



Seniors' Toolkit

5th Edition

A Practical Handbook for Seniors



Brant Elder Abuse Awareness Committee



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 thank the City of Brantford for providing the funding for the Seniors' Toolkit and 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. We recognize the need in the community for a seniors toolkit and continue to work to bring updated information 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, Victim Services of Brant, or the City of Brantford. In the event of errors or omissions please forward information to vsb@victimservicesbrant.on.ca. Conversely, any omissions of programs and services are not intentional.

@July 2024 The Brant Elder Abuse Awareness Committee Information in this book may be freely copied and circulated. If any material is reprinted, please credit the source.

EAPO Letter of Partnership



June 17, 2024

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

To: Brant Elder Abuse Awareness Committee

Elder Abuse Prevention Ontario (EAPO) ***Congratulates*** the City of Brantford on their now 5th Edition of the Seniors' Toolkit. We are committed to continuing our collaboration with Brant Elder Abuse Awareness Committee, to not only share our insights and resources to help mitigate elder abuse, but to expand on protocols and best practices, so that we can ALL safely and effectively assist seniors, their families, friends and community, when incidents of elder abuse are suspected or experienced.

EAPO envisions an Ontario where ALL seniors are free from ageism and abuse, where human rights are advanced, protected and respected.

We look forward to continuing this long-standing partnership with Brant Elder Abuse Awareness Committee, one of over 40 EA Prevention Networks across Ontario, collectively working to safeguard older adults in the province and beyond.

On behalf of our Board of Directors and staff, thank you for refreshing this valuable resource and for the important work you continue to do in your community.

Sincerely,

A handwritten signature in black ink, appearing to read "Marta C. Hajek".

Marta C. Hajek
CEO

Message from the 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 vsb@victimservicesbrant.on.ca



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

Greetings from Mayor Kevin Davis of the City of Brantford!

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, social participation, and enhance community connections. This is achieved through community partnerships, collaboration and consultation, and by offering a variety of age-friendly programs and events.

Through the *Healthy Aging: The City of Brantford's Age-Friendly Plan*, we have 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 unwavering commitment and continued successes in developing resources like the Seniors Toolkit to continue to support our community.

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

With Kind Regards,



Mayor Kevin Davis,
City of Brantford



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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. 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.

A 2022 study based on data from the Canadian Longitudinal Study on Aging, found that one in ten older adults across Canada experience some form of elder mistreatment each year. [This prevalence extrapolates to approximately 970,000 older Canadians in the broader population.](#)

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 locally that between 400 -2000 elders have experienced, or are experiencing, elder abuse every year. With projected growth in this population, it is important for 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](tel:1-866-299-1011)
- For support and referrals
- [Victim Services of Brant 519-752-3140](tel:519-752-3140)
[Indigenous Victim Services 1-866-964-5920](tel:1-866-964-5920)
- For abuse in a Long-term Care Home, report to [Long-Term Care ACTION Line 1-866-434-0144](tel:1-866-434-0144) .
- For abuse in a retirement home, report to the [Retirement Home Regulatory Authority 1-855-275-7472](tel: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: 1-800-891-0504](tel:1-800-891-0504) or its [Guardianship Investigation Unit 416-327-6348](tel:416-327-6348) .
- If there is a legal issue, consult the [Advocacy Centre for the Elderly 1-855-598-2656](tel:1-855-598-2656) or [416-598-2656](tel: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

Elder Abuse Prevention Ontario

416-916-6728

Toll Free: 1-833-916-6728

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
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

Brant County OPP

67 Bethel Rd., Paris, ON N3L 1K4
519-442-2242 (Admin)
1-888-310-1122 (to report an incident)

Six Nations Police

2112 4th Line Rd., Ohsweken, ON N0A 1M0
Non-emergency line: 519-445-2811

Crime Stoppers

344 Elgin St., Brantford, ON N3S 7P6
PO Box 1116
519-750-8477

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 Guardianship

Investigations Unit 595 Bay St, Suite #800, Toronto, ON M5G 1M6
Toll-free: 1-844-640-3615

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 PO Box 38628 Toronto, ON, M2K 2Y5

416-916-6728

admin@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 and Support, Call or Text: 519-752-HELP (4357)

24 Hour Crisis & Support Chat: novavita.org/chat

Victim Services of Brant

519-752-3140

For after-hours Victim Services support contact Brantford Police Services: 519-756-7050

Seniors' Info Line

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

225 Fairview Dr., Brantford, ON N3R 7E3

Crisis Line Available 24/7/365: 519-759-7188

Toll-free: 1-866-811-7188

Indigenous Victim Services

Toll-free: 1-866-964-5920

Advocacy Centre for the Elderly

Toll-free: 1-855-598-2656

Six Nations 24/7 Crisis Services

Toll-free: 1-866-445-2204



Elder Abuse Information Services

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 811

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

Brantford Office: 519-751-6462

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

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 in the City of Brantford.

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

IVSmanager@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)

148 Colborne St., Unit 3 & 4 Brantford, ON N3T 2G6
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

Mental Health Support Location

72 Brant Avenue, Brantford, Ontario N3T 5Z8
519-752-4340

info@dahac.ca

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

PO Box #659
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
infopubs@sac-isc.gc.ca
canada.ca/en/indigenous-northern-affairs
Access information and apply for status.

