Services**

Toll-free: 1-866-445-2204

### **Advocacy Centre for the Elderly**

Toll-free: 1-855-598-2656

### **Ontario 211**

24/7 Toll-free: 211

**211ontario.ca**

Ontario 211 is the information and referral service that provides the people of Ontario with reliable information on community and social services.

### **Telehealth Ontario**

Toll-free 1-866-797-0000

TTY: 1-866-797-0007

Telehealth Ontario provides information and advice related to all areas of health.





# Indigenous Senior Resources

## **Indigenous Services Canada**

Brantford Business Centre  
195 Henry St, Unit #6A  
Brantford, ON N3S 5C9  
Toll-free: 1-800-567-9604  
TTY 1-866-5530554

[canada.ca/en/indigenous-services-canada](https://canada.ca/en/indigenous-services-canada)

Dedicated Federal government department assigned to look after the rights and wellbeing of the Indigenous population and northern communities.

## **Brantford Native Housing**

318 Colborne St E  
Brantford, ON N3S 3M9  
519-756-2205  
[mail@brantfordnativehousing.com](mailto:mail@brantfordnativehousing.com)

Brantford Native Housing is a non-profit charitable organization whose main objective is to provide safe, secure and affordable rental homes and support services for urban Native people living in the City of Brantford and County of Brant.

## **Six Nations 24/7 Crisis Services**

Toll-free: 1-866-445-2204

24 hour, 7 days a week crisis support – Mental health as well as child and family services.

## **Indigenous Victim Services**

1721 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
Toll-free: 1-866-964-5920  
[ivss@sixnations.ca](mailto:ivss@sixnations.ca)

Located at the Six Nations Justice Department, Indigenous Victim Services provides assistance to indirect and direct victims of crime or tragedy who identify as Indigenous. Services include referrals to outside agencies, court advocacy, trauma counselling, financial assistance, safety planning, court preparation and education. No referral necessary.



### **Aboriginal Senior Wish**

Making Elders Wishes Come True  
Director/Founder: Stephanie Hill  
519-756-3593  
srrocks1@live.com

### **Brantford Regional Indigenous Support Centre (BRISC)**

325 West St, Unit #B110  
Brantford, ON N3S 3V6  
519-304-7400

BRISC is a non-profit Friendship Centre whose main objectives are to provide programs, supports, tools, advocacy, and education for the urban Indigenous residents of Brantford, Brant, and Haldimand-Norfolk Counties.

### **De dwa da dehs nye>s Aboriginal Health Centre**

36 King St  
Brantford, ON N3T 3C5  
519-752-4340

To improve the wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity, values and beliefs. The Aboriginal Health Centre serves all Aboriginal people, regardless of status, and offers assistance to outside service organizations to provide care in a culturally appropriate way.

### **Dreamcatcher Charitable Foundation**

P0 Box #657  
Ohsweken, ON N0A 1M0  
Toll-free: 1-866-508-6795

A registered charitable foundation to provide support and address situations that are unique to First Nations communities. The foundation will provide grants to individuals who have a goal of developing youth into community leaders.

### **Crown-Indigenous Relations and Northern Affairs (CIRNAC)**

Toll-free: 1-800-567-9604  
TTY: 1-866-553-0554

[canada.ca/en/indigenous-northern-affairs](https://canada.ca/en/indigenous-northern-affairs)

Access information and apply for status.



### **Iroquois Lodge**

Long-term Care Home  
1755 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
519-445-2224

Iroquois Lodge Nursing Home is a long-term care home.

### **Ganohkwasra Family Assault Support Services**

1781 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
519-445-4324  
24 Hour Crisis Line: 519-445-4324

Counselling Services are available for women, youth, children and men who have been abused, at risk for abuse, and/ or are abusive. Abusive behaviours and their generational sources are explored in a caring, non-judgmental way. The commitment to this holistic healing process may be long term, based on the needs of the individual.

### **Ministry of Indigenous Affairs and Reconciliation**

416-326-4740  
Toll-free: 1-866-381-5337  
[ontario.ca/page/ministry-indigenous-relations-and-reconciliation](http://ontario.ca/page/ministry-indigenous-relations-and-reconciliation)

### **First Nations and Inuit Health Branch Canada Non-Insured Health Benefits**

Regional Executive First Nations and Inuit Health Branch Canada  
Sir Charles Tupper Building  
2720 Riverside Drive - Floor 4C  
Mailstop #6604C  
Ottawa, ON K1A 0K9  
613-952-0087  
Toll-free: 1-866-225-0709

The Non-Insured Health Benefits (NIHB) is a national program that provides coverage to registered First Nations and recognized Inuit to support them in reaching an overall health status that is comparable with other Canadians. The NIHB provides coverage for a limited range of medically necessary goods and services to which these clients are not entitled through other plans or programs.



### **Ojistoh House**

318 Colborne St  
Brantford, ON N3S 3M9  
519-756-2205  
reception@brantfordnativehousing.com

Ojistoh House is a transitional home for Aboriginal women with or without children who are experiencing homelessness. Ojistoh House has an application that should be filled out by a community service provider. Fees are based on clients ability to pay.

### **Karahkwa House**

318 Colborne St  
Brantford, ON N3S 3M9  
519-756-2205  
mail@brantfordnativehousing.com

Karahkwa House is a transitional home for Aboriginal men who are experiencing homelessness or at-risk of homelessness with a focus on addiction recovery. Karahkwa House has an application that should be filled out by a community service provider. Fees are based on a set amount depending on income.

### **Six Nations Health Services**

1745 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
519-445-2418  
[snhs.ca](http://snhs.ca)

Resource for information about all health related services that are offered though Six Nations. Including Senior Support Services, and Mental Health Services.

### **Personal Support Services**

519-445-0077

### **Professional Services Unit**

519-445-4481

### **Medical Transportation**

519-445-0410

Transportation to and from medical appointments covered by OHIP and/or Non-Insured Health Benefits for Six Nations Band Members (living on and off reserve), New Credit Band Members and other First Nations.

### **Six Nations Health Home & Community Care Program**

29 Cao Lane  
Ohsweken, ON N0A 1M0  
PO Box 5000  
519-445-1328



**Brantford Native Housing  
Healing and Wellness Program/Seniors 55 Plus Program**

318 Colborne St. E.

Brantford, ON N3S 3M9

519-753-5408

Meets on a monthly basis, plans supper meals, activities and resources for our seniors.

**Metis Nation of Ontario**

442 Grey St.

Brantford, ON N3S 7N3

Contact: Nancy Terris [nancyt@metisnation.org](mailto:nancyt@metisnation.org)

In-home support and contracted services to help indigenous older adults live safely and independently in their own homes. Contracted services include: lawn care, snow removal, escorted transportation, light housekeeping, laundry, and meal preparation.





Staying physically and socially active in your senior years is imperative not only to physical and mental health but to quality of life. It is easy to become sheltered and less active as we age. In order to remain independent and healthy we need to stay active and engaged. Look for programs of interest and ways to stay connected.

## **The Grand River Council on Aging (GRCOA)**

363 Colborne St  
Brantford, ON N3S 3N2  
519-754-0777 ext. 438  
info@grcoa.ca  
[grcoa.ca](http://grcoa.ca)

GRCOA is an incorporated non-profit charitable organization dedicated to encouraging the development of an “age-friendly” City of Brantford, County of Brant, Six Nations of the Grand River, and Mississaugas of the Credit First Nation.

## **An “age-friendly community” is for everyone -- from 5 to 105!**

Defined by the World Health Organization, an age-friendly community “optimizes opportunities for health, social participation and safety in order to enhance quality of life as people age”. By promoting the voice of elders, the GRCOA shares the “voices of lived experience” with businesses, organizations, municipalities and residents who are planning changes in facilities, products and services.

## **Adult Recreation Therapy Centre (ARTC)**

### **Brant County Satellite Program**

58 Easton Rd  
Brantford, ON N3P 1J5  
519-753-1882  
artc@artc.ca  
[facebook.com/artcbrant](https://facebook.com/artcbrant)  
[artc.ca](http://artc.ca)

The Adult Recreation Therapy Centre (ARTC), serving both Brantford and Brant County, offers structured activities to individuals affected by conditions such as stroke, Parkinson’s disease, MS, and other progressive disorders, as well as for adults with diminished abilities related to mild cognitive impairment related to early dementia. Some services offered include: day programs, individual and group exercises, community visits, support groups, caregiver support, virtual programming, and aphasia programming.



## **Beckett Adult Leisure Centre**

219 Colborne St  
Brantford, ON N3T 2H2  
519-756-3261 x5569

The Beckett Adult Leisure Centre provides a variety of health, fitness and recreational activities for adults who are 50 years and older. There is a cafeteria on site that provides hot lunches.

These are some of the activities offered:

- Weight Room (and orientations)
- Fitness programs
- Pickleball
- Clogging Classes
- Line Dancing
- Walking Club
- Shuffleboard
- Billiards
- Darts
- Cribbage
- Bid Euchre
- Crokinole
- Knitting Club
- Games Room
- Contact Brant
- Other recreation clubs and events available

## **Brantwood Community Services-Recreation and Therapy Centre**

25 Bell Lane  
Brantford, ON N3T 1E1  
519-753-2658  
info@brantwood.ca  
**brantwood.ca**



**City of Brantford  
Parks & Recreation Office**

1 Sherwood Dr.

Brantford, ON N3T 1N3

519-756-1500

Call or refer to the Leisure Activities Guide for a list of programs for seniors.

**Ontario Senior Games Association**

Cawthra Rd, Unit #52

Mississauga, ON L5A3P1

905-232-8581

**[osga55plus.ca](http://osga55plus.ca)**

The Ontario Senior Games Association's (OSGA) whole purpose is to promote an active lifestyle for those 55+ adults who are not involved in the more advanced or master levels of activities. It is the view of the OSGA that seniors will become involved when friendly levels of competition can be maintained.

**Laurier Brantford YMCA**

100 Water St

Brantford, ON N3T 0P1

519-512-4891

**[ymcahbb.ca](http://ymcahbb.ca)**

Fitness Programs for adults and seniors.

**Seniors Resource Center**

783 Colborne St

Brantford, ON N3S 3S3

519-309-0032

[seniorsresourcecentre@rogers.com](mailto:seniorsresourcecentre@rogers.com)

The Seniors Resource Centre is a non- profit organization that offers free help to Brantford, Brant County, Six Nations and surrounding region with Government Forms, Long Term Care Programs, Nursing Homes, and programs that Seniors need to navigate important services.

**The Wayne Gretzky Sports Centre**

254 North Park St

Brantford, ON, N3R 4L1

519-756-9900

Programs for seniors and older adults include the Warm Water Workout to help those who suffer from back injuries, arthritis, and joint problems. The exercises focus on mobility and strength.



## **Lifelong Learning & Libraries**

Lifelong learning is the process of keeping your mind and body engaged—at any age—by actively pursuing knowledge and experience. The pursuit of knowledge through lifelong learning has wonderful benefits for adults 50-plus:

- Keeps your mind sharp
- Improves memory
- Increases self-confidence
- Offers an inexpensive way to try something new; saves money as you learn to “do it yourself”
- Gives you a feeling of accomplishment
- Helps you meet people who share your interests
- Builds on skills you already have
- Offers an opportunity to learn a new skill or trade and increase your income
- Gives you a new interest that you can share with family and friends

## **Life Long Learning Plan (LLP)**

The Lifelong Learning Plan (LLP) set out by the Canadian Government allows you to withdraw amounts from your RRSPs to finance full-time training or education for you or your spouse or common-law partner. Information and application forms can be found on the Canada Revenue Agency website.

**[canada.ca/en/revenue-agency/services/tax/individuals/topics/rrsps-related-plans/lifelong-learning-plan](https://canada.ca/en/revenue-agency/services/tax/individuals/topics/rrsps-related-plans/lifelong-learning-plan)**

## **Laurier Association for Lifelong Learning**

519-884-0710 ext. 6036

[lall@wlu.ca](mailto:lall@wlu.ca)

A unique option for adult learning. Courses are non-credit and intended for personal interest and self-education.



## LIBRARIES

Many of these libraries offer a variety of workshops and events throughout the year, and some are specifically tailored to seniors. Contact your local branch to get involved in their programs and services.

