



Directory of Services for Seniors and Caregivers in Toronto



Important Phone Numbers

Phone Number	Contact
911	In case of emergency
311	Information on all City of Toronto services
211	For referral to community, health, social, and government services
811	For confidential health advice and general health information
416-217-2077	Toronto Seniors Helpline (answers to general questions and referrals)
1-866-299-1011	Seniors Safety Line (in case of elder abuse)
416-338-4766	Central Intake (to find an emergency shelter bed)
416-921-9494	Tenant Hotline (information about tenant's rights)
1-855-598-2656	Advocacy Centre for the Elderly (for legal support)
1-833-416-2273 (CARE)	Ontario Caregiver Helpline (for caregivers)

Find support in a crisis at:

416-217-2077	Toronto Seniors Helpline
416-408-4357 (HELP)	Distress Centres of Greater Toronto
416-929-5200	Gerstein Crisis Centre
1-833-456-4566	Talk Suicide Canada
988	Suicide Crisis Helpline

Find Information in Your Language

- Call 211 or 311
- Use auto-translation at toronto.ca/seniors

በ አማርኛ መረጃ ለማግኘት በ 211 ወይም 311 ይደውሉ

Wiji'idwin nandom Anishinabemowin, ganoozh maagon 211
miinwaa maagon 311.

للمعلومات باللغة العربية، اتصل بالرقم 211 أو 311.

如需获取中文信息，请拨打211或311。

如需取得中文訊息，請撥打211或311。

برای دریافت اطلاعات به زبان فارسی، با شماره 211 یا 311 تماس بگیرید.

Pour des informations en français, appelez le 211 ou le 311.

Για περισσότερες πληροφορίες στα ελληνικά, καλέστε στο 211 ή 311.

Per informazioni in italiano, chiama il 211 o il 311.

한국어로 된 안내문이 필요하면 211 또는 311로 전화하십시오.

Informacje w języku polskim można uzyskać pod numerem 211 lub 311.

Para informações em português, ligue para o 211 ou o 311

Для получения информации на русском языке позвоните по номеру 211 или 311.

Macluumaad ku qoran somali, wac 211 ama 311.

Para información en español, llame al 211 o al 311.

Kwa habari kwa Kiswahili, piga simu 221 au 311.

Para sa impormasyon sa Tagalog, tumawag sa 211 o 311.

தமிழில் தகவல்களுக்கு 211 அல்லது 311 ஐ அழைக்கவும்.

Türkçe dilinde bilgi için lütfen 211 veya 311 numaralı telefonu arayınız.

دو میں معلومات کے لیے، 211 یا 311 پر کال کریں

Để biết thông tin bằng tiếng Việt, xin gọi 211 hoặc 311.

Fún àlàyé ní Yorùbá, pe 211 tàbí 311.



Land Acknowledgement

The City of Toronto acknowledges that the services described in this Directory of Services for Seniors and Caregivers, and the development of the Directory itself, take place on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.



African Ancestral Acknowledgement

The City of Toronto is committed to continually acting in support of and in solidarity with Black communities seeking freedom and reparative justice in light of the history and ongoing legacy of slavery that continues to impact Black communities in Canada. We also acknowledge that not all people came to these lands as migrants and settlers. Specifically, we wish to acknowledge those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. In support of the City of Toronto's ongoing efforts to confront anti-Black racism, we pay tribute to those ancestors of African origin and descent.



About this Directory

This updated Directory of Services for Seniors and Caregivers in Toronto was developed by the City of Toronto for seniors and caregivers who do not have access to the internet.

It provides information about seniors services offered by government and community agencies. There are also examples of services led by groups that serve Indigenous, Black, diverse, newcomer, 2SLGBTQI+ or Francophone seniors, seniors living with a disability, or veterans.

Use the Table of Contents on page 10 to find information by topic, or use the Index on page 145 to find individual services.

The information in this Directory is accurate at the time of printing in October 2024. However, information can change. Always call ahead to make sure that a service is still available.

People with internet access can find the most up-to-date information at **www.toronto.ca/seniors**. Find free internet, help to use the internet and printing services at any branch of the Toronto Public Library.



Acknowledgements

The Directory of Services for Seniors and Caregivers in Toronto was originally created in 2021 from a recommendation in the City's second Seniors Strategy.

The City of Toronto thanks our partner Findhelp | 211, and the many dedicated seniors, older adults, caregivers, community service providers, City staff, health care and housing partners who collaborated in creating it.