Iroquois Lodge

Long-term Care Home
PO Box 309
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

Operates 24 hours/7 days a week. We offer emergency shelter, safety and support to women, men, youth, children and families seeking to live violence free lives. Counselling Services are available for women, men, youth, and children 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

Toll-free: 1-866-381-5337
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: 1-800-567-9604

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 or 519-756-1764
mail@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

Resource for information about all health related services that are offered through Six Nations. Including Senior Support Services, and Mental Health Services, Diabetes Wellness Program, Internal Medicine Rapid Access Clinic (IMRAC), Therapy Services, Iroquois Lodge, Palliative Care Team and Traditional Medicine Program.

Dementia Care Team

White Pines Wellness Centre 1745 Chiefswood Road Ohsweken, ON N0A1M0

519-445-4481 Ext. 2231

Located on Six Nations, the dementia care team has been formed to serve the aging population. The team helps promote overall brain health, identify and reduce safety risks for elders, navigate system services and supports individuals and or their families through their individual journeys with memory loss. Self-referrals accepted.

Wagyosehta'geh

White Pines Wellness Centre: 519-445-1867

“The Visiting Place,” is a community-based day program which provides supervised activities in a group setting for adult clients with mild to moderate disabilities to assist in achieving and maintaining their maximum level of functioning.

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

Personal Support Services 519-445-0077

Professional Services Unit 519-445-4481

Metis Nation of Ontario Aging at Home Program

442 Grey St., Brantford, ON N3S 7N3

519-757-9639

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.



Lifestyle and Community Living

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.

[Compassionate Community Care Calls Seniors Telephone Reassurance](#)

Program: 519-753-1882

admin@artc.ca

Compassionate Community Care Calls is a free service for seniors and older adults with disabilities to reconnect with others in the community from the comfort of their own home. Participants are paired up with a volunteer based on common interests, language, and personality. The participant is contacted on a weekly basis to check in on their well-being, give a sense of security, provide emotional support, as well as, provide access to information regarding resources within the community.

[The Grand River Council on Aging \(GRCOA\)](#)

363 Colborne St. Brantford, ON N3S 3N2

519-754-0777 ext. 438

info@grcoa.ca

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.

In addition to age-friendly community planning, activities that keep older adults engaged and connected are workshops, community events, fund raising and administrative duties. Volunteers are always welcome.

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

artc.ca

facebook.com/artcbrant

County of Brant Satellite Location:

Cowan Community Health Hub - Community Room 25 Curtis Avenue Paris, ON N3L 3W1

548-328-4023

The Adult Recreation Therapy Centre (ARTC) is a not-for-profit community support organization that offers a variety of programs and services that include adult day program, aphasia program, telephone reassurance program, community-based exercise classes and caregiver supports for seniors and adults with compromised health conditions who reside in the Brantford/Brant community.

Beckett Recreation Centre

219 Colborne St. Brantford, ON N3T 2H2

519-756-3261 ext. 5569

The Beckett Recreation Centre provides a variety of health, fitness and recreational activities for adults who are 55 years and older. Annual Membership required, call the Beckett Recreation Centre for more details.

These are some of the activities offered:

- Fitness programs
- Pickleball
- Yoga / Dance Fit
- Line Dancing
- Bridge
- Shuffleboard
- Zumba
- Darts
- Cribbage
- Euchre

Brantwood Community Services-Abilities Centre

25 Bell Lane, Suite 100, 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 Brantford FUN Guide for a list of programs for seniors.

Ontario Senior Games Association

103-136 Bayfield St. Barrie, ON L4M 3B1
(905) 232-8581
info@osga55plus.ca
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

Fitness Programs for adults and seniors.

Seniors Resource Center

783 Colborne St. Brantford, ON N3S 3S3
519-309-0032
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.

Offering a drop-in program in Brant County on Wednesdays from 11 am to 3 pm. Contact for more information.

The Wayne Gretzky Sports Centre

254 North Park St. Brantford, ON, N3R 4L1
519-756-9900
waynegretzkysportscentre.ca
WGSC@brantford.ca

The Wayne Gretzky Sports Centre offers several fitness classes suitable for adults ages 55 and over including Aquafit, Warm Water Workout, Zoomer Fitness, Sit and Fit, and Chair Yoga.



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. These are some of the activities offered:

canada.ca/en/revenue-agency/services/tax/individuals/topics/rrsps-related-plans/lifelong-learning-plan

Laurier Association for Lifelong Learning

lall@wlu.ca

A unique option for adult learning. Courses are non-credit and intended for personal interest and self-education. Find upcoming opportunities at www.wlu.ca/lall.