### **Brantford Public Library**

[brantfordlibrary.ca](http://brantfordlibrary.ca)

#### **Main Branch (Brantford)**

173 Colborne St  
Brantford, ON N3T 2G8  
519-756-2220

#### **St. Paul's Avenue Branch**

441 St Paul Ave  
Brantford, ON N3R 4N8  
519-753-2179

### **County of Brant Public Library**

[brantlibrary.ca](http://brantlibrary.ca)

#### **Burford Branch**

24 Park Ave, Box #267  
Burford, Ontario N0E 1A0  
519-449-5371

#### **Glen Morris Branch**

474 East River Rd  
Glen Morris, ON N0B 1W0  
519-740-2122

#### **Paris Branch**

12 William St  
Paris, ON N3L 1K7  
519-442-2433

#### **Scotland-Oakland Branch**

281 Oakland Rd  
Scotland, ON N0E 1R0  
519-446-0181

#### **St. George Branch**

78 Main St N  
St. George, ON N0E 1N0  
519-448-1300



## FAITH / RELIGION

There are a variety of local churches and other places of worship. In addition to their faith services, many churches host social activities and/or support groups. Churches and places of worship also allow for another connection into the community, and can act as a way to meet new people and friends. In a time of need churches and places of worship can act as a support system. Getting involved allows for seniors to keep their mind and body active, while giving back to the community.

## SERVICE CLUBS

### **Brantford Lions Club**

320 Colborne St W  
Brantford, ON N3T 1K8  
PO Box 25037  
[e-clubhouse.org/sites/brantford](http://e-clubhouse.org/sites/brantford)

### **Brant Masonic Lodge No.45**

117 Charing Cross St  
Brantford, ON N3R 4E7  
519-752-7409  
[secretary@brant45.ca](mailto:secretary@brant45.ca)  
[brant45.ca](http://brant45.ca)

### **Burford No.106**

Burford Masonic Temple  
421 Maple Avenue S  
Burford, ON N0E 1A0  
[brantmasons.com](http://brantmasons.com)

### **Canadian Association of Retired Persons (CARP) -Canada**

PO Box #940, St Main  
Markham, ON L3P 9Z9  
Toll-free: 1-888-363-2279  
[support@carp.ca](mailto:support@carp.ca)  
[carp.ca](http://carp.ca)

### **Brantford Canadian Association of Retired Persons - Chapter 17**

226-920-6248  
[brantford@carp.ca](mailto:brantford@carp.ca)  
[carp.ca](http://carp.ca)





## SERVICE CLUBS *cont.*

### **Kinsmen Club of Brantford & Brant County**

25 North Park St  
Brantford, ON N3R 4J4  
519-754-0169  
info@brantfordkinsmen.ca  
**brantfordkinsmen.ca**

### **Kiwanis Club of Brantford**

519-753-7442  
office@brantfordkiwanis.org  
**brantfordkiwanis.org**

### **Rotary Club of Brantford**

519-753-4317  
troydle@sympatico.ca  
**brantfordrotary.com**

### **Rotary Club of Brantford Sunrise**

PO Box 24009 King George,  
Brantford, ON N3R 7X3  
519-759-2110 ext. 82915  
brantfordrotarysunrise@gmail.com  
**brantfordrotarysunrise.ca**

### **Dunsdon Legion Branch 461**

9 Tollgate Rd  
Brantford, ON N3R 4Z4  
519-752-6668  
dunsdonbranch461@rogers.ca

### **Paris Legion Branch 29**

70 William St  
Paris, ON N3L 1L6  
519-442-3788  
dunsdonbranch461@rogers.ca

### **Burford Legion Branch 543**

9 Park St, PO Box #86  
Burford, ON N0E 1A0  
PO Box 86  
519-449-5339  
bchlegion543@gmail.com



## VOLUNTEERING

Volunteering is a great way to stay connected in your community, make friends and give back. Most local service organizations will have volunteer opportunities. Visit their website or call to inquire.

### **Brant Regional Association of Volunteer Administrators (BRAVA)**

BRAVA is an association of community member agencies that supports volunteerism in: health care; education; arts and culture; social services; and faith-based services.

**[bravabrant.com](http://bravabrant.com)**

### **Spark Ontario**

Search volunteer opportunities in your region or community

**[sparkontario.ca](http://sparkontario.ca)**





# Lesbian Gay Bisexual Transgender Queer Two-Spirited + (LGBTQ2S+)

## **Brantford Pride Committee**

brantfordpride@gmail.com

**brantfordpride.ca**

Brantford Pride is an organization consisting of community members committed to promoting peace, diversity and equality for the LGBTQ population in Brantford and Brant County.

Call or check out the website for a calendar of events that include:

- Pride Cruise
- Pride Dance
- Pride Church Service & more

## **Senior Pride Network**

416-355-6787

spntoronto@gmail.com

**seniorpridenetwork.com**

## **The Bridge**

thebridgebrant@gmail.com

A local committee that works to promote the importance of acceptance and inclusion in an effort to eliminate stigma, bullying and discrimination at all levels of community life

## **Six Nations Pride**

15 Sunrise Ct

Ohsweken ON, N0A 1M0

Facebook@SixNationsPride

Promoting Six Nations Pride! Sharing information, events and resources that build Two Spirits, LGBTQ community.



# Health and Wellness

Canadians are living longer healthy lives. Health Canada is responding proactively through research and planning. If you are a senior, look for ways to keep yourself healthy, strong and flexible. Staying healthy is an important way for you to keep your independence. There are five determinants that play key roles in healthy aging:

- Healthy Eating
- Injury Prevention
- Oral / Visual Health
- Physical Activity
- Smoking Cessation

\*Credit: Health Canada

## **De dwa da dehs nye>s Aboriginal Health Centre**

36 King St.

Brantford, ON N3T 3C5

519-752-4340

Toll-free: 1-877-402-4121

To improve the wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity, values and beliefs. The Aboriginal Health Centre serves all Aboriginal people, regardless of status, and offers assistance to outside service organizations to provide care in a culturally appropriate way.

## **Telehealth Ontario**

Toll-free: 1-866-797-0000

TTY: 1-866-797-0007

## **Brant County Health Unit**

194 Terrace Hill St.

Brantford, Ontario N3R 1G7

519-753-4937

email@bchu.org

**bchu.org**

The Brant County Health Unit offers a range of programs and services directed at health education, disease prevention, healthy eating, healthy aging, sexual health and more. Services are confidential and most programs are free of charge.



## **Grand River Community Health Centre**

363 Colborne St  
Brantford ON, N3S 3N2  
519-754-0777  
info@grcgc.ca  
[grandriverchc.ca](http://grandriverchc.ca)

The Grand River Community Health Centre (GRCHC) provides community based primary health care and pursues wellness, health promotion, and community development initiatives in Brantford and the County of Brant.

## **HEALTHY EATING & NUTRITIONAL SUPPORT**

### **Brantford Food Bank- Community Resource Service**

1100 Clarence St S, Suite #102  
Brantford, ON N3S 7N8  
519-751-4357  
info@crs-help.ca  
[crs-help.ca/foodbank](http://crs-help.ca/foodbank)

Open Mon. to Fri. 1-3:45 p.m. emergency food and services may be accessed once a month, ID required for all members of the household.

### **Healthy Harvest Box Program**

Program for people who want to purchase fresh fruits and vegetables at a lower cost. Contact the Brantford Food Bank for more information.  
[healthyharvestbox.ca](http://healthyharvestbox.ca)

### **Emergency Food Programs**

Nutritious meals are available free of charge at various locations in Brantford. Monthly food program calendars are available online by visiting the City of Brantford website.  
[brantford.ca](http://brantford.ca)

### **Brantford Branch Meals on Wheels**

25 William St  
Brantford, ON N3T 3K3  
519- 753-4189

#### **Hours of Operation**

Monday - Friday: 8:30 am - 4:30 pm Saturday - Sunday: Closed

### **Feed Brant**

Visit our website to find free and low-cost places to get, grow and learn about, and eat food in Brantford and the County of Brant.  
[feedbrant.ca](http://feedbrant.ca)



### **Grand River Community Health Centre**

363 Colborne St  
Brantford ON, N3S 3N2  
519-754-0777  
info@grcgc.ca  
[grandriverchc.ca](http://grandriverchc.ca)

Individual and family nutrition.

### **De dwa da dehs nye>s Aboriginal Health Centre**

36 King St  
Brantford, ON N3T 3C5  
519-752-4340

Individual nutritional counselling with a Registered Dietitian by self-referral.  
Available to anyone in the community.

### **Heart to Home Meals**

Toll-free: 1-877-545-5577  
[hearttohomemeals.ca](http://hearttohomemeals.ca)

Offers delivery of a variety of healthy, balanced, tasty meals suitable for many dietary needs.

### **Salvation Army- Brantford Family and Community Services**

33 Diana Ave  
Brantford, ON N3T 0C2  
519-752-7813

### **Salvation Army- Paris Family and Community Services**

25B Dundas St W  
Paris, ON N3L 1E9  
519-442-3432

## **GROCERY DELIVERY SERVICE**

### **Sobeys**

Call 519-758-1648 to place your order on Tuesday and Thursday phone your order in between 9:00 a.m. to 10:45 a.m. Groceries will be delivered after 3:00 p.m. Six dollar delivery charge for 6 bags (Locally) Cash/credit cards accepted – No personal cheques accepted.

### **Zehrs, Brantford Locations**

**Fairview Drive Location:** 519-754-4932

**King George Road Location:** 519-751-8988

Individual nutrition counselling (fee), free grocery store tours and in-store food events offered by a Registered Dietitian.

### **Online Food Delivery Service:**

[delivery.pcexpress.ca](http://delivery.pcexpress.ca)





## INJURY PREVENTION

- Every 10 minutes in Ontario, at least one senior visits the ER due to a fall
- Every 30 minutes in Ontario, at least one senior is admitted to the hospital due to a fall

\*\*Cited from Hamilton Niagara Haldimand Brant LHIN

### **Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB/LHIN)**

195 Henry St., Unit 4, Bldg 4

Brantford, ON N3S 5C9

519-759-7752

Toll-free: 1-800-810-0000

**hnhblhin.on.ca**

Please call, email or visit the website for the most up-to-date information of the available services.

The local LHINs fund physiotherapy, exercise, and falls prevention classes to help seniors within the community stay healthy, and recover from surgery or injury. These services are available to residents over the age of 65, and available within Long-term care and retirement homes, as well as offered within the community at various locations.

### **Home Support Exercise Program**

Toll-free: 1-800-263-4742 ext. 246

- 12 week in-home exercise program for frail seniors
- Consists of 10 gentle, yet progressive exercises that can maintain and/or improve strength, balance, coordination, and flexibility to help prevent falls, and maintain/improve ability to perform activities of daily living
- The program is free for eligible seniors
- Family members and caregivers can also attend training to help those they care for through the program

### **S.A.F.E ZONE**

519-770-6499

[jnorris@artc.ca](mailto:jnorris@artc.ca)

**safezonebrant.ca**

Exercise program focuses on muscle strengthening, balance, endurance and flexibility. Groups overseen by a kinesiologist with expertise in exercise and fall prevention strategies.



## **Safety at Home Program: VON Canada**

519-759-7750 ext. 233

[von.ca/en/site/brantford](http://von.ca/en/site/brantford)

The Safety at Home Program promotes independence and mobility among older adults, allowing them to stay healthy, safe, and strong at home. Our focus is to prevent falls through education and increasing awareness of the services and support available to reduce risks of falls at home.

- FREE individualized home assessment with a summary of recommendations promoting independence and mobility
- Referrals to other services.
- Essential parts and equipment such as a grab bar installation, which will increase the safety of your home.

## **ORAL AND VISUAL HEALTH**

Oral Health for seniors is just as important as it was through their younger years. Poor oral health can affect a person's quality of life. Regular dentist visits, daily brushing and flossing can help maintain your natural adult teeth.

See your local Dentist or Denturist for more information and tips regarding your oral health.

### **Grand River Community Health Centre**

363 Colborne St

Brantford, ON N3S 3N2

519-754-0777 ext. 254

[grandriverchc.ca](http://grandriverchc.ca)

### **Something to Smile About**

Up to \$1,000.00 loans available to GRCHC clients and group participants for oral health services. Available for those 18 years and older who have a self-reported low income and have a bank account with access to direct deposit.