The City of Toronto acknowledges with gratitude The Rotary Club of Toronto and its Charitable Foundation, whose generous funding made the printing of this updated Directory possible.



The Rotary Club of Toronto

Translations and Phone Service in Many Languages

The City of Toronto's website can be automatically translated into more than 130 languages by pressing the "Translate" button found on every page.

To get telephone service in one of Toronto's many languages, please contact:

Toronto Seniors Helpline

416-217-2077

Monday – Friday 9 a.m. – 8 p.m.

Weekends and holidays 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

For seniors services and seniors in crisis

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

For community and social services

311

3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 service in 180+ languages

www.toronto.ca/311

For City of Toronto services

Other Directories for Older Adults & Seniors

Government of Canada - Programs and Services for Seniors

1-800-622-6232

www.canada.ca/seniors

Find information about federal government programs and services for seniors and older adults.

Government of Ontario - A guide to programs and services for seniors

1-888-910-1999

TTY: 1-800-387-5559

infoseniors@ontario.ca

www.ontario.ca (Search “Guide for Seniors”)

Find information about provincial programs and services for seniors and older adults. The 1-888-910-1999 number is also known as the Ontario Seniors INFOLine.

Toronto Health and Social Services Directory

www.torontoservicedirectory.ca

Search for information about health, social and community services in Toronto, including the former municipalities of Scarborough, East York, Etobicoke, York and North York.

211 - Services for Older Adults

www.211ontario.ca (Choose either English or French, then choose the “Older Adults” button)

Search for information about health and social services offered by government and community agencies across Ontario.

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Emergency & Important Numbers

Emergency

911

Call 9-1-1

24/7 service in 150+ languages

Call for all emergencies when people or property are at risk. This free call can be made from any pay phone, cellphone or home phone. For TTY access, press the spacebar key repeatedly until you get a response.

T911

(For People who are Deaf, hard-of-hearing, or live with a speech disability)

www.textwith911.ca

Use T9-1-1 to text with the 911 emergency service. Use a cellphone that will work with this service, and that has been registered for T9-1-1 with a cellphone service provider.



Tips for Calling 911 in a Medical Emergency

- Stay calm and speak clearly
- Provide the exact address and any special instructions for the 911 crew to find the person who needs help
- If possible, have someone wait for the ambulance to wave it down and let the 911 crew in
- Be ready to answer questions about what is happening in detail (is the person conscious, breathing, having chest pain; are there any dangers or hazards near the person like dogs or fire)
- Have the person's information ready (such as age, sex, medical history, and allergies)
- If calling from home, have a filled-out In Case of Emergency (ICE) Sheet ready
- Do not hang up until the 911 dispatcher says so

Be prepared:

- Fill out the In Case of Emergency (ICE) Sheet in this Directory and keep it in a convenient place (like the front of the fridge). Use it to give important medical information to 911 crews and hospital staff in an emergency. This fillable form can also be downloaded from the City of Toronto's website in many different languages. (Visit **www.toronto.ca**, then search "Before an Emergency", then choose "Prepare a Kit")
- Make a new cellphone contact called "ICE" (In Case of Emergency) and save an emergency contact's phone number there. Emergency crews will look in a person's cellphone if no ID is found

Information Sheet: In Case of Emergency



INFORMATION SHEET IN CASE OF EMERGENCY CALL 911

CONTACT INFORMATION

First Name _____ Last Name _____
Address _____ Apartment Number _____
City _____ Postal Code _____
Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____
Health Card _____ - _____ - _____ Birth Date ____/____/____
day month year
Primary Language(s) _____ Gender ☐ M ☐ F
☐ Advanced Care Directive → On file with _____

Emergency Contact 1 _____
Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____
Emergency Contact 2 _____
Main Phone (____) _____ - _____ Alt. Phone (____) _____ - _____
Primary Care Provider _____
Phone (____) _____ - _____

RELEVANT MEDICAL HISTORY

- | | | |
|---|--|---|
| <input type="checkbox"/> Cardiac (angina, heart attack, bypass, pacemaker) | <input type="checkbox"/> Diabetic (Insulin / Non Insulin Dependant) | <input type="checkbox"/> Cancer |
| <input type="checkbox"/> Stroke/TIA | <input type="checkbox"/> COPD (emphysema, bronchitis) | <input type="checkbox"/> Alzheimer |
| <input type="checkbox"/> Hypertension (high blood pressure) | <input type="checkbox"/> Seizure (convulsions) | <input type="checkbox"/> Dementia |
| <input type="checkbox"/> Congestive heart failure | <input type="checkbox"/> Asthma | <input type="checkbox"/> Psychiatric |