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](#)

Brantford Public Library

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

519-756-2220

[County of Brant Public Library](#)

[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

PO Box 40

St. George Branch

78 Main St. N., St. George, ON N0E 1N0

519-448-1300

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
PO Box 40

St . George Branch

78 Main St. N., St. George, ON N0E 1N0
519-448-1300
PO Box 310

Onondaga Mobile Library Service

734 Highway 54, Onondaga ON N3T 5L9
519-442-2433

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

Auditorium of LionsPark Arena
20 Edge St. Brantford, ON
e-clubhouse.org/sites/brantford

Brant Masonic Lodge No. 45

117 Charing Cross St. Brantford, ON N3R 2H8
secretary.brant45@hotmail.com
519-732-7701

Burford No. 106

Burford Masonic Temple
421 Maple Avenue S. Burford, ON N0E 1A0
brantmasons.com

Canadian Association of Retired Persons (CARP) -Canada

PO Box #940, Stn. Main Markham, ON L3P 9Z9
Toll-free: 1-888-363-2279
support@carp.ca
carp.ca



Brantford Canadian Association of Retired Persons - Chapter 17

226-922-9883

brantford@carp.ca

carp.ca

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

kiwanisbrantford@gmail.com

brantfordkiwanis.org

Rotary Club of Brantford

519-753-4317

brantfordrotary.com

Rotary Club of Brantford Sunrise

PO Box 24009 King George, Brantford, ON N3R 7X3

519-753-1091

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

parislegion29@rogers.com

Burford Legion Branch 543

4 Park Avenue, PO Box #86 Burford, ON N0E 1A0

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





Lesbian Gay Bisexual Transgender Queer Two-Spirited + (2SLGBTQIA+)

Brantford Pride Committee

brantfordpride@gmail.com

brantfordpride.com

Facebook - Brantford Pride

Brantford Pride is an organization consisting of community members committed to promoting peace, diversity and equality for the 2SLGBTQIA+ population in Brantford and Brant County.

Check out our website or Facebook for events that include:

- Social events throughout the year
- Pride Dance & more

Senior Pride Network

416-355-6787

spntoronto@gmail.com

seniorpridenetwork.ca

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. This committee offers peer support groups, community activities and art, as well as education and advocacy.



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

Mental Health Services

72 Brant Avenue, Brantford, ON N3T 5Z8

519-752-4340

info@dahac.ca

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: 1-811-797-0000

TTY: 1-811

Brant County Health Unit

194 Terrace Hill St. Brantford, ON N3R 1G7

519-753-4937

email@bchu.org

bchu.org

The Brant County Health Unit strives to deliver high quality programs and services to address the unique health needs of our community and improve the health and well-being of our population. Programs focus on health education and prevention of disease and include such topics as dental care, immunizations, substance use, mental health, and infectious diseases. Visit our website for additional information.



Grand River Community Health Centre

363 Colborne St. Brantford ON, N3S 3N2

519-754-0777

info@grcgc.ca

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. For programs and events please visit calendar.grandriverchc.ca.

Healthy Eating and Nutritional Support

Brantford Food Bank- Community Resource Service

1100 Clarence St. S., Suites #105 & #106 Brantford, ON N3S 7N8

519-751-4357

info@crs-help.ca

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.

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

Meals on Wheels

Canadian Red Cross - Brantford Branch 446 Grey St. Unit #105, Brantford, ON N3S 7L6

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



Grand River Community Health Centre

363 Colborne St. Brantford ON, N3S 3N2

519-754-0777

info@grcgc.ca

grandriverchc.ca

Individual and family nutrition.

De dwa da dehs nye>s Aboriginal Health Centre

36 King St., Brantford, ON, N3T 3C5

519-751-4357

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

Mental Health Services

72 Brant Avenue, Brantford, ON, N3T 5Z8

519-752-4340

info@dahac.ca

Heart to Home Meals

Toll-free: 1-955-740-8080

hearttohomemeals.ca

Offers delivery of a variety of healthy, balanced, tasty meals suitable for many dietary needs. Free delivery in the Brantford area.

Grocery Delivery Service

Online Food Delivery Service

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

Home and Community Care Support Services

Hamilton Niagara Haldimand Brantford - Brant Branch

195 Henry St., Unit 4, Brantford, ON, N3S 5C9

519-759-7752

Toll-free: 1-800-810-0000

www.healthcareathome.ca

Home and Community Care Support Services can provide information about community falls prevention classes to help seniors stay healthy. View a list of Exercise and Falls Prevention Programs in Brant on hnhbhealthline.ca here.

Tiered Exercise Program

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

- 8-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

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

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

Partnership with Brant County Health Unit Dental Program through the Ontario Seniors Dental Care Program (OSDCP)

The Brant County Health Unit (BCHU) offers some free dental services for eligible and seniors in Brant/Brantford on-site at GRCHC

Ontario Senior's Dental Care Program

Toll-free: 1-833-207-4435

Contact Brant County Health Unit: 519-753-4937 ext. 450

dental@bchu.org

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

Toll-free: 1-844-887-8572

info@cnib.ca

info@vlrehab.ca

<https://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

519-442-2251 Ext. 0

Health Benefits - Ontario Works Brant

519-759-3330 ext. 6273

This program is intended to support low-income residents of the City of Brantford or County of Brant with 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. Household income must be below the most current Low Income Measure Thresholds to qualify.

Canadian Cancer Society - Hamilton

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 one's cope with cancer.

Cancer Information Helpline

Helpline: 1-888-939-3333

The Canadian Cancer Society's Cancer Information Helpline is a national, bilingual, toll-free service offering comprehensive information about cancer and community resources. Our information specialists respond to inquiries in a supportive manner and provide information in clear, understandable terms to meet individual needs.