### **Ontario Senior's Dental Care Program**

Toll-free: 1-833-207-4435

Contact Brant County Health Unit: 519-753-4937

[ontario.ca/seniorsdental](http://ontario.ca/seniorsdental)

Provides free routine dental services for low income seniors who are 65 years of age or older.



## PROTECT YOUR VISION

- If you are over the age of 45, have your eyes examined on a regular basis
- If your eyes water, it may be that you are more sensitive to light, wind, or temperature changes. Simply shielding your eyes or wearing sunglasses may solve the problem
- Turn on the lights. Seeing better can sometimes be as easy as changing a light bulb to one with a higher wattage. Putting 100 or 150 watt bulbs in your lamps can reduce eye strain. Just make sure the fixture is designed for that wattage. Bright light is important in stairways to help prevent falls
- Don't smoke. Smoking tobacco is a major risk factor in the early onset of age-related macular degeneration
- Reduce glare as much as possible by using good lampshades, glare shields on computer monitors, and sunglasses. Sunglasses should provide 99 to 100% UV-A and UV-B protection. UV rays can harm your eyes even on a cloudy day
- Protect your eyes from accidents in your home, Example: Put a grease shield over frying foods
- Make sure spray cans and nozzles are pointed away from you when spraying
- Wear safety glasses in the workshop and when using chemical products such as ammonia
- Eat your carrots. A daily dose of vitamins and minerals found in melons, citrus fruit, carrots, spinach, and kale may help slow the progress of age-related eye diseases such as macular degeneration, glaucoma, and cataracts
- Don't drive at night if you have problems with depth perception, glare, or other vision difficulties

### **Vision Loss Rehabilitation: (CNIB)**

519-752-6831

Toll-free: 1-844-887-8572

info@cnib.ca

**cnib.ca**

info@vlrehab.ca

**on.visionlossrehab.ca**

Helps people with all levels of vision loss to develop or restore key daily living skills, helping enhance independence, safety, and mobility.



## MEDICAL HEALTH

A Healthcare Professional who you trust and can confide in can play a significant role in helping you stay safe and healthy.

### **The Brant Community Healthcare System**

**bchsys.org**

Alliance of health care services within Brantford and Brant County.

### **Brantford General Hospital**

#### **24-hour emergency care**

200 Terrace Hill St

Brantford, ON N3R 1G9

519-751-5544

### **The Willett Urgent Care Centre**

238 Grand River St N

Paris, ON N3L 2M7

519-751-5544

### **Urgent Care Centre Hours**

Mon. to Fri. 10 a.m. to 9:30 p.m.

Sat. and Sun. 10 a.m. to 5:30 p.m.

### **Discretionary Health Benefits- Ontario Works Brant**

519-759-3330 ext. 6273

This program is intended to meet the needs of people with low income or people who receive a fixed government income such as Employment Insurance, Old Age Security, WSIB etc. to meet an emergency or unexpected health needs. Items and services covered may include: eyeglasses, emergency prescription drugs, emergency dental as well as repair and purchase of dentures.

### **Canadian Cancer Society - Hamilton**

Cancer Information and Support Services

1150 Upper James St.

Hamilton, ON L9B 2L6

Toll-free: 1-888-939-3333

**cancer.ca**

The Canadian Cancer Society has a number of different programs and services available to help you and your loved ones cope with cancer.



## **Cancer Information Service**

A national, bilingual, toll-free service available to Cancer patients and their families, the general public and healthcare professionals, to speak with a trained information specialist to receive credible and comprehensive information that is confidential and specific to your situation.

The Canadian Cancer Society also maintains the website **cancer.ca**, which offers a wide range of information and materials, along with printed publications that can be found online, or at your local office.

## **Peer Support**

**match.cancer.ca**

You don't have to face cancer alone. Support Specialists connect cancer patients and their caregivers with trained volunteers who understand what it's like to live with cancer. Support is available over the phone, in person or in a group setting.

## **Transportation**

Volunteer drivers provide transportation to and from cancer related appointments.

See transportation section for more details.

## **Wigs and Head Coverings**

Wigs and Head coverings are available free of charge from the Canadian Cancer Society Hamilton-Wentworth Unit.

## **Look Good, Feel Better**

150 Eglinton Ave. E, Suite #308

Toronto, ON M4P 1E8

647-776-5111

Toll-free: 1-800-914-5665

**lgfb.ca/en**

A free workshop for women who are interested in learning how to manage the appearance-related side effects of cancer and its treatment, the workshop includes make-up tips, hair alternatives, nail and cosmetic hygiene.

## **Canadian Diabetes Association: Brantford Branch**

St. Joseph Lifecare Centre 99 Wayne Gretzky Pkwy, 5th Floor

Brantford, ON N3S 6T6

519-756-9131

**diabetes.ca**

The Canadian Diabetes Association offers a wide range of support and services related to individuals living with type I or type II diabetes. The CDA also funds and performs world-class diabetes research. See your local office or the website for specific information of the services offered in your community.



## **Heart and Stroke Foundation**

Suite A, 442 Grey St, Suite A  
Brantford, ON N3S 7N3  
519-752-1301

Acts as a source of information to Canadians about Heart and Stroke related illnesses, works to advocate about these illnesses and fundraisers to support important medical research.

## **Continence Care Clinic**

St. Joseph's Healthcare Hamilton  
2575 King St E  
Hamilton, ON L8G 5E4  
905-573-4823

**stjosham.on.ca**

Call for other clinic locations

A standardized continence assessment would be completed by a nurse continence advisor, with follow-up visits at 6 weeks and 12 weeks. Self-management of continence care is promoted through the use of behaviour modification strategies related to lifestyle options, pelvic muscle exercises, bowel program, fluid intake, weight reduction, personal hygiene changes and incontinence product options.

## **MEDICATIONS**

As you get older, the way medications work in your body can change. Some medications, or combinations of medications, can make you sleepy or dizzy and can cause you to fall.

Health Canada estimates that:

- Seniors consume between 20 and 40 percent of all prescription medicines
- Between 18 and 50 percent of all medications used by seniors are used inappropriately
- Between 19 and 28 percent of hospital admissions for patients over 50 years of age occur as a result of medication problems
- 60 percent of these admissions are attributed to adverse reactions and 40 percent to non-compliance

## **Ontario Poison Centre**

Toll-free: 1-800-268-9017  
TTY: 1-877-750-2233





## **Blister Packs and Dosette Packaging**

A Blister or Dosette packaging is available at most pharmacies, and is a simple and convenient way to receive medication in a clearly labeled contained package.

By dispensing medication in this packaging form:

- Reduces medication dosage errors
- Allows an opportunity for loved ones to monitor missed/over age dosages
- Ensures that discontinued medications are disposed of in an effective manner
- Decreases medication interactions of over the counter and behind the counter medications

## **MedsCheck**

Ministry of Health and Long-Term Care

Toll-free: 1-866-532-3161

TTY: 1-800-387-5559

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

This is a free program that allows you a 20-30 minute annual discussion with a pharmacist to review your medications (prescription and over the counter) and how these medications are affecting each other. This program will assist you in managing your medications. There are programs available for those who are unable to visit a pharmacy.

Some pharmacies also offer home visits to review medications.

Call your pharmacy to ask if this is offered to you.

## **Ontario Medication Return Program (OMRP)**

Toll-free: 1-844-535-8889

[info@healthsteward.ca](mailto:info@healthsteward.ca)

[healthsteward.ca](http://healthsteward.ca)

A program that is offered in most of your local pharmacies, to ensure the safe and proper disposal of old/unneeded or expired over the counter or prescription medications.

Keeping unnecessary medications around your house is not recommended, as it is unsafe.

Children or teens could take these medications by accident, or thefts could occur with the growing demand for certain prescription drugs on the street.



## MENTAL HEALTH

### **Behavioural Supports Ontario- Community Outreach Team (BSO COT) St . Leonard's Community Services Mental Health Crisis Support Walk-In**

225 Fairview Dr  
Brantford, ON N3R 7E3  
519-754-0253  
24 hour Crisis Line: 519-759-7188  
Toll-free: 1-866-811-7188

BSO COT provides short-term support to older adults who have age-related cognitive impairment and are in crisis. This team adds a geriatric mental health expertise to crisis treatment plan.

To learn more about the program visit: [hnhblhin.on.ca](http://hnhblhin.on.ca)

The local Brant BSC COT team can be reached 24 hours/ 7days a week by calling the St. Leonard's mental health crisis line.

### **St Joseph's Healthcare Brant Seniors Mental Health Outreach Program**

St. Joseph's Healthcare Hamilton 2575 King St E  
Hamilton, ON L8G 5E4  
905-522-1155 ext. 36396  
[stjosham.on.ca](http://stjosham.on.ca)

Regional service to assist family, community and long-term care providers in the continuing care of older adults with complex cognitive, emotional and behavioural disorders.

Services include:

- Comprehensive assessment, medication review/management, treatment planning
- Time limited follow-up/case management
- Consultation and individual or group health education
- Short term supportive counselling and/or individual and group psychotherapy

### **Canadian Mental Health Association**

44 King St, Suite 203  
Brantford, ON N3T 3C7  
519-752-2998  
[mail@cmhabhn.ca](mailto:mail@cmhabhn.ca)  
[bhn.cmha.ca](http://bhn.cmha.ca)

Case management, supported housing, court support & diversion, social/recreation program, life skills group, peer support, family education & support, mental health promotion and public education activities targeted at adults with mental illness and their families.



# ADDICTION SUPPORT

## Smoking

### **Telehealth Ontario Smoking Cessation Services**

Toll-free: 1-866-797-0000

To receive phone support to help you quit smoking and answer questions related to services available in your community.

### **Smokers Help Line**

Offers online and text messaging support for quitting smoking.

Text iQuit to 123456 to register for text support.

**smokershelpline.ca**

### **Brant County Health Unit**

194 Terrace Hill St

Brantford, Ontario N3R 1G7

519-753-4937 ext. 416

email@bchu.org

**bchu.org**

Register for one-time, 3 hour workshop to learn new skills for quitting smoking and receive 5 weeks of FREE nicotine patches.

## Gambling

### **ConnexOntario**

Toll-free: 1-866-531-2600

**ConnexOntario.ca**

Provides treatment service information, basic education, and support to people experiencing addiction, problem gambling and/or mental health issues.

### **Gambling Responsibly**

#### **St. Leonard's Community Services**

225 Fairview Dr Unit #1

Brantford, Ontario N3R 7E3

519-754-0253

Assessment, service planning, and counselling both individually and in group for those experiencing issues with gambling.



## **Alcohol**

### **Brant Erie Alcoholics Anonymous (AA)**

PO Box #26010

Brantford ON N3R 7X4

519-752-5981

[branterieaa.org/en](http://branterieaa.org/en)

Support for alcoholics trying to stay sober. Call for meeting times and locations.

## **Drug**

### **Narcotics Anonymous (NA)**

Toll-free Helpline: 1-888-811-3887

Check with the Norfolk Brant Area Helpline to confirm meeting dates and times.

[orscna.org](http://orscna.org)

### **Six Nations Mental Health & Addictions**

1769 Chiefswood Rd

Ohsweken, ON N0A 1M0

519-445-2143

[snhs.ca](http://snhs.ca)

Counselling and information on alcohol and drug abuse is provided. Other programs include community health services and youth programs.



## COUNSELLING

### **Nova Vita Domestic Violence Prevention Services for Women Community Counselling Program**

519-752-1005 ext. 255

**novavita.org**

Group counseling for men who want to stop their violent and abusive behaviour towards their partners. The program challenges participants to take responsibility for their actions, learn how to control and change their abusive behaviour and to respect their families and themselves. Participants are expected to complete 12 weeks in the program. Individual counseling may be available.

### **Sexual Assault Centre of Brant**

519-751-1164

24-hour Crisis and Support Line: 519-751-3471

Email: [sexualassaultcentre@sacbrant.ca](mailto:sexualassaultcentre@sacbrant.ca)

**sacbrant.ca**

Counselling and support service for survivors over fourteen who are survivors of sexual violence, including survivors of child sexual abuse.

Call for more information about services. The 24-hour crisis and Support Line is available to both female and male survivors of sexual violence as well as to their friends and family members.