Other _____

MEDICATIONS

1) _____	6) _____	11) _____
2) _____	7) _____	12) _____
3) _____	8) _____	13) _____
4) _____	9) _____	14) _____
5) _____	10) _____	15) _____

MEDICAL ALLERGIES

☐ No Known Allergies
 ☐ Penicillin
 ☐ ASA (Aspirin)
 ☐ Sulpha
 ☐ Codeine

Other _____

SPECIAL CONSIDERATIONS

Communicable Infection / Disease _____

Other _____

Hospital affiliation _____ → ☐ Extensive history,

☐ Specialty (Dialysis, neuro, etc.) _____

MOBILITY / SENSORY

☐ Dentures
 ☐ Visual (impairment / glasses / blind)
 ☐ Hearing (impairment / aid / deaf)

☐ Mobility issues (cane / wheelchair / walker / motorized scooter / prosthetic limb)

PET CARE CONTACTS

Contact 1 _____ Phone (_____) _____ - _____

Contact 2 _____ Phone (_____) _____ - _____

List of pets and pet care instructions _____

Completed by _____ Date _____ / _____ / _____
 day month year



Crisis

Crisis is a change in someone's life or sudden events that make it difficult for the person to look after themselves for a time.

If personal safety is at risk, call 911 right away.

For short-term support, contact:

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

A trained crisis team can visit a senior at home, work with them to create a plan to solve their problem, and connect them to supports. These supports may include help with safety planning for elder abuse, connecting to health care, or getting food or other services to help the person live a healthy, safe, and independent life in the community.

Distress Centres of Greater Toronto

416-408-4357 (416-408-HELP)

24/7 service in 150+ languages

www.dcogt.com

Find emotional support, crisis intervention and suicide prevention over the phone.

Gerstein Crisis Centre

416-929-5200

24/7 service, interpretation services available

www.gersteincentre.org

Access telephone support, a mobile crisis team, referrals to community supports, substance use crisis management, follow-up, and access to short-term crisis beds.



Talk Suicide Canada

1-833-456-4566

24/7 service in English and French

Text 45645 in the evenings

www.dcoqt.com/talk-suicide

Find a crisis counsellor who will listen and help callers feel safe.

988 – Suicide Crisis Helpline

Call or text 9-8-8

TTY: 7-1-1 for a relay operator. Internet Protocol Relay (IP Relay) and Canada Video Relay Service (Canada VRS) also available.

24/7 service in English and French. Interpretation services into other languages may be available.

www.988.ca

Find a safe space to get help and support to deal with suicidal thoughts. Call 911 if help is needed immediately. Concerned persons can also find information to support someone else who might be struggling.

For continuing support, contact:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Contact for referrals to crisis services. Please mention your language or cultural needs.

See the Specialized Services section on page 121 for examples of services for Indigenous; Black; Francophone; 2SLGBTQI+ seniors; seniors from other cultural, linguistic, or religious communities; newcomer seniors; seniors living with a disability; and veterans.

See also the Loneliness, Mental Health & Addictions section on page 78 for crisis helplines and resources, including for survivors of rape and sexual assault.



Recreation, Social & Education

Exercise, learn, and meet new people through free or low-cost access to sports facilities, recreation programs, social activities or hobby classes.

See the Specialized Services section on page 121 for examples of services for Indigenous; Black; Francophone; 2SLGBTQI+ seniors; seniors from other cultural, linguistic, or religious communities; newcomer seniors; seniors living with a disability; and veterans.



Recreation Opportunities

City of Toronto – Parks, Forestry & Recreation

Call 3-1-1 or 416-396-7378

www.toronto.ca (Search “Free Recreation”)

Find some free and discounted community recreation programs for adults aged 60+. Residents living on a low income can apply for a recreation fee subsidy through the Welcome Policy.

Seniors Active Living Centres (SALCs)

1-888-910-1999

TTY: 1-800-387-5559

www.ontario.ca (Search “Active Living Centre”)

Find a variety of programs, groups and courses for seniors.

Older Adult Centres’ Association of Ontario

www.oacao.org (Search “Find Centre”)

Find a variety of programs, groups and courses for seniors.