Cancer Connection Online Community

match.cancer.ca

Online community where persons touched by cancer can discuss, get support and share information to better cope with cancer. Members of the community can partake in discussions, manage a personal blog, participate in group discussions or share messages of hope and practical information. Access is opened 24 hours a day and membership is free.

Wheels of Hope Volunteer Driving Program

Provides people living with cancer rides to and from their cancer treatment appointments. Dedicated volunteer drivers donate their time and use their own (or Society owned) vehicles to help people living with cancer get to the hospital or cancer centre. New patients who register are required to pay an annual registration fee.

Wig Bank and Breast Prosthesis Services

The Canadian Cancer Society's Wig and Breast Prosthesis banks provide a wide range of donated wigs, headwear, and breast accessories to cancer patients throughout Canada who have undergone surgery, cannot afford the cost of a wig or breast accessory or have lost their hair as a result of cancer treatment. Submit requests through the online wig or breast accessory form on cancer.ca. If you require assistance in filling out the form, you may contact us at 1-888-939-3333.

Look Good, Feel Better

800-914-5665

lgfb.ca

Free workshops for people facing cancer to help manage the appearance-related impact of treatment. Available in-person and online, topics include: skincare, makeup, hair alternatives, breast prostheses, plus workshops just for men. Workshops are offered in a small group setting and are open to anyone facing any cancer diagnosis.

Canadian Diabetes Association: Brantford Branch

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 as well as funds and performs world-class diabetes research. The CDA also will pick up your household and clothing items for donation.



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: 1-844-764-7669

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

This is a free program that allows you a 20–30-minute annual discussion with a pharmacist to re view 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

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

St. Leonard's Community Services Crisis Supports

Crisis Line available 24/7/365: 519-759-7188

Toll-free: 1-866-811-7188

For information on walk-in services at 225 Fairview Drive, our community outreach and support team, and other services, visit <https://www.st-leonards.com/addictions-and-mental-health/crisis-services>

Hamilton and Brant Seniors Mental Health Clinic and Outreach Services

St. Joseph's Healthcare Hamilton

100 West 5th Street Hamilton, ON L8N 3K7

519-752-3636

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

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

Talk Tobacco

www.smokershelpline.ca/talktobacco

Designed to meet the need for culturally relevant tobacco and vaping cessation services for First Nation, Inuit, Métis and urban Indigenous communities.

- Phone Support – 1-833-998-TALK (8255)
- Live Chat - TalkTobacco.ca
- Text Support - Text CHANGE to 123456
- Online Community Support

Quitting Tobacco

Quitting Tobacco – www.lunghealth.ca/tobacco

- Online Program including a toolkit and live chat.
- Phone Support – 1-888-344-LUNG (5864)

STOP on the Net by The Centre for Addiction and Mental Health

Register online at www.stoponthenet.com

- 10 weeks of Nicotine Replacement Therapy sent by mail
- Must smoke tobacco cigarettes
- Need an email address

Health Connect Ontario 1-866-797-0000



Smokers Help Line

smokershelpline.ca

Offers online and text messaging support for quitting smoking. Text iQuit to 123456 to register for text support.

Brant County Health Unit

194 Terrace Hill St., Brantford, ON 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 services, basic education, and support to individuals experiencing mental health, addiction or problem gambling.

Gambling Responsibly, St. Leonard's Community Services, Concurrent Disorders Outpatient

225 Fairview Dr. Unit #1, Brantford, ON N3R 7E3

519-754-0253

Assessment and counselling services for people who use substances, experience a concurrent disorder, gambling, as well as service for loved ones. 519-754-0253

St. Leonard's Community Services, Withdrawal Management

Offers a safe, supportive environment for withdrawal from substances. 519-753-6222



Alcohol

Brant Erie Alcoholics Anonymous (AA)

PO Box #26010, Brantford ON N3R 7X4

519-752-5981

branterie-aa.org

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

Six Nations Mental Health & Addictions

1769 Chiefswood Rd., Ohsweken, ON N0A 1M0

519-445-2143

snhs.ca

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

Counselling

Spincast Health

Counselling & Support Services for Care partners of Seniors

105 Grand River Ave., Brantford, ON N3T 4X5

519-752-7999

spincasthealth@gmail.com

spincasthealth.com

Counselling and support services for care partners of seniors is never from a “one size fits all” approach. Spincasts’ regulated healthcare professional and registered social worker (RSW) makes it our mission to: GUIDE, ILLUMINATE, ADVOCATE, CONNECT, BUILD, FACILITATE, MOBILIZE, MAKE-CHANGE, and SUPPORT you.



Nova Vita Domestic Violence Prevention Services

519-752-1005 ext. 255

novavita.org

Provides trauma-informed individual and group counselling for women* to heal from the abuse they have experienced as well as individual and group counselling for men* who have experienced abuse or who have caused harm in their relationships. For immediate support, call, text or chat on our 24 Hour Crisis & Support Line at 519-752-HELP (4357) or <https://novavita.org/chat/>

For services for women including Counselling, Housing & Outreach Support: 519-752-1005 ext. 221

For services for men including the Challenge to Change Program: 519-752-1005 ext. 242

Sexual Assault Centre of Brant

519-751-1164

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

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

welcome@willowbridge.ca

Willowbridge Community Services is a not-for-profit charity open to anyone hoping to bring change to life and take control of their future, The team is dedicated to providing responsive, creative and compassionate counselling to men, women, children, couples and families living in our community. We strive to ensure no one is turned away based on ability to pay and we offer numerous subsidies that are geared to income.