### **Willowbridge Community Services**

Formerly known as The Family Counselling Centre of Brant

54 Brant Ave

Brantford ON, N3T 3G8

519-753-4173

**willowbridge.ca**

The Willowbridge Community Services is open to anyone looking to improve their life and take control of their future. The team is dedicated to providing responsive, creative and compassionate care to men, women, children, couples and families living in our community.

### **Community Justice Initiatives (CJI)**

Wendy Meek: Service Coordinator

519-744-6549 ext.106

[wendym@cjiwr.com](mailto:wendym@cjiwr.com)

**[cjiwr.com/mediation/#older-adults](http://cjiwr.com/mediation/#older-adults)**

CJI provides conflict resolution through mediation. CJI assists older adults and others in their lives to discuss sensitive issues like conflict with family, caregivers, and neighbours, as well as, power of attorney and end-of-life decision making, financial abuse, neglect etc. Specialized mediators familiar with aging issues act as neutral third parties. This is a free service.

\*There are a number of private counselling and support services within Brantford and Brant County, which can be located online.



## **What is Alzheimer's disease?**

Alzheimer's disease is the most common form of dementia, a serious brain disorder that impacts daily living through memory loss and cognitive changes, as well as changes in behavior and insight. Symptoms of Alzheimer's disease usually develop slowly and gradually worsen over time, progressing from mild forgetfulness to widespread brain impairment. Chemical and structural changes in the brain slowly destroy the ability to create, remember, learn, reason, and relate to others. As critical cells die, significant personality loss may occur.

## **Signs and symptoms of Alzheimer's disease**

For many people, detecting the first signs of memory problems in themselves or family members brings an immediate fear of Alzheimer's disease. However, most people over 65 experience some level of forgetfulness, such as misplacing the keys or glasses. Forgetfulness is merely inconvenient but does not impact one's daily life. Forgetting is a normal part of aging. Understanding the significance of these age-related changes begins with knowing the difference between what is normal and what is an early symptom of Alzheimer's.

## **Coping with an Alzheimer's diagnosis**

An Alzheimer's diagnosis is an enormous adjustment for both you and your family members. For many, the secrets to navigating this journey are learning, supporting, and loving. While there is currently no cure for Alzheimer's disease, there are treatments available for the symptoms. These treatments cannot prevent Alzheimer's from progressing, but if symptoms are diagnosed early enough, they can be effective in delaying the onset of more debilitating symptoms. Early diagnosis can prolong independence and is the first step towards treatment, management, and living life fully.

## **If a loved one's symptoms have been diagnosed with Alzheimer's disease**

If a family member has been diagnosed with Alzheimer's disease you may also be dealing with a host of emotions. You may be grieving for your family member especially if significant memory loss is already present. You may feel like you no longer know this person as new behaviors and moods develop that are unlike the person you remember. You may start to become overwhelmed with the needs of your loved one, or even resentful that other family members won't help enough.

## **Learn as much as you can**

Understanding what to expect will help you plan for care and transitions. Knowledge will help transitions. Knowledge will help honour a family member's strengths and capabilities throughout each stage, and make sure you have the strength and resources to carry on.





### **Visitors and social events**

Visitors can be a rich part of the day for a person with Alzheimer's disease. It can also provide an opportunity for the caregiver to socialize or take a break if appropriate. Plan visitors at a time of day when your family member can best handle them. Visitors can be briefed on communication tips if they are uncertain. They can also bring memorabilia your family member may like, such as a favorite old song or book. Family and social events may also be appropriate, as long as the person with dementia is comfortable. Focus on events that won't overwhelm the person; excessive activity or stimulation at the wrong time of day might be too much to handle.

## **ALZHEIMER'S DISEASE OR DEMENTIA PROGRAMS**

### **Alzheimer's Society of Brant**

25 Bell Lane  
Brantford, ON N3T 1E1  
519-759-7692

### **John Noble Home Day and Stay Program**

97 Mt Pleasant St  
Brantford, ON N3T 1T5  
519-754-4065  
519-756-2920 x4286  
[jnh.ca](http://jnh.ca)

The Day and Stay Program is a Wellness Centre for individuals with memory issues. The Program is located at the John Noble Home. The home-like projects a warm, caring environment. There are four unique programs available. Application process is through the HNHB LHIN or you can call the Centre. There is an affordable user fee for all programs.

### **Adult Recreation Therapy Centre Brant County Satellite Program**

58 Easton Rd  
Brantford, ON N3P 1J5  
519-753-1882  
[artc@artc.ca](mailto:artc@artc.ca)  
[facebook.com/artcbrant](https://www.facebook.com/artcbrant)  
[artc.ca](http://artc.ca)

The Adult Recreation Therapy Centre (ARTC), serving both Brantford and Brant County, offers structured activities to individuals affected by conditions such as stroke, Parkinson's disease, MS, and other progressive disorders, as well as for adults with diminished abilities related to mild cognitive impairment related to early dementia. Some services offered include: day programs, individual and group exercises, community visits, support groups, caregiver support, virtual programming and aphasia programming.



# Disability Services

When you hear the word “disability”, what pops into your mind? Do you think of a person who uses a wheelchair?

Or a person with a service animal?

There are many kinds and degrees of disabilities. Being hard of hearing is different from being Deaf. Having low vision is different from being legally blind.

A disability can happen to anyone at any time. Some people are born with a disability. For others, the disability happens because of an illness or an accident. Sometimes it's because the person is getting older.

Let's take a look at various types of disabilities:

- Visual
- Hearing
- Deaf-blind
- Physical
- Speech or language
- Mental health
- Intellectual/ developmental
- Learning

## **Ministry for Seniors and Accessibility**

The Ministry for Seniors and Accessibility is the sector of the Ontario Government that is dedicated to the improvement of quality of life for our senior residents.

This is achieved through advocacy, development of policies and programs along with facilitation and providing information to seniors.

Seniors' INFO line: 1-888-910-1999

TTY: 1-800-387-5559

[ontario.ca/page/ministry-seniors-accessibility](https://ontario.ca/page/ministry-seniors-accessibility)



## **Brantwood Community Services-Recreation and Therapy Centre**

25 Bell Lane

Brantford, ON N3T 1E1

519-753-2658

info@brantwood.ca

**brantwood.ca**

Our Goal at the Recreation and Therapy Centre is to provide opportunities for individuals in the community to improve or maintain their physical wellness in a well-equipped and fully accessible environment. Come enjoy the specialized supports at Brantwood Community Services Recreation Therapy Centre. Perfect for adults/youth with developmental challenges and seniors. The facilities feature a Hydrotherapy Pool that reaches temperatures of 94 degrees, a Snoezelen Multi-Sensory Room and accessible physical management and fitness equipment. Individualized fitness programs are developed and overseen by our in house Kinesiologist.

Brantwood focuses on providing programming that is tailored to the needs of the individual. In understanding your abilities, challenges and goal areas, Brantwood can provide you with daytime, evening and group recreation supports that are reflective of your needs.

Amenities offered within the Recreation Therapy Centre include:

- Physical Management & Fitness Area
- Kinesiologist Supports
- Hydrotherapy Pool
- Snoezelen Multi-Sensory Room
- Community Day Supports
- Evening Interest Classes
- Registered Massage Therapy (Conducive to the needs of individuals with limited mobility)
- Registered Dental Hygienist

## **Canadian Hearing Services**

Beckett Building, 225 Colborne St, Suite 139

Brantford ON N3T 2H2

1-866-518-0000

CHS is the leading provider of services, products and information that removes barriers to communication, advance hearing health, and promotes equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

CHS offers a complete roster of essential services, including hearing testing, hearing aids, counselling, speech-reading training, tinnitus support, hearing help classes, sign language instruction and interpreting, accessibility services, education services, employment services, and a complete range of communication devices.



### **Hearing Care Counselling Program**

Assists Hard of Hearing older adults, their families and caregivers and through home visits, it provides information, counselling and support to help cope with hearing loss. The program provides assistance with hearing aids, speechreading training, tinnitus support, and hearing help classes. We can also recommend specialized communication devices, assist with setup and training and provide loaner equipment services at no cost to the client. Services include: counselling, speech-reading training, tinnitus support, hearing help classes, sign language instruction and interpreting, accessibility services, education services, employment services, and a complete range of communication devices.

### **Communication Devices Program**

Feel safe and confident in your home. CHS carries the most complete range of communication devices that improve communication, safety and independence, including visual smoke detectors, amplified phones, amplified headsets for TV, TTYs (text telephones), signaling devices such as flashing lights for door, telephone and alarm clocks. The Loaner program allows you to try devices before you purchase. Visit our online store at [chs.ca](http://chs.ca) or our print catalogue.

### **Ontario Interpreting Services (OIS) at Canadian Hearing Services**

1-866-518-0000

TTY: 1-877-215-9530

SMS/Text: 416-712-6637 (charges may apply)

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

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

Pre-booked, professional, confidential ASL-English interpreting services across Ontario and LSQ-French interpreting services in select areas. On-site or remote interpreting through Video Remote Interpreting (VRI).

### **OIS Emergency Interpreting Service**

Available 24 hours/day. Sudden, unforeseen crisis that requires immediate attention in mental health, health, crisis centers and shelters, police/court and child welfare emergencies only.

### **Communication Access Real-time Translation (CART) Services**

1-866-518-0000

Professional word-for-word transcription of speech to text in real time provides deaf, hard of hearing and deafened patients, staff, clients and/or consumers, full access to the spoken word. Provided on-site or remotely. On-site CART services have a CART writer at the location where the event is taking place. Remote services involve the deaf or hard of hearing person signing on to a website that carries the CART transmission. Our CART writers are affiliated with their professional association and meet a 98% verbatim accuracy.



### **Vision Loss Rehabilitation: (CNIB)**

519-752-6831

Toll-free: 1-844-887-8572

info@cnib.ca

**cnib.ca**

**on.visionlossrehab.ca**

Helps people with all levels of vision loss to develop or restore key daily living skills, helping enhance independence, safety, and mobility.

### **Sensity: Deaf Blind and Sensory Support Network of Canada**

50 Main St

Paris, ON N3L 2E2

519-442-0463

TTY: 519-442-6641

**sensity.ca**

Sensity is a non-profit organization committed to enhancing the lives of people who are deafblind through support.

### **Community Living Brant**

366 Dalhousie St,

Brantford ON N3S 3W2

519-756-2662

communitylivingbrant@clbrant.com

**clbrant.com**

Community Living Brant offers a wide variety of services and supports for individuals with a developmental disability and their families.

### **Participation Support Services**

10 Bell Lane, PO Box #2048

Brantford, ON N3T 5W5

519-756-1430

**pssbrantford.org**

Residential programs and services for adults with physical disabilities.



## **Willowbridge Community Services**

Formerly known as The Family Counselling Centre of Brant

54 Brant Ave

Brantford, ON N3T 3G8

519-753-4173

office@willowbridge.ca

**willowbridge.ca**

Willowbridge Community Services is a not-for-profit organization open to anyone looking to improve their lives and take control of their future. For those living with or planning for a loved one with an intellectual disability, we offer a number of useful programs including Service Coordination/ Case Management, Respite Services, Community Inclusion, Counselling and Behaviour Consultation.

## **Brantford Public Works Commission**

### **Windrow Snow Clearing for Seniors and Physically Disabled Individuals**

100 Wellington Square

Brantford ON, N3T 2M2

519-759-4150

pwadmin@brantford.ca

Snow Windrow Removal Program for seniors or persons with a physical disability, offered at no charge to those who qualify, administered by the Public Works Department.

**DEFINITION:** Snow Windrow is the portion of snow at the end of the driveway created after the road plow has plowed the municipal road

**ELIGIBILITY:** All individuals of the residence must be 65 years of age and older, or persons with a physical disability, in order to qualify for this program

## **Snow Buddies and Leaf Raking Program**

Beckett Adult Leisure Centre

219 Colborne St

Brantford, ON N3T 2H2

519-756-3261 ext. 5569

snowbuddies@brantford.ca

Register online or in person for \$5.00 and you will be matched with someone in your area. You will be responsible for contacting and paying your buddy when you need help.



## ASSISTIVE DEVICES

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

Toll-free: 1-866-532-3161

TTY: 1-800-387-5559

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

The objective of the Assistive Devices Program (ADP) is to provide consumer centered support and funding to Ontario residents who have long-term physical disabilities and to provide access to personalized assistive devices appropriate for the individual's basic needs.

Devices covered by the program are intended to enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.