Toronto Neighbourhood Centres

www.neighbourhoodcentres.ca/members.php

Find a list of not-for-profit agencies that provide community programs and services, including some for seniors. There may be fees. Subsidies may be available.



Social Opportunities

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

Connect with health and community support services for seniors.

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect to adult day programs for older adults living with cognitive, physical or mental health disabilities, or find friendly phone conversations for people who would like someone to talk to. Please mention any language or cultural needs.

Seniors' Centre Without Walls (SCWW)

905-584-8125

www.oacao.org (Search “Without Walls”)

Share stories and meet new people over the telephone.



Learning Opportunities

Toronto Public Library (TPL)

416-397-5981

www.tpl.ca

Borrow books, music, e-books, DVDs, or free passes to museums and attractions. Attend free programs and events, get computer training, or use free computers and wi-fi.

Residents who cannot leave home for three months or longer because of age, illness or disability can arrange for free home delivery through the Home Library Service at 416-395-5557.

Toronto District School Board (TDSB) - Learn4Life

www.tdsb.on.ca (Search “Learn for Life”)

Get a 40% seniors discount on adult daytime programs and evening classes in the arts, computers, business, outdoors, cooking, handiwork, languages, and music.

Senior Toronto

www.seniortoronto.ca (Search “Learning”)

Find information about free and paid courses, and classes for seniors. Contact local universities and colleges for auditing opportunities or for tuition discounts.



Employment, Volunteering & Money

Look for a new job, start a business, become a volunteer, or serve on an official City committee.

Find information about government pension programs and social assistance programs to support seniors living on a fixed or low income. This does not include information about private pensions, RRSPs, or other types of income. One-time payment programs or recent programs might not be included here.

To find information about tax credits to stay at home and age in place, see the Assistive Devices or Home Modification section on page 139.

See the Caregiver Supports section on page 87 to find information about benefits and tax credits for caregivers.



Employment Services

Find help with a job search such as finding opportunities, preparing cover letters and resumes, preparing for job interviews, re-entering the workforce, and starting a new role:

City of Toronto – Toronto Employment & Social Services

Call 3-1-1 or 416-338-8888 (Select option 3)

<https://secure.toronto.ca/ECPortal>

Find employment and social services online or speak to an Ontario Works (OW) or Ontario Disability Support Program (ODSP) caseworker about employment supports, workshops and training courses for older workers aged 45+.

Employment Ontario

416-326-5656

TTY: 1-866-533-6339

Service in 25 languages

www.ontario.ca (Search “Employment Ontario”)

Get advice and help to build new skills and find a job.

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find the nearest Employment Ontario office or a community-based organization.

Start a Small Business

City of Toronto – Small Business Enterprise Centre

Call 3-1-1 or 416-392-6646

www.toronto.ca (Search “How to Start a Business”)

Get step-by-step information on starting a business in Toronto and have questions answered by the City’s small business advisors.

City of Toronto – Toronto Employment & Social Services

www.toronto.ca (Search “Employment Support Training Courses”, then choose “Training Courses”)

Find courses in first aid, food handling, small business training, and tourism.

Volunteering Opportunities

City of Toronto – Volunteer with the City

www.toronto.ca (Search “Volunteer”)

City of Toronto – Public Consultations

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

www.toronto.ca (Search “Public Consultations”, then choose “Public Engagement & Consultations”)

Help deliver City programs and special events, or serve on City boards, committees or tribunals, including the Toronto Seniors’ Forum. Residents can also participate in public consultations on local and City-wide subjects.



Toronto Public Library (TPL)

416-397-5981

volunteer@tpl.ca

www.tpl.ca (Search “Volunteer”)

Volunteer to help deliver library programs, including Adult Literacy. Volunteers may be able to get some help paying for their transit.

Toronto Police Service (TPS) – Consultative Committees

416-808-0100

www.tps.ca (Search “Community Partnerships”, then choose “Consultative Committees”)

Find information to volunteer as a voice on policing issues such as training, recruiting, professional standards, and community mobilization.

Volunteer Toronto

416-961-6888

www.volunteertoronto.ca

Find volunteer opportunities and workshops across Toronto.

Benefits Finders

Use federal, Provincial and City “Benefit Finder” tools to find financial benefits for residents living on a low income, including for employment and housing. If needed, use a computer with free internet at a Toronto Public Library branch to look up:

Canada Benefits Finder

www.canada.ca (Search “Benefits Finder”)

Search for benefits provided by the Government of Canada.