Community Justice Initiatives

(CJI)Wendy Meek: Elder Mediation

Services Program Coordinator 519-744-6549 ext.106

wendym@cjiwr.com

www.cjiwr.com

Elder Mediation Services (EMS) of Community Justice Initiatives (CJI) offers a free service for older adults (55+) and their families, friends, caregivers, service providers and others in their lives a process to address conflict, elder abuse, and decision making that affect their vital relationships and their long-term wellbeing. EMS also provides education and group support to older adults and the community.

Golden Age Management

905-630-7829

info@goldenagemanagement.ca

goldenagemanagement.ca

Golden Age Management assists older adults and their support systems in navigating health, wellness and change throughout the aging process. Our services provide relief for those managing shifts in abilities, loss of a loved one, housing transitions, or simply adjusting to aging in later life.

Golden Age Management is dedicated to providing compassionate and person-centred care to clients, whether it's in group settings within the community, or one-on-one in clients homes.



Alzheimer's/Dementia Resources

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, Suite 100, Brantford, ON N3T 1E1 (Entrance at rear of Brantwood Community Services)
519-759-7692
help@alzda.ca
<https://alzda.ca/>

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton is the local community agency dedicated to supporting families living with dementia. The programs and services focus around three pillars of care including: Dementia Education, Counselling & Support Services, and Health & Wellness activities.

John Noble Home

Day and Stay Program
97 Mt. Pleasant St. Brantford, ON N3T 1T5
519-754-4065
519-756-2920 ext. 4286
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 (ARTC)

58 Easton Rd., Brantford, ON N3P 1J5

519-753-1882

artc@artc.ca

facebook.com/artcbrant artc.ca

Brant County Satellite Program

Cowan Community Health Hub - Community Room

25 Curtis Avenue, Paris ON N3L 3W1

548-328-4023

The Adult Recreation Therapy Centre (ARTC) is a not-for-profit community support organization that offers a variety of programs and services that include adult day program, aphasia program, telephone reassurance program, community-based exercise classes and caregiver supports for seniors and adults with compromised health conditions who reside in the Brantford/Brant community.



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

Hearing Care Counselling Program

rwolaniuk@chs.ca

1-866-518-0000 ext.4233

Canadian Hearing Services offers free counselling services and supports to people aged 55 and over who have hearing loss to help improve communication with family, friends, and service providers; stay involved in social activities; and remain safe and independent at home.



Canadian Hearing Services

1-866-518-0000

info@chs.ca

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.

Canadian Hearing Services-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

30 day returns and expert product support. We're here to help. Contact us if you need assistance selecting or purchasing a product. Call 1-866-518-0000 (option #4) or email: Sales@chs.ca.



Canadian Hearing Services: SIGN LANGUAGE INTERPRETING SERVICES AVAILABLE ON- SITE OR VIA VIDEO

CHS Interpreting Services facilitate clear two-way communication between Deaf and hearing people through sign language and spoken language.

Our highly skilled interpreters are professionally trained in sign language and knowledgeable in the language and culture of both Deaf and hearing people. They provide communication in American Sign Language (ASL) - English, or la Langue des Signes Québécoise (LSQ) - French. Interpreting Services are available on-site, or through video remote technology. Video remote interpreting (VRI) services enable Deaf and hearing people to communicate through an interpreter who is located off-site via videoconferencing technology.

Our CHS interpreters can assist in a variety of settings including: at a job interview, at a medical appointment in a business meeting banking matters reporting a crime, court proceedings, in crisis in a hospital, shelter, police station, etc.

For your convenience, all bookings for pre-scheduled Interpreting services are done through our Centralized Scheduling Service.

Phone: 1-866-518-0000

TTY: 1-877-215-9530

Skype: CHS/SCO

interpreting@chs.ca

Fax: 1-855-259-7557

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).

Canadian Hearing Services: EMERGENCY INTERPRETING SERVICES

In cases of a sudden, unforeseen crisis that requires immediate attention: emergency services are offered 24 hours/day, 7 days/week, 365 days/year emergencies may occur in: hospital emergency rooms; after- hours medical clinics; crisis centres; shelters; Police services; court settings; and child welfare cases To request Emergency Interpreting Services, please contact us by:

1-866-518-0000

urgent@chs.ca

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



Communication Access Real-time Translation (CART) Services

1-866-518-0000

cart@chs.ca

TURN SPEECH INTO TEXT WITH LIVE, WORD-FOR-WORD TRANSCRIPTION OR USE DIGITAL CAPTIONING FOR VIDEOS AND WEBSITES:

Captioning Services at Canadian Hearing Services turn spoken word into text, allowing for effective communication with people who are Deaf or hard of hearing. Captioning Services can be used in a variety of settings including personal appointments, group meetings, presentations and on your website.

TRANSCRIBING LIVE SPEECH TO TEXT:

Communication Access Realtime Translation (CART) is the professional word-for-word transcription of speech to text in real-time and provides Deaf and hard of hearing people with full access to the spoken word. The text can be displayed on a laptop screen or projected onto a large screen for classrooms, conferences or meetings. Service can be provided in English or French, either on-site or remotely.