### **March of Dimes**

110 Icomm Drive

Brantford, ON N3S 2X5

Toll-free: 1-866-765-7237

[marchofdimes.ca/en-ca](http://marchofdimes.ca/en-ca)

The Ontario March of Dimes offers an Assistive Devices Program to help you buy, repair and maintain a wide variety of mobility or assistive equipment (including wheelchairs).

### **St. Peter's Hospital: Hamilton Health Sciences**

#### **OTs 2 Go -Assessment/Fitting of Assistive Devices**

88 Maplewood Ave

Hamilton, ON L8M 1W9

905-777-3837 ext. 12424

A travelling seating and mobility service for seniors and adults who are experiencing age related disorders carried out by two Occupational Therapists. A complete mobility assessment is conducted with follow-up including: Prescription of mobility devices when needed, funding applications (ADP, ODSP, March of dimes, insurance companies etc.), as well as training of seniors and caregivers in safe use of equipment. There is no cost to the client for the assessment, but clients are responsible for the non-funded portions of the equipment that is prescribed.

### **Lifeline (Philips)**

#### **Medical Alert Service**

Toll-free: 1-866-664-9381

[lifeline.ca](http://lifeline.ca)

Philips Lifeline is an easy-to-use personal response service that lets you summon help any time of the day or night - even if you can't speak. All you have to do is press your Personal Help Button, worn on a wristband or pendant, and a trained Personal Response Associate will ensure you get help fast.



## **Canadian Medic Alert Foundation Inc.**

Toll-free: 1-800-668-1507

**medicalert.ca**

1 out of 3 Canadians have a condition paramedics need to know about. In an emergency, we make your needs clear and alert your loved ones. Get freedom and peace of mind. By wearing a Medic Alert bracelet, necklace or watch, in the event of an emergency, paramedics can use the information engraved on your personalized jewellery to access your urgent medical needs, along with your medical history.

**A variety of home health care supplies can also be purchased from local Pharmacies:**

### **Action Medical**

130 Clarence St

Brantford, ON N3T 2V5

519-756-8889

actionmedical.ca

### **Bayshore Home Health**

505 Park Rd. N, Unit #221

Brantford ON, N3R 7K8

519-751-9497

### **Brantwood Community Services**

#### **Seating Clinic**

519-753-2658 ext. 146

eating@brantwood.ca

**[brantwood.ca/programs-services/mobility-services/seating-clinic](http://brantwood.ca/programs-services/mobility-services/seating-clinic)**

### **Rexall Pharmacy**

60 St Paul Ave

Brantford, ON N3R 4M7

519-756-6363

**rexall.ca**

Equipment rental, home health care products, mobility aids and therapeutic hosiery, Ostomy and Diabetes supplies, foot care clinics and pharmacist consultation Certified Asthma Specialist on staff.

### **HomeSleepCare**

#### **Brantford Location**

188 Charing Cross St

Brantford, ON N3R 2J5

519-720-0393

#### **Paris Location**

139 Grand River St N, 2nd Floor

Paris, ON N3L 2M4

519-442-9284





**MEDChair-Cowell**  
**Home medical equipment specialists**

750 Colborne St  
Brantford, ON N3S 3S1  
519-758-1000

**Medigas**

71 Charing Cross, Unit 4  
Brantford, ON N3R 2H4  
519-442-0734  
[medigas.com](http://medigas.com)

**Pharmasave Smith Drugs**

794 Colborne St.  
Brantford, ON N3S 3S4  
519-752-2892  
[pharmasavesmithdrugs.com](http://pharmasavesmithdrugs.com)

**Silver Cross**

479 Queensway W Unit B  
Simcoe, ON N3Y 4R2  
519-426-0525  
[silvercross.com/locations/silver-cross-simcoe](http://silvercross.com/locations/silver-cross-simcoe)

## HOME CARE SERVICES

**Hamilton Niagara Haldimand Brantford Local Health Integration Network (LHIN)**

195 Henry St, Unit 4, Bldg 4  
Brantford, ON N3S 5C9  
519-759-7752  
Toll-free: 1-800-810-0000  
[hnhb.ccac-ont.ca](http://hnhb.ccac-ont.ca)

Local Health Integration Networks (LHINs) are the local point of access to community-based health care services. LHINs provide access to government-funded in-home health care (nursing, personal support, physiotherapy, occupational therapy, speech therapy and nutrition) and community services, and long-term care homes. They also provide information about local community support service agencies, and we can link people to these agencies.

**Who can receive services?** People of all ages may receive our services. To receive services, you must be a resident of Ontario, have a valid health card, and be able to receive care safely at home. In some cases, clients may receive care in other settings such as at school or a community based nursing clinic.

**Costs** There are no out-of-pocket costs for LHIN services. LHIN services are funded by the Government of Ontario, and are governed by provincial guidelines. There may be user fees for services provided by community agencies.



### **VON - Health and Community Services**

446 Grey St, Suite #206  
Brantford, ON N3S 7L6  
519-759-7750

[von.ca/en/site/brantford](http://von.ca/en/site/brantford)

### **Canadian Red Cross Society**

25 William St  
Brantford, ON N3T 3K3  
519-753-4189

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

Meals on Wheels and other home support programs for the elderly and/or physically challenged. Transportation program available to those needing help getting to in-town, county and out-of-town medical appointments.

### **Nurse Next Door Home Care Services**

340 Henry St  
Brantford, Ontario N3R 7V9  
519-900-6025

[nursenextdoor.com/locations/brantford-on](http://nursenextdoor.com/locations/brantford-on)

### **Feet First - Steps for Health**

#### **Grand River Community Health Centre**

363 Colborne St  
Brantford, ON N3S 3N2  
519-754-0777

[grandriverchc.ca](http://grandriverchc.ca)

Offers free foot care to diabetic or pre-diabetic seniors who do not have the resources to access foot care. Services are provided by Registered Chiropodists (licensed foot and ankle specialists) and Registered Practical Nurses specializing in advanced Foot Care. Individuals may be referred by their health care professional or make a self-referral by calling.

### **Helping Hands In-Home Physiotherapy**

149 Dufferin Ave  
Brantford, ON N3T 4R2  
519-717-1856

Available for those that do not qualify for CCAC. Helping Hands successfully treats people with cancer, falls, osteoporosis, fractures, hip and knee replacements, recent surgery, and many types of medical problems. Focus on senior health and neurology. Receipts provided.



### **Bayshore Home Health**

505 Park Rd. N Unit #221  
Brantford, ON N3R 7K8  
519-751-9497

### **AgePro Home Health Care**

58 Easton Rd  
Brantford, ON N3P 1J5  
519-621-3555

**agepro.ca**

Provides PSW care, respite care, meal assistance, housekeeping, medication reminders, wait-at-home care, falls prevention. Recreational and leisure events for seniors at home.

### **Concepts of Care**

22 Washington St  
Paris, ON N3L 2A3  
519-442-1670

**conceptsofcare.ca**

### **Home Instead Senior Care**

794 Colborne St.  
Brantford, ON N3S 3S4  
519-752-2892

**pharmasavesmithdrugs.com**

### **LifeGuard Homecare**

388 St. Paul Ave  
Brantford, ON N3R 4N4  
519-753-2552  
Toll-free: 1-877-741-3132

**lifeguardhomecare.ca**

### **St. Joseph's Homecare**

Toll-free: 1-800-463-6612

**stjosephshomecare.ca**

### **Saint Elizabeth Health Care**

Toll-free: 1-800-463-1763

**sehc.com**

### **Seniors for Seniors, Home Healthcare**

Toll Free: 1-844-422-7399

Local Seniors providing personal care and assistance to seniors in their own home, Retirement Home, Long-Term Care, Overnight stays or Bedside at the Hospital, Hospital to Home transfers, Driving to Appointments, Housework and Handiwork.



# Emergency Shelter and Housing

## EMERGENCY SHELTERS

### **Ganohkwasra Family Assault Support Services**

1782 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
519-445-4324  
[ganohkwasra.ca](http://ganohkwasra.ca)

Ganohkwasra, meaning “Love Among Us’ in the Cayuga language, provides shelter and support for Native men, women and children who are affected by family violence. Ganohkwasra provides the following free services to their clients, 24-hour crisis line, walk-in services, emergency shelter for Native adults and their children, group and individual counseling, children’s programming along with advocacy and referrals.

### **Nova Vita Domestic Violence Prevention Services**

59 North Park St  
Brantford, ON N3R 4J8  
519-752-1005  
[novavita.org](http://novavita.org)

Nova Vita operates a safe, emergency shelter for women (16+) and their children who are victims of abuse. The shelter is open 24 hours a day, seven days a week, 365 days a year, to women and children of all religious, ethnic, racial and socioeconomic backgrounds.

### **Rosewood House**

42 Nelson St  
Brantford ON, N3T 2M8  
519-750-1547

The Rosewood House is an emergency shelter that serves adult men and women in Brantford and Brant County.

### **Salvation Army: Booth Centre**

187 Dalhousie St  
Brantford, ON N3T 2J6  
519-753-4193

This shelter is for men over the age of 18 and provides meals, emergency accommodations, as well as assessment and referral services.



## HOUSING

### **City of Brantford Housing Department**

220 Colborne St  
Brantford, ON N3T 5R7  
519-759-3330

**[brantford.ca/housing](http://brantford.ca/housing)**

The Housing Department oversees social housing programs in Brantford and Brant County. The rent in these units is set according to the income of the household (generally 30% of monthly gross income). There are a variety of housing units including detached, townhouses and apartment style as well as some units that have been modified for those with physical handicaps. There is a long waitlist for housing so it is important to get your completed application in and to make sure your contact information stays up-to-date.

### **Brantford Native Housing**

318 Colborne St  
Brantford, ON N3S 3N9  
519-756-2205

**[brantfordnativehousing.com](http://brantfordnativehousing.com)**

Subsidized housing is provided for low income Native families. Housing is available in Brantford. Call or visit the office to obtain a rental application form. Providing a safe, affordable, and secure place to live in dignity and peace.

### **Housing Resource Centre**

255 Colborne St  
Brantford, ON N3T 2H1  
519-802-4332

The Housing Resource Centre is a free community service providing help to both tenants and landlords. Tenants' Services include: help finding suitable and affordable housing in Brantford and Brant County. You can also contact the centre to get information about the Tenant Protection Act and other related legislation or for assistance with a wide range of housing issues.

### **The Salvation Army Housing Resource Centre (HRC)**

The Salvation Army Housing Resource Centre (HRC) is a free community service that helps housed and homeless individuals in Brantford-Brant to ensure that those at risk of homelessness maintain their housing and those experiencing homelessness have access to emergency shelter and support to find permanent housing. Citizens who require services provided through the HRC can call 519-802-4332 or visit **[hrcbrantford.org](http://hrcbrantford.org)**.

### **Brantford Downtown Outreach Team**

226-227-9928

Provides assistance to those who may be experiencing homelessness or are in need of non-emergency medical support, clinical support, or help with food, shelter, or community support services.





## IMMIGRANT SERVICES/MULTICULTURAL SERVICES

### **YMCA Immigrant Services**

38 Darling St., Suite #201

Brantford, ON N3T 6A8

519-752-4568

[Immigrant.settlement@ymcahbb.ca](mailto:Immigrant.settlement@ymcahbb.ca)

[ymcahbb.ca](http://ymcahbb.ca)

### **Newcomer Connection Brantford**

519-759-4150

Provides information about Brantford including services, arts and culture, housing, health, and employment.

### **Citizenship and Immigration Canada**

Toll-free: 1-888-242-2100

TTY: 1-888-576-8502

[cic.gc.ca](http://cic.gc.ca)





# Safety and Security

## EMERGENCY PREPAREDNESS

### Emergency Management Ontario

Toll-free: 1-877-314-3723

AskEMO@Ontario.ca

[ontario.ca/beprepared](https://ontario.ca/beprepared)

Visit [ontario.ca/beprepared](https://ontario.ca/beprepared) for a detailed step-by-step approach for ensuring your safety during an emergency situation.

Be prepared in Three Easy Steps...

1. Make a Plan
2. Build a Kit
3. Be Informed

Recommended items to keep in the house in case of an emergency:

- Water, at least a 3 day supply
- Non-perishable food, at least a 3 day supply that requires no refrigeration, cooking or little water
- Flashlight and extra batteries
- First Aid Kit including a supply of prescription medications
- Whistle to signal for help

## FIRE SAFETY

It is law in Ontario that you must have a working smoke detector and working Carbon Monoxide detector on every level of your home and Fire Stations phone numbers.