CAPTIONING VIDEOS

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.

Deafblind and Sensory Support Network of Canada, Sensity

50 Main St., Paris, ON N3L 2E2

519-442-0463

TTY: 519-442-6641

info@sensity.ca

sensity.ca

Sensity is a provincial organization that provides Intervenor Services and supports to people who are deafblind or experiencing sensory loss across the province of Ontario.



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

Participation Support Services provides residential, respite, and personal support services (PSW) in the community for individuals with physical disabilities and seniors within the Brant, Brantford, and the Norfolk community to live independently and avoid hospitalizations.

Willowbridge Community Services

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

58 Dalhousie St., Brantford ON, N3T 2J0

519-759-4150

roads@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

Apply online at <https://www.brantford.ca/en/transportation/snow-windrow-removal.aspx>



Home Health Care

Assistive Devices

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

Toll-free: 1-866-268-6021

TTY: 1-800-387-5559

ontario.ca/page/assistive-devices-program

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

20 Emerald Street North, Unit 309 Hamilton, ON L8L 8A4

(905) 527-6653

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).

Lifeline (Philips) Medical Alert Service

Toll-free: 1-866-784-1992

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

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
seating@brantwood.ca
brantwood.ca/programs-services/mobility-services/seating-clinic

Rexall Pharmacy

260 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

Cowell Home Health Care

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

**Medigas**

71 Charing Cross Street, Unit 4, Brantford, ON N3R 2H4

519-442-0734

medigas.com

Pharmasave Smith Drugs

794 Colborne St., Brantford, ON N3S 3S4

519-752-2892

pharmasavesmithdrugs.com

Silver Cross

479 Queensway W. Unit B, Simcoe, ON N3Y 4R5

519-426-0525

silvercrossstores.com

Home Care Services

VitaHealHomeCare

#5-340 Henry St., Brantford, ON N3S 7V9

519-752-3669

We are a Home Health Care Services company providing home care and personal support services to individuals wherever they reside within Brant, Norfolk, Six Nations and surrounding areas. We service the community by bringing compassionate and professional caregiving staff 24-hours/day directly to your home.



Home and Community Care Support Services

195 Henry St., Unit 4, Bldg. 4, Brantford, ON N3S 5C9

519-759-7752

Toll-free: 1-800-810-0000

www.healthcareathome.ca

Home and Community Care Support Services is your local point of access to community-based health care services. Home and Community Care Support Services provides access to government-funded health care (nursing, personal support, physiotherapy, occupational therapy, speech therapy and nutrition) and community services, and long-term care home placement. They also provide information about local support service agencies and 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 most cases, patients will receive care in community-based nursing clinics; some patients are eligible to receive services at home or in school settings.

Costs: There are no out-of-pocket costs for Home and Community Care Support Services. Home and Community Care Support Services is funded by the Government of Ontario and is governed by provincial guidelines. There may be user fees for services provided by community agencies.

Meals on Wheels Canadian Red Cross Society

Brantford Branch-446 Grey St. Unit #105, Brantford, ON N3S 7L6

Hours of Operation

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

Feet First - Steps for Health

Grand River Community Health Centre

363 Colborne St., Brantford, ON N3S 3N2

519-754-0777

grandriverchc.ca

Partnership with Compass Community Health and their Diabetes Foot Health Program. 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. To book an appointment call 1-(877)-361-3338.



VON - Health and Community Services

446 Grey St., Suite #206, Brantford, ON N3S 7L6

519-759-7750

von.ca/en/site/Brantford

VON in Brantford offers many services to the community, they include: Nursing, Nursing Clinic, Home Support, Safety at Home, Volunteer Visiting/Hospice Visiting/Telephone Assurance, SMART (Falls Prevention) Group Exercise Classes and Caregiver Support. Please go to website or call for details.

Helping Hands In-Home Physiotherapy

519-717-1856

Available for those that do not qualify for public funded home care. 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

519-621-3555

agepro.ca

Provides PSW care, dementia training 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

mail@conceptsofcare.ca

conceptsofcare.ca

Home Instead Senior Care

388 St. Paul Ave. Suite 101-A, Brantford ON N3R 4N4

844-414-3997

pharmasavesmithdrugs.com

**LifeGuard Homecare**

388 St. Paul Ave. Unit #102, Brantford, ON N3R 4N4

519-717-6811

Urgent Care/After Hours line: 519-717-6811

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

Spectrum: Senior Care Services 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

1781 Chiefswood Rd., Ohsweken, ON N0A 1M0

519-445-4324

ganohkwasra.ca

Ganohkwasra, meaning “Love Among Us’ in the Cayuga language, provides shelter and support for Na- tive 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 Street, Brantford, ON N3R 4J8

519-752-HELP (4357)

novavita.org

Nova Vita offers a safe place for women* (16+) and their children who are experiencing violence, abuse, or homelessness. Crisis support counsellors are available 24 hours a day, seven days a week at 519-752-HELP to offer support, safety planning, information, and referrals to individuals who have experienced violence or abuse, or homelessness. Information and referrals are also offered to friends, family, and supporters, as well as those who have caused harm in their relationship.

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. Now also services in internal case management and completion of assessments.

Salvation Army: Booth Centre

187 Dalhousie St., Brantford, ON N3T 2J6

519-753-4193

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



Housing

City of Brantford Housing Department

58 Dalhousie St., PO Box 818, Brantford, ON N3T 5R7

519-759-4150

brantford.ca/housing

The Housing and Homelessness Services Department oversees the system management of housing and homelessness programs in the City of Brantford and the County of Brant. These range from supporting households at risk of or experiencing homelessness, to management of the centralized waiting list for community and affordable housing, property management, and building development. As there is an increased need for affordable housing, it is important to fully complete and submit applications for housing programs and to always ensure that contact information stays up-to-date.

Brantford Native Housing

318 Colborne St., Brantford, ON N3S 3M9

519-756-2205

mail@brantfordnativehousing.com

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 in the City of Brantford.

Brantford Downtown Outreach Team

226-227-9928

bdot@stleonards.com

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

100 Water Street, Brantford, Ontario N3T 0P1

Phone: 519-752-4568

Immigrant.settlement@ymcahbb.ca

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





Safety and Security

Emergency Preparedness

Emergency Management Ontario

416-326-8525

ontario.ca/beprepared

Visit 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

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 Works Brantford Office

225 Colborne St., PO Box 845, Brantford, ON N3T 2H2
519-759-3330

To inquire or apply for services, call 519-759-7009, or apply online at <https://www.sada.mcass.gov.on.ca/intake/OW/home-page>. You will be asked to provide your personal and financial information and meet with a case manager to review your file.



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

The Ontario Disability Support Program (ODSP) is a provincial program that is administered through the Ministry of Children, Community & Social Services. ODSP provides income and employment support to people with disabilities. To qualify for ODSP, you must:

- Be 18 years or older
- Live in Ontario
- Be financially eligible
- Have a disability that is expected to last for one year or longer

To see if you may qualify, please contact us at 519 756 5790 or visit <https://saapply.mcscs.gov.on.ca/>

Pension Programs: Service Canada

Toll-free: 1-800-277-9914

TTY: 1-800-255-4786

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

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

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.

Free Income Tax Clinic Community Resource Service

1100 Clarence St. S. #202, Brantford, ON N3S 7N8

519-751-4357 ext. 226

Active around March each year. 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 \$35,000.00 and

\$45,000.00 for a couple.

PROVINCIAL TAX CREDITS AND BENEFITS

Ontario Trillium Benefit (OTB)

Toll-free: 1-877-627-6645

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: 1-866-668-8297

TTY: 1-800-263-7776

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.

Energy Affordability Program

Toll-free: 1-844-770-3148

saveonenergy.ca

The Energy Affordability Program offers energy-saving upgrades tailored to the specific needs of your home, all at no cost. And a more energy-efficient home means more comfort and more money in your wallet. Saving energy is simple with the Energy Affordability Program.



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

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 oesp@onwaa.com

Ontario Renovates Program (Homeowners Repair Program) Ministry of Municipal Affair 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.



Legal

Law Society of Ontario

Toll-free: 1-800-668-7380

TTY: 416-644-4886

lso.ca

The Law Society has several services to help you find a lawyer or paralegal to assist you with your legal problems. Lawyers are licensed to provide legal advice with respect to all Ontario laws.

Paralegals are licensed to provide legal advice on specific Ontario laws. Find more information: lso.ca/public-resources Law Society Referral Service

Crisis Line: 416-947-5255

Toll-free: 1-855-947-5255

www.findlegalhelp.ca

Law Society Referral Service

416-947-3300

Toll free- 1-800-668-7380

TTY: 416-644-4886

lawsociety@lso.ca

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

1-800-668-7380 . 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

www.bhnlegalclinic.ca

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 Program (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.

Family Law Information Centre (FLIC)

Free legal information

44 Queen St., Brantford, ON N3T 3B4

226-920-8109

info@axisfamilymediation.com

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

virtualcrownbrantford@ontario.ca



Victim Witness Assistance Program (VWAP)

80 Wellington St., Brantford, ON N3T 2L9
519-752-5725

The Victim/Witness Assistance Program is a court-based program that provides information, help and support to victims and witnesses of crime so they can understand and participate in the criminal court process. A victim/witness service worker will talk with you and assist you based on your specific case and needs. The Victim/Witness Assistance Program can:

- provide you with information about your case, victims' rights and the criminal court process.
- provide you with information about courtroom procedures and your role in court.
- help you understand what to expect at each court date and help prepare you for your appearance in court.
- provide you with key court updates.
- provide you with copies of court orders, such as bail conditions and probation orders.
- and more.