When it comes to fire safety, seniors are particularly vulnerable. Decreasing mobility and cognitive challenges can make it harder to respond to a fire and reach safety.

### To stay safe, remember the following:

- Make sure you have working smoke alarms. By law, smoke alarms are required to be on every story of your home and outside all sleeping areas. Test your smoke alarms monthly and change the battery once a year or when the low battery warning sounds. If you suffer from hearing loss or sleep with the bedroom door closed, install a smoke alarm inside your bedroom or install a flashing or vibrating smoke alarm.
- Have at least two ways out of every room if possible. Develop a home fire escape plan that considers your mobility challenges. Practice your escape plan often. For seniors with memory concerns, record escape plans and place copies in an easily accessible location.
- Stay in the kitchen when cooking. Cooking fires are one of the leading causes of fire injuries among older adults. Turn off the stove/ oven if you leave the room while cooking. Wear tight fitting or rolled up sleeves when cooking. Loose or dangling clothing can easily catch fire if it comes in contact with the burners or open flame.
- Encourage smokers to smoke outside or use large deep ashtrays that can't be easily knocked over to collect ashes from cigarettes. Do not extinguish cigarettes in plant pots, which often contain peat moss, shredded wood and bark that can easily ignite.
- Empty ashtrays properly by dousing ashes with water or emptying them into the toilet. Make sure they are completely out. Never empty ashtrays directly into the garbage.
- Never smoke in bed



## FRAUD AND SCAMS

Seniors are often the target of frauds and scams, and can be targeted in person, over the telephone or online. Always remember that if something seems too good to be true, it most likely is. Here are some scams to look out for:

### **Home Renovation Scam**

Con artists will contact seniors and offer a special senior discount on various home renovations, such as building a wheelchair ramp or patching the roof. The con artist will charge you three or four times fair market price for the renovation job. It is important to always ask for references and educate yourself about the cost of any renovations you are interested in.

### **Public Utility Imposter Scam**

Con artist and thieves, normally in pairs, will pose as public utility workers and try to enter your home. One will accompany you to your in home service location (gas meter), while the other searches your home for valuables, medications and information about your identity. Always ask for identification and confirm with the public service company the identity of the inspector(s) and the need for an appointment.

### **Prize or Vacation Scam**

Seniors will receive notification by phone or email that they have won a prize or a trip, but are also told a payment is required to cover transportation, insurance or legal fees. Never send money in advance – if you truly won something you should not have to pay for it.

### **Emergency Scam**

Fraudsters like to create a sense of urgency. They send emails pretending to be a trusted friend or relative, such as a grandchild, and claim that an emergency has happened and that they need money right away. In disguise as your trusted friend or relative, they will claim they can't call you. Always be cautious when someone on the Internet is asking you to wire them money right away.

### **Counterfeit Websites**

Seniors are the fastest-growing group of online shoppers. Unfortunately, some websites sell counterfeit products at drastically reduced prices. Always take your time and research the product that you want to buy. Take care to buy from a reputable website. Examine customer reviews and look for a phone number that you can call to talk to a representative.

### **Canadian Anti-Fraud Centre**

Toll-free: 1-888-495-8501

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

This center collects information from consumers about various types of fraud and plays a crucial role in educating the public about specific mass marketing fraud pitches.





### **Some tips to avoid being scammed:**

- If it seems too good to be true, it most likely is!
- Always shred important documents that have any personal information on them
- Be extra cautious about giving anyone your Social Insurance Number
- Never give out banking, personal or credit card information unless you know you are dealing with a reputable organization or charity
- Report suspicious activity to the police, to protect others from being caught in a scam
- If you have been targeted by fraud, don't be embarrassed, you are not alone, and report the incident to the police

### **Internet Safety:**

- Create strong passwords, that contain capital letters and numbers
- Change your passwords frequently, and do not share them with others
- Remember to sign-out of websites when you are finished (ex. online banking)
- Never release personal information over the internet
- Use caution when using online dating websites, ensure that you are talking to who you think you are
- Don't fall for email scams – be cautious about links that are sent to you in a suspicious email, it could be a virus
- Use anti-virus protection software on your computer to protect your important confidential documents
- Don't be afraid to ask for help!
- Many local libraries run computer classes and courses that can allow you to feel more comfortable and confident on the computer and the internet



## SAFETY IN THE HOME

### **Some tips to ensure safety around the home:**

- Always keep a phone and important phone numbers close by, even while in bed
- Always keep your doors locked, even when you are home
- When arriving home, have your keys in hand ready to gain quick entry if necessary
- Install a peephole in your door to allow you to see who is knocking at the door before you open it
- Do not let anyone in your home that you do not feel safe with
- Consider installing a security system, depending on your environment
- Ensure that you have proper safety devices in your home to accommodate for any disabilities that you might have. (i.e. smoke detector with visual indicators for the hearing impaired, etc.)
- Leave a light on during the evening, or have a light on a timer if you are not home
- Have good lighting outside
- Never give out information over the phone or internet
- Ask neighbors to keep an eye for any suspicious behaviour
- Keep money, medications and expensive jewellery in a safe place out of sight
- Only give out your house key to someone that you can absolutely trust, do not hide a key on the property
- Ensure that your house number can be seen from the road at all times, to allow for the response of emergency vehicles
- Consider using only your initials on a door plate, or mailbox to not allow for gender classification
- Community watch, beware of dog and alarm system signs can deter criminal activity

### **Some things to consider to be prepared for an intruder or burglar:**

- Try to avoid contact with the intruder
- Call 911 as soon as it is safe to do so
- Try to bring attention to the situation, by shouting “Go away”, “Get out of my house”, or “Call the police”
- Conduct yourself in a confident manner—strong voice, and body language
- You are allowed to use force against your attacker when defending yourself, but be aware that if you use something as a weapon in self-defense, it could be turned against you

### **Some things to consider for telephone security:**

- When using the telephone, don't give personal information to strangers, or callers representing themselves as market research or telemarketing companies as they may not be genuine.
- When answering the telephone, it may be better to use “Hello” rather than reveal your name or telephone number. Do not let strangers know that you are at home alone.
- When recording an answering machine message, do not indicate what times you will be in or out, and keep personal information to a minimum
- A woman living alone could consider using the term ‘we’ in the recording, or have a male friend record the message



There are additional government income programs for older Canadians, but you must apply for most of them. You won't receive benefits automatically. Many programs use your income tax return to determine if you are eligible. Filing your tax return by April 30th each year is the best way to ensure that you are getting the benefits you are eligible to receive.

## **Canada Pension Plan (CPP)**

The Canada Pension Plan (CPP) retirement pension provides a monthly benefit to eligible Canadians.

You must have worked and made at least one valid contribution (payment) to the CPP to qualify for a CPP retirement pension. The standard age to begin receiving the pension is 65. However, you can take a permanently reduced CPP retirement pension as early as age 60 or take a permanently increased pension after age 65.

## **Old Age Security Pension**

The Old Age Security (OAS) pension is a monthly payment available to most Canadians 65 years of age who meet the Canadian legal status and residence requirements. You must apply to receive it.

In addition to the Old Age Security pension, there are three types of Old Age Security benefits:

### **Guaranteed Income Supplement:**

- If you live in Canada and you have a low income, this monthly non-taxable benefit can be added to your OAS pension.

### **Allowance:**

- If you are 60 to 64 years of age and your spouse or common-law partner is receiving the Old Age Security pension and is eligible for the Guaranteed Income Supplement; you might be eligible to receive this benefit.

### **Allowance for the Survivor:**

- If you are 60 to 64 years of age and you are widowed, you might be eligible to receive this benefit.

## **Ontario Disability Support Program (ODSP)**

Brantford and the County of Brant

195 Henry St, Bldg 4, Unit #2

Brantford, ON N3S 5C9

519-756-5790

If you have a disability preventing you from working, you may qualify for income support through Ontario Disability Support Program. A referral is available through Ontario Works. Call for more information on the program and how to apply. This program is for Ontario Residents age 65 and younger.



## **Ontario Works Brantford Office**

220 Colborne St  
PO Box 845  
Brantford, ON N3T 2H1  
519-759-3330

To inquire or apply for services, call 519-759-7009, you will be asked to provide your personal and financial information. You will be given an appointment with a case manager to review your file. In order to receive any type of federal or provincial social assistance payment, you must have filed an income tax return for the previous year.

## **Pension Programs: Service Canada**

Toll-free: 1-800-277-9914  
TTY: 1-800-255-4786  
**[servicecanada.gc.ca](http://servicecanada.gc.ca)**

Informative resource, look online or call for up to date information on all federal government programs and services

## **Veterans Affairs Canada (VAC)**

Toll-free: 1-866-522-2122  
**[veterans.gc.ca](http://veterans.gc.ca)**

Veterans Affairs Canada offers a wide range of services and benefits to eligible veterans and others. Their programs include: Disability Pensions and Awards, Bureau of Pensions Advocates, War Veterans Allowance, Soldiers' Aid Commission of Ontario and Benevolent. Call or look at the Veterans Affairs website for more specific information on each of these programs.



## TAXES

### Canada Revenue Agency

Toll-free: 1-800-959-8281

TTY: 1-800-665-0354

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

If you are a senior, there are many reasons why you should file an annual personal tax return even if you have no income to report. For example: The Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit, a tax free quarterly payment that helps offset all or part of the GST or HST you pay refundable tax credits or grants that you may be eligible for even if you have earnings or have paid no tax Pension programs that automatically renew when you file your tax return, such as Old Age Security, Guaranteed Income Supplement, Allowance and Allowance for the Survivor.

There are additional government income programs for older Canadians, but you must apply for most of them. You won't receive benefits automatically. Many programs use your income tax return to determine if you are eligible. Filing your tax return by April 30th each year is the best way to ensure that you are getting the benefits you are eligible to receive.

### Learning About Taxes

This free online course can help teach you how to prepare and file a basic income tax and benefit return. To access the course, please visit [cra-arc.gc.ca](http://cra-arc.gc.ca).

### Free Income Tax Clinic Community Resource Service

1100 Clarence St S #202

Brantford, ON N3S 7N8

519-751-4357 ext. 226

Appointments necessary. Contact the Community Resource Service to book an appointment.

Qualified individuals will be offered free tax services, sponsored by Millards Chartered Accountants and the Community Resource Service in partnership with the Institute of Chartered Accountants of Ontario. Total income per household unit for taxpayers with:

**No Dependents must be less than - \$30,000.00**

**With Dependents must be less than - \$40,000.00**



## **Community Volunteer Income Tax Program (CVITP) Brantford Seniors Resource Centre**

783 Colborne St. Unit 1  
Brantford ON N3S 3S3  
519-309-0032  
seniorsresourcecentre@rogers.com

The objective of the CVITP is to help eligible taxpayers who do not know how to prepare their income tax and benefit returns, and who have low to modest income and a simple tax situation.

The CVITP is a collaboration between the Canada Revenue Agency (CRA) and community organizations who host tax preparation clinics and arrange for volunteers to prepare the returns.

The CRA offers training and tax software for volunteers, as well as coordinators to guide community organizations as they deliver the program. Maximum income for a single person is \$30,000.00 and \$40,000.00 for a couple.

## **PROVINCIAL TAX CREDITS AND BENEFITS**

### **Ontario Trillium Benefit (OTB)**

Toll-free: 1-800-277-9914

[ontario.ca/trilliumbenefit](http://ontario.ca/trilliumbenefit)

The OTB combines the Ontario Sales Tax Credit, Ontario Energy and Property Tax Credit and Northern Ontario Energy Credit. Most recipients receive monthly OTB payments.

### **Ontario Senior Homeowners' Property Tax Grant**

Toll-free: 1-877-627-6645

[ontario.ca/seniortaxgrant](http://ontario.ca/seniortaxgrant)

The grant allows for up to \$500.00 for each eligible household to help offset property taxes if you own your own home.

### **Save on Energy-Home Assistance Program**

Toll-free: 1-855-591-0877

The Save on Energy Home Assistance Program offers free energy-efficiency upgrades for income-eligible homeowners and tenants, and eligible social housing providers, as well as an in-home energy assessment to help uncover more ways to save.