Community Legal Education Ontario (CLEO)

416-408-4420
info@cleo.on.ca
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: 1-866-482-2724
TTY: 1-866-482-2728
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., PO Box #818, Brantford, ON N3T 2J2

Mayor: Kevin Davis

519-759-4150

County of Brant Brant County Office

26 Park Ave., PO Box #160, Brantford, ON N0E 1A0

Mayor: David Bailey

519-449-2451

Six Nations Band Council

1695 Chiefswood Rd., PO Box #5000, Ohsweken, ON N0A 1M0

Chief: Sherri-Lyn Hill

519-445-2201

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 immediately report to the RHRA if you see or suspect harm or risk of harm to a retirement home 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. RHRA looks into all reports received and will send an inspector to the home immediately if the report is about harm or risk of harm. The operator of the home is also required to 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

Brucefield Manor

657 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

Chartwell Tranquility Place

436 Powerline Rd.
Brantford, ON N3T 5L8
PO Box #3000 St. Main
226-227-9884
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 Home

254 Dalhousie St.
Brantford, ON N3S 3V2
519-752-1714
info@parkviewbrantford.com
parkviewbrantford.com

Riverview Terrace

104 Brant Ave.
Brantford, ON N3T 3H3
519-756-4141
info@riverviewterrace.ca
riverview-terrace.com

Seasons Bell Lane

55 Diana Ave.
Brantford, ON N3T 0C2
519-752-5477
seasonsretirement.com

Residence on Sheridan

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

Paris Retirement Homes

Grand River Estates

185 Grand River Street North
Paris ON N3L 2N2
519-442-7140
grandriverests.com

Queensview Retirement Community

70 King Edward St.
Paris, ON N3L OC1
844-965-0468
queensviewrc.ca

Telfer Place

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

Are you considering placement to a long-term care home? Please contact your local Home and Community Care Support Services. They determine eligibility for long-term care and manage wait lists. Home and Community Care Support Services will assign you a care coordinator to assist you in completing your application for long-term care. You can identify up to five long-term care homes on your application. For more information visit www.healthcareathome.ca/long-term-care

Home and Community Care Support Services

195 Henry St., Unit #4, Bldg. 4, Brantford, ON N3S 5C9

519-759-7752

Toll-free: 1-800-810-0000

www.healthcareathome.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

brierwoodgardensltc.com

Hardy Terrace LTC

612 Mount Pleasant Rd., Brantford, ON N3T 5L5

519-484-2431

www.hardyterraceltc.ca

**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

siennialiving.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

Volunteer opportunities available. Apply online at sjlc.ca.

Revera Telfer Place

245 Grand River St. N., Paris, ON N3L 3V8

519-442-4411

reveraliving.com/telfer

Stedman Community Hospice

99 Wayne Gretzky Parkway, Brantford, ON N3S6T6

519-751-7096

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.

www.ontario.ca/page/ministry-attorney-general.

Advance Care Planning

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: 1-800-889-9768

ontario.ca/consumerservices

Bereavement Authority of Ontario

Toll-free: 1-844-493-6356

thebao.ca



The Last Post Fund

330-6600 Trans Canada Hwy., Pointe-Claire, QC H9R 4S2

Toll-free: 1-800-465-7113

info@lastpost.ca

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

1-416-363-4001

beadonor.ca

info@ontariohealth.ca

For more information about whole body donation:

Trillium Gift of Life Network

1-800-263-2833

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

www.ontario.ca/page/ministry-attorney-general.

Office of the Public Guardian and Trustee (OPGT)

Hamilton Office

595 Bay St., Suite #800, ON M5G 1M6

Toll-free: 1-800-891-0504

The Office of the Public Guardian and Trustee (OPGT) delivers a unique and diverse range of services that safeguard the legal, personal and financial interests of certain private individuals and estates. Information can also be obtained through the Office of the Public Guardian and Trustee regarding Power of Attorney

Capacity Assessment Office

Toll-free: 1-800-366-0335

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

Mailing Address: Box 52, Toronto, ON M7A 1N3, Canada

Telephone: (416)-327-4142 / 1-866-777-7391

Fax: (416)-327-4207 / 1-866-777-7273

ccb@ontario.ca

<https://www.ccboard.on.ca>

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
email@hillandrobinson.com

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
keith.ovington@sympatico.ca

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 Burial and 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



Transportation

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

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

154 Darling St.
Brantford ON, N3S 3W6
519-759-7800

Grand River Cab & Limo

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

Go Transit

Toll-free: 1-888-438-6646
gotransit.com/en

Ride Norfolk

519-428-3178

Ride Norfolk is a shared ride public transit service offering weekday trips between Brantford, Simcoe, and Waterford along with flexible trips within Norfolk County.

Brantford Lift

519-752-4444
Brantfordlift@Brantford.ca
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.

Canadian Red Cross – Brantford Branch Volunteer Transportation Program

446 Grey St. Unit #105
Brantford, ON N3S 7L6
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. You will need to update your license every two years after the age of 80. The cost to renew your license is \$36.

- 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

Health Card/ Driver License/ Accessibility Parking

325A West St., Unit 103

Brantford, ON N3R 3V6

519-753-0352

ontario.ca/serviceontario

References

Elder Abuse Prevention Ontario (EAPO) Forms of Abuse . Retrieved March 24, 2020 from <http://www.eapon.ca/what-is-elder-abuse/forms-of-abuse/>

World Health Organization . (2002) The Toronto Declaration on the Global Prevention of Elder Abuse. Geneva: WHO. Retrieved March 24, 2020 from http://www.who.int/ageing/projects/elder_abuse/alc_toronto_declaration_en.pdf

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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 and City of Brantford 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 agencies and organizations that provide service to seniors.

People of all ages can be victims of fraud, however, older adults are targeted more than others. For more information about fraud and scams, refer to page number 66.