## **Ontario Electricity Support Program (OESP) Ontario Energy Board**

PO Box 1540 STN B  
Ottawa, ON, K1P 0C7  
Toll-free: 1-855-831-8151  
TTY: 1-800-855-1155  
[help@OntarioElectricitySupport.ca](mailto:help@OntarioElectricitySupport.ca)

If you are a customer of an electricity utility and in a lower-income home, you may qualify for a reduction on your electricity bill.

ONWAA is available to assist Indigenous communities with their applications. Indigenous households can contact ONWAA at 1-844-885-3157 or [emailoesp@onwaa.com](mailto:emailoesp@onwaa.com)

## **Ontario Renovates Program (Homeowners Repair Program) Ministry of Municipal Affairs and Housing**

519-759-3330 ext. 6240

The Ontario Renovates Program consists of two sub-components which assists with home repair for low to moderate income homeowner households:

- 1) Brings their home to acceptable standards while improving the energy-efficiency of the home.
- 2) Increase accessibility of their home through modifications and adaptations.

## **Willowbridge Community Services**

Formerly known as The Family Counselling Centre of Brant  
54 Brant Ave.  
Brantford ON, N3T 3G8  
519-753-4173  
[office@willowbridge.ca](mailto:office@willowbridge.ca)  
[willowbridge.ca](http://willowbridge.ca)

Willowbridge Community Services provides free, unbiased, credit counselling, financial empowerment and debt management services to residents of Brantford and Brant County.

Our certified credit counsellors can help you with:

- Helping to lower your monthly debt payments and arranging to waive or reduce interest
- Assisting you with planning and management for your finances
- Negotiating with a creditor on your behalf in order to resolve a conflict
- Helping you to improve your money management and budgeting skills
- Identifying solutions to your money problems and their related implications
- Helping you understand your rights so that you can proceed with actions on your own
- Providing assistance with energy costs and electricity bills to eligible households

Visit us for a free, no obligation, confidential appointment which will take approximately one hour and allow us to begin assisting you to find solutions!



## **The Law Society of Upper Canada**

Toll-free: 1-800-668-7380

TTY: 416-644-4886

**lso.ca**

The Law Society has a number of services to help you find a lawyer or paralegal. Lawyers can help you with all types of legal issues: family or criminal matters, civil litigation, wills, powers of attorney and estate matters, real estate transactions and administrative law matters.

## **Law Society Referral Service**

Toll-free: 1-800-668-7380

Toll-free: 1-855-947-5255

**lso.ca**

If you have a legal problem, this service will connect you to a lawyer or licensed paralegal who will provide a free 30-minute consultation to help you determine your rights and options.

You can also get a 30-minute consultation by calling the Law Society Referral Centre at 1-855-947-5255. You will be given the name and telephone number of a lawyer in your community.

You will also get a six digit referral number which you will have to provide when you call the lawyer to make an appointment.

## **Community Legal Clinic – Brant, Haldimand, Norfolk**

1100 Clarence St S Suite 203

Brantford, ON N3S 7N8

519-752-8669

Toll-free: 1-888-341-5021

Provides legal assistance to low-income individuals and disadvantaged communities through a broad range of services. Staff lawyers specialize in issues related to public or private housing, consumer law, human rights, and income support systems such as CPP, Ontario Works, and Ontario Disability Support Programme (ODSP). No appointment necessary. Intake staff will ask questions to help you find the service that best fits your legal issue.

## **Advocacy Centre for the Elderly (ACE)**

Toll-free: 1-855-598-2656

**advocacycentreelderly.org**

ACE is a specialty community legal clinic that provides low-income seniors with legal services, including advice and representation to individual and group clients, public legal education, law reform and community development activities. ACE serves clients 60 years of age and over who live in the Greater Toronto Area, and may also provide services to seniors outside of Toronto if a case is of significance to the seniors' community.





## **Office of the Public Guardian and Trustee (OPGT)**

Toll-free: 1-800-366-0335

### **Hamilton Office**

119 King St W, 9th floor

Hamilton, ON L8P 4Y7

Toll-free: 1-800-891-0502

The Office of the Public Guardian is committed to improving accessibility for our clients with disabilities. OPGT plays a role in protecting mentally incapable people, protecting the public's interest in charities as well as dealing with dissolved corporations. Information can also be obtained through the Office of the Public Guardian and Trustee regarding Power of Attorney.

## **Family Law Information Centre (FLIC)**

### **Free legal information**

44 Queen St

Brantford, ON N3T 3B4

519-758-3460

Monday 1:30 p.m. - 4:00p.m.

### **Legal Aid Ontario: Brantford Criminal Duty Counsel**

519-756-1242

Call to inquire. Lawyers are available to answer questions and provide legal advice. A financial eligibility assessment is required.

## **Crown Attorney's Office**

44 Queen St

Brantford, ON N3T 3B4

519-758-3480

## **Victim Witness Assistance Program (VWAP)**

80 Wellington St

Brantford, ON N3T 2L9

519-752-5725

Staff can provide information specific to your case, including the meaning of various court hearings. They will also provide you input to the Crown Attorney regarding the court proceeding, including any concerns or safety issues you may have.

- Preparation to testify at court if a trial date is scheduled, information and assistance with Victim Impact Statements
- Referrals to community agencies and supports



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

416-408-4420

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

CLEO is a community legal clinic that produces free public legal education materials about a variety of issues, including Power of Attorney, elder abuse, etc. These publications describe the laws as simply and clearly as possible to help people understand and exercise their legal rights. CLEO does not give legal advice.

## **ARCH Disability Law Centre**

Toll-free: 1-866-482-ARCH (2724)

TTY: 1-866-482-2728

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

This specialty legal aid clinic is dedicated to defending and advancing the equality rights of people with disabilities in Ontario. ARCH legal services are provided by lawyers and articling students who report to a volunteer elected Board of Directors, at least half of whom are people with disabilities.





# Government Representatives

## **City of Brantford**

### **City Hall**

58 Dalhousie St  
Brantford, ON N3T 2J2  
PO Box #818  
Mayor: Kevin Davis  
519-759-4150

## **County of Brant**

### **Brant County Office**

26 Park Ave  
Burford, ON N0E 1A0  
PO Box #160  
Mayor: David Bailey  
519-449-2451

## **Six Nations Band Council**

1695 Chiefswood Rd  
Ohsweken, ON N0A 1M0  
PO Box #5000  
Chief: Mark B. Hill  
519-445-2201  
markhill@sixnations.ca

## **Member of Provincial Parliament- Brant**

96 Nelson St, Suite 101  
Brantford, ON N3T 2N1  
MPP: Will Bouma  
519-759-0361

## **Member of Parliament – Brantford/Brant**

108 St. George St, Suite 3  
Brantford, ON N3R 1V6  
MP: Larry Brock  
larry.brock@parl.gc.ca  
519-754-4300



# Retirement Homes

Retirement community living provides you with the opportunity to live independently in a comfortable and safe environment. Retirement homes are privately owned, and the extent of assistance varies.

## **Retirement Home Regulatory Authority (RHRA)**

Toll-free: 1-855-ASK-RHRA (1-855-275-7472)

You must report elder abuse immediately to the RHRA if you see or suspect harm or risk of harm to a resident resulting from: improper or incompetent treatment or care, abuse of a resident by anyone or neglect of a resident by staff of the retirement home, unlawful conduct, or misuse or misappropriation of a resident's money.

The Director or the Registrar must look into all reports of abuse, and must send an inspector to the home immediately if the report is about harm or risk of harm. The operator of the home, whether a Long-Term Care or a Retirement Home, is also required to immediately contact the police if there is an alleged, suspected, or witnessed incident of abuse or neglect of a resident which may be a crime.

### **Amber Lea Place**

384 St. Paul Ave  
Brantford, ON N3R 4N4  
519-754-0000  
info@amberleaplace.com  
[amberleaplace.com](http://amberleaplace.com)

### **Brucefield Manor**

647 Mount Pleasant Rd  
Mount Pleasant, ON N0E 1K0  
519-484-2793

### **Charlotte Villa**

120 Darling St  
Brantford, ON N3T 5W6  
519-759-5250  
[charlottevilla.ca](http://charlottevilla.ca)

### **Chartwell Tranquility Place**

436 Powerline Rd  
Brantford, ON N3T 5L8  
PO Box #3000 St. Main  
226-227-9883

[chartwell.com/en/retirement-residences/chartwell-tranquility-place-retirement-residence/overview](http://chartwell.com/en/retirement-residences/chartwell-tranquility-place-retirement-residence/overview)



### **Darling Place Residence**

226 Darling St.  
Brantford, ON N3S 3X2  
519-752-9800

### **Kayorie Manor Retirement Home**

14 Nelson St  
Brantford, ON N3T 2M5  
519-759-7303

### **Park View Retirement**

254 Dalhousie St  
Brantford, ON N3S 3V2  
519-752-1714  
info@parkviewbrantford.com  
[parkviewbrantford.com](http://parkviewbrantford.com)

### **Riverview Terrace**

104 Brant Ave  
Brantford, ON N3T 3H3  
519-756-4141  
GM@riverviewterrace.ca  
[riverview-terrace.com](http://riverview-terrace.com)

### **Seasons Bell Lane**

55 Diana Ave  
Brantford, ON N3T 0C2  
519-752-5477  
[seasonsretirement.com](http://seasonsretirement.com)

### **Sheridan Lodge**

6 Sheridan St  
Brantford, ON N3T 2P6  
519-759-2070

## **PARIS RETIREMENT HOMES**

### **Penmarvian Retirement Lodge**

4185 Grand River St N  
Paris, ON N3L 2N2  
519-442-7140  
maria.toncic@rogers.com  
[penmarvian.com](http://penmarvian.com)

### **Queensview Retirement Community**

70 King Edward St  
Paris, ON N3L 2G8  
519-442-5621  
[queensviewrc.ca](http://queensviewrc.ca)

### **Telfer Place**

245 Grand River St N  
Paris, ON N3L 3V8  
519-442-4411  
[reveraliving.com/retirement-living/locations/telfer-place](http://reveraliving.com/retirement-living/locations/telfer-place)





# Long-Term Care Homes

Long-Term Care Homes are designed for people who need help with daily activities, supervision in a secure setting and/or access to 24-hour nursing care. They are also known as nursing homes, municipal homes for the aged or charitable homes for the aged. They are licensed or approved and funded by the Ministry of Health and Long-Term Care and must meet provincial standards when it comes to care, services and resident fees.

If you are considering a Long-Term Care Home, you must contact your Local Health Integration Network (LHIN). The LHIN determines eligibility for long-term care and manages wait lists. The LHIN will assign you a caseworker who can assist you in completing your application for long-term care. You can identify up to five Long-Term Care homes on your application.

## **Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN)**

195 Henry St, Unit #4, Bldg 4  
Brantford, ON N3S 5C9  
519-759-7752  
Toll-free: 1-800-810-0000  
[hnhb.ccac-ont.ca](http://hnhb.ccac-ont.ca)

## **Long Term Care ACTION Line**

Toll-free: 1-866-434-0144  
7 days a week, 8:30 a.m. - 7:00 p.m

If you suspect or have evidence that elder abuse is taking place in the Long-Term Care Home it is mandatory to report it with the exception of residents themselves (who have a choice in the matter). The Long-Term Care Homes Act (s.24) states if a person who has reasonable grounds to suspect abuse has occurred or may occur shall immediately report the suspicion and the information to the Ministry of Health and Long-Term Care Director.

## **Brierwood Gardens**

425 Park Rd N  
Brantford, ON N3R 7G5  
519-759-1040  
[reveraliving.com/brierwoodgardens](http://reveraliving.com/brierwoodgardens)

## **Hardy Terrace**

612 Mount Pleasant Rd  
Brantford, ON N3T 5L5  
519-484-2431  
[verveseniorliving.com/hardy-terrace](http://verveseniorliving.com/hardy-terrace)



### **John Noble Home**

97 Mount Pleasant St.  
Brantford, ON N3T 1T5  
519-756-2920  
info@jnh.ca www.jnh.ca

### **Fox Ridge Care Community**

389 West St  
Brantford, ON N3R 3V9  
519-759-4666  
siennaliving.ca

### **Park Lane Terrace**

295 Grand River St N  
Paris, ON N3L 2N9  
519-442-2753  
parklaneterrace.ca

### **St. Joseph's Lifecare Centre**

99 Wayne Gretzky Parkway  
Brantford, ON N3S 6T6  
519-751-7096  
stjoesfoundation@sjlc.ca  
sjlc.ca

### **Revera Telfer Place**

245 Grand River St N  
Paris, ON N3L 3V8  
519-442-4411  
reveraliving.com/telfer

### **Stedman Community Hospice**

Stedman Community Hospice is located at the Hankinson House  
445 Grey St  
Brantford, ON N3S 6X1  
519-751-7096 Ext. 2500  
sjlc.ca

Stedman Community Hospice seeks to enhance the quality of life for those living with a progressive life-threatening illness. The Hospice also runs day programs for non-residents that offer support for patients faced with a life-threatening illness, caregivers, and bereaved family members – including children.



# End of Life Planning

## ADVANCE CARE PLANNING

Advance Care Planning is about making choices while you are competent about how you wish to be cared for in the future if you become incapable of making decisions. You can take steps now to ensure that your wishes are followed, by providing someone you trust with the authority to act on your behalf.

### **Ministry of the Attorney General**

Toll-free: 1-800-518-7901

TTY: 1-877-425-0575

More information can be found on the Ministry of the Attorney General Website.

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

### **Speak Up Campaign for Advance Care Planning**

[advancecareplanning.ca](http://advancecareplanning.ca)

Provides interactive workbooks and guides to ensure that your loved ones know your wishes in the event you are not able to express them. Creates a starting point for conversations, to discuss your wishes for your health, financial and legal matters.

## END OF LIFE

When someone close to you dies, you could be faced with making difficult decisions with little preparation. Knowing your rights ahead of time could make this stressful time a little easier. Ontario law protects consumers who are making final arrangements. For example, a funeral, transfer service, cemetery or crematorium operator must give you a current price list of all the supplies and services they offer before you enter into a contract, so you can compare rates. They also need to tell you if they will receive a commission by recommending certain services or suppliers. By law you have 30 days to cancel a contract for funeral, burial or cremation services and get a full refund for any part of the contract not yet provided. In addition, all prepaid contracts written as of July 1, 2012 must be guaranteed. This means that if you have paid your contract in full, your service provider must supply everything specified in your contract when you need it and without any additional charges, even if prices have gone up.

### **Ministry of Consumer Services**

Toll-free: 1-800-361-3223

[ontario.ca/consumerservices](http://ontario.ca/consumerservices)

### **Bereavement Authority of Ontario**

Toll-free: 1-844-493-6356

[thebao.ca](http://thebao.ca)





### **The Last Post Fund**

401-505 René-Lévesque Blvd West

Montreal, QC H2Z 1Y7

Toll-free: 1-800-465-7113

[info@lastpost.ca](mailto:info@lastpost.ca)

[lastpostfund.ca](http://lastpostfund.ca)

The Last Post Fund's mission is to ensure that no Veteran is denied a dignified funeral and burial, as well as a military gravestone, due to insufficient funds at the time of death.

## **ORGAN AND TISSUE DONATION**

Organ and tissue donation can help enhance and save lives, and provide immediate comfort and long-lasting consolation to grieving family members. You can also choose to donate a body to science or medical research in Ontario.

In Ontario, medical schools or Schools of Anatomy are dependent upon the generosity of persons willing to donate their bodies to train future medical professionals, enhance skill sets and expand knowledge. Donating your body to science is different from donating organs and tissues to a living person. Body donation means that your whole body is donated to a School of Anatomy for educational and research purposes only.

For more information and to register for organ donation:

### **Trillium Gift of Life Network**

483 Bay St, South Tower, 4th Floor

Toronto, ON M5G 2C9

Toll-free: 1-800-263-2833

TTY: 1-800-387-5559

[beadonor.ca](http://beadonor.ca)

For more information about whole body donation:

Trillium Gift of Life Network 1-800-263-2833

[giftoflife.on.ca](http://giftoflife.on.ca)

Questions about registering your consent to donate

Contact Service Ontario at any of the following numbers:

Toll-free: 1-866-532-3161

416-314-5518 (Toronto)

TTY Toll-free: 1-800-387-5559

TTY Toll-free: 416-327-4282



## WILLS AND ESTATES

A will is a written document in which you indicate how your assets should be distributed upon your death. A will may also help you to take advantage of tax savings opportunities and tax deferrals that may arise as a result of your death. It's a good idea to have a lawyer who knows estate law prepare your will. Be careful when using a "Will Kit" as some of these kits may not comply with Ontario law. If you do not sign and witness your will in accordance with the rules of the Succession Law Reform Act, it may not be valid.

When a person dies, it's important to know if he or she has a will and where it is kept. Some people file their will with local courts or with a lawyer, or keep it in a safety deposit box or a drawer at home. The executor of an estate carries out the wishes contained in a will.

If a person dies without a will (intestate), then the estate is distributed according to Ontario's Succession Law Reform Act. The estate may also end up being administered by the Public Guardian and Trustee in certain circumstances if an Ontario resident dies without a will, or with a will but with no one to act as estate trustee.

If you have questions about your own will or about being a beneficiary, you should consult a lawyer.

## POWER OF ATTORNEY

A power of attorney (POA) is a document that states who is legally allowed to make decisions if a person is no longer able to act on their own behalf. The word "attorney" in a power of attorney does not mean "lawyer." It is just the legal name used to describe your decision-maker. The document can allow the appointed person to handle financial matters such as paying bills, signing checks, banking, management of a business or investments. There is more than one type of power of attorney, including financial, property and medical/personal care. Many people choose to limit the power of attorney, keeping major decisions for themselves as long as they're mentally competent.

### **Power of Attorney: Personal Care**

Gives a designated person the authority to make healthcare decisions on behalf of the person.

### **Power of Attorney: Property**

Gives a designated person the authority to make legal/financial decisions on behalf of the person.



## **Ontario Government resource for information about: Power of Attorney**

### **Ministry of the Attorney General General Information**

Toll-free: 1-800-518-7901

attorneygeneral@ontario.ca

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

### **Office of the Public Guardian and Trustee (OPGT)**

#### **Hamilton Office**

119 King St W, 9th floor

Hamilton, ON L8P 4Y7

Toll-free: 1-800-366-0335

Toll-free: 1-800-891-0502

OPGT plays a role in protecting mentally incapable people, protecting the public's interest in charities as well as dealing with dissolved corporations. Information can also be obtained through the Office of the Public Guardian and Trustee regarding Power of Attorney.

### **Capacity Assessment Office**

Toll-free: 1-866-521-1033

A 'capacity assessor' is someone who is qualified and designated to determine whether an individual is mentally capable of making certain types of decisions. In Ontario, doctors, occupational therapists, registered nurses, registered social workers and psychologists can be qualified as a 'capacity assessor'.

### **Consent and Capacity Board**

151 Bloor St W, 10th Floor

Toronto, ON M5S 2T5

Toll-free: 1-866-777-7391

TTY: 1-877-301-0889

<http://www.ccboard.on.ca/scripts/english/index.asp>

The Consent and Capacity Board's (CCB) mission is the fair and accessible resolution of consent and capacity issues, balancing the rights of vulnerable individuals with public safety. The CCB's key areas of activity are the adjudication of matters of capacity, consent, civil committal and substitute decision making.



## FUNERAL HOMES AND CREMATION CENTRES

### **Beckett-Glaves Family Funeral Centre**

88 Brant Ave  
Brantford, ON N3T 3H3  
519-752-4331

### **Dennis Toll Funeral Home**

55 Charing Cross St  
Brantford, ON N3R 2H4  
519-753-8655

### **Dwayne D Budgell Funeral Home Limited**

1105 Rest Acres Rd  
Paris, ON N3L 3E3  
519-442-2200

### **Hill & Robinson Funeral Home & Cremation Centre**

30 Nelson St  
Brantford, ON N3T 2M8  
519-752-2543

### **McCleister Funeral Home & Cremation Centre**

495 Park Rd North  
Brantford, ON N3R 7K8  
519-758-1553

### **Keith Ovington Funeral Home Ltd**

134 King St, PO Box #128  
Burford, ON N0E 1A0  
519-449-1112

### **Styres Funeral Chapel**

1798 4th Line  
Ohsweken, ON N0A 1M0  
519-445-2262

### **Thorpe Brothers Funeral Home & Chapel**

96 West St  
Brantford, ON N3T 3E7  
519-759-2211

### **Tranquility Cremation Services Inc.**

276 St Paul Ave  
Brantford, ON N3R 4M8  
519-757-1654

### **Wm. Kipp Funeral Home**

184 Grand River St N  
Paris, ON N3L 2N1  
519-442-3061



## TAXI SERVICES

### **Brant Taxi**

289 Murray St  
Brantford, ON N3S 5S9  
519-752-1010

### **Bell City Cabs**

289 Murray St  
Brantford, ON N3S 5S9  
519-759-1300

### **Brant Transit**

519-770-8646

Brant Transit is a shared ride technology based public transportation service that provides flexible options for traveling in the County of Brant, into the City of Brantford and back.

### **Brantford Transit**

64 Darling St  
Brantford, ON N3T 6C6  
519-753-3847

[brantford.ca/transit](http://brantford.ca/transit)

Local bus service is provided in the City of Brantford. Call or look on their website for information about bus routes, fares, specials and discounts.

### **City Taxi**

40 Dalhousie St  
519-759-7800

### **Grand River Cab & Limo**

14 Market St  
Paris, ON N3L 3A4  
519-442-3334

### **Paris Taxi**

48 Woodslee Ave  
Paris, ON N3L 3N6  
519-442-7873

### **Six Nations Taxi & Delivery**

763 2nd line  
Hagersville, ON N0A 1H0  
519 865 8294



### **VIA Rail**

Toll-free: 1-888-842-7245

[viarail.ca](http://viarail.ca)

### **Go Transit**

Toll-free: 1-888-438-6646

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

### **Ride Norfolk**

519-426-5870

### **Brantford Lift**

519-752-4444

[brantfordlift.ca](http://brantfordlift.ca)

Offers accessible transportation at affordable rates. An eligibility application form is available on their website. Please call or visit their website for more information.

### **Volunteer Transportation Program**

Canadian Red Cross- Brantford Branch

25 William St

Brantford, ON N3T 3K3

519-753-4189

The Canadian Red Cross provides transportation for the frail, elderly and disabled in the community to medical based appointments. The service is for those unable to use public transportation or private means. Transportation will be provided both out-of-town and locally when possible. Transportation is provided by volunteers using their own vehicles.

### **Senior Driving Renewal Program**

Starting with your 80th birthday, you will receive two things in the mail, a renewal form and a letter letting you know the process for renewal. Letter and form will arrive 90 days before your license is to expire. You will call 1-800-396-4233 to book an appointment in your local area.

During your renewal appointment you will:

- Take a vision test
- Undergo a driver record review
- Attend a short group education session
- Complete two, brief, non-computerized in-class screening assignments
- If necessary, take a road test.

Visit [ontario.ca/seniordriver](http://ontario.ca/seniordriver) or call **1-800-396-4233** to have any questions answered.

### **Service Ontario- Ministry of Transportation**

Driver License/ Accessibility Parking

325A West St, Unit 103, Brantford, ON N3R 3V6

519-753-0352

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

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## REFERENCES

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For additional information, please contact:

**Victim Services of Brant**

P.O. Box 1116

344 Elgin St

Brantford, ON N3T 5T3

519-752-3140

[vsv@victimservicesbrant.on.ca](mailto:vsv@victimservicesbrant.on.ca)

[victimservicesbrant.on.ca](http://victimservicesbrant.on.ca)

The City of Brantford and Victim Services of Brant worked with the Brant Elder Abuse Awareness Committee to ensure that this valuable resource could continue to be provided.

An online version of the handbook is available on the Victim Services of Brant website. Copies may be downloaded, printed and circulated free of charge. If material is reprinted, please credit the source. Copies are also available at many social service agencies and organizations that provide service to seniors.

The information in this document reflects the views of the Brant Elder Abuse Awareness Committee and do not necessarily reflect those of the Government of Ontario.

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People of all ages can be victims of fraud; however, older adults are targeted more than others. For more information about frauds and scams, refer to page #63.



**Brant Elder Abuse  
Awareness Committee**