Ontario Benefit Finder

www.ontario.ca (Search “Benefit Finder”, then choose “Find Benefits and Programs”)

Search for government benefits provided by the Province of Ontario.

City of Toronto Benefit Finder

www.toronto.ca (Search “Benefit Finder”)

Search for services, benefits and subsidies from all three levels of government that are provided through the City of Toronto.

Prosper Canada Benefits Wayfinder

www.benefitswayfinder.org

Search for federal and provincial government benefits, and community organizations that may provide help.

Benefits - Government Pension Programs

To receive government pension benefits, it is important to apply for some of these programs directly and to file income taxes.

To find information not included here, please contact:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Get information and connect with community agencies, free income tax clinics, or a ServiceOntario or Service Canada location.



Service Canada

1-800-622-6232 (1-800-O-CANADA)

TTY: 1-800-926-9105

www.canada.ca

Access Government of Canada services and benefits, including:

Canada Pension Plan (CPP)

www.canada.ca (Choose either English or French, then search “CPP”)

This monthly taxable benefit is based on how long a person has worked and paid into the CPP in their lifetime. Each person and their family may also qualify for Disability Benefits, Children’s Benefits, a Survivor’s Pension, or a Death Benefit. Contact Service Canada or the Pension Call Centre at 1-800-277-9914 to check.

Old Age Security (OAS) pension

www.canada.ca

(Choose either English or French, then search “OAS”)

A person may qualify for this monthly taxable benefit if they are aged 65+, have lived in Canada for at least 10 years after turning 18 years old, and are a Canadian citizen or legal resident.

A spouse or common-law partner (aged 60 to 64) may be eligible for an Allowance, and a widowed spouse or common-law partner (aged 60 to 64) may be eligible for an Allowance for the Survivor.

International Pension / Social Security Programs

1-800-454-8731

www.canada.ca/cra (Search “International Social Security Agreements”)

A person who has lived or worked in Canada and in another country can call to check if they qualify for a government pension and benefits from either country. A survivor of this person can also call to check if they qualify.

Guaranteed Income Supplement (GIS)

www.canada.ca (Choose either English or French, then search “GIS Qualify”)

Seniors aged 65 and older who receive Old Age Security (OAS) pension may be eligible to apply for this monthly payment. To get more information, call Service Canada at 1-800-277-9914.

Get help registering or applying for government programs, update personal information, or replace ID issued by the Government of Canada such as a passport, citizenship card, or permanent resident card.

Service Canada

1-800-622-6232 (1-800-O-CANADA)

TTY: 1-800-926-9105

www.canada.ca

Access Government of Canada services and benefits, including:

Canada Pension Plan (CPP)

www.canada.ca (Choose either English or French, then search “CPP”)

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Benefits – Social Assistance Programs

City of Toronto

– Toronto Employment & Social Services

Call 3-1-1 or 416-338-8888 (Select option 3)

Ontario Works (OW)

www.ontario.ca/page/ontario-works

Eligible residents up to age 65 may find help paying for essential costs of living (such as food, clothing, and shelter) or for health benefits (such as drug and emergency dental). They may also get help to find and keep a job.

Ontario Disability Support Program (ODSP)

www.ontario.ca/page/ontario-disability-support-program

Eligible Ontario residents with disabilities may find help paying for essential costs of living (such as food, clothing, and shelter) or for health benefits (such as drug and emergency dental). They may also get help to find work or build their career.

Persons not receiving ODSP income may still be eligible for employment support, and ODSP can also be available to people aged 65+ who are not eligible for Old Age Security (OAS).

City of Toronto – Funeral Expenses

Call 3-1-1 or 416-338-8888 (Select option 4)

www.toronto.ca (Search “Funerals and Burials”)

The person who is making funeral arrangements for a Toronto resident who dies while receiving support from Ontario Works (OW) or the Ontario Disability Support Program (ODSP), or who does not have enough money in their estate to pay for their funeral, can apply online for help to pay for a basic funeral.



Budgeting, Money Management and Financial Planning

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find free workshops or programs about budgeting on a fixed income. These are offered by community centres and organizations and may be available in several languages.

Trustee Programs

Trustee programs can help a person manage their money. There are two types of financial trustee programs: government-appointed and voluntary.

Government-Appointed Trustee Program:

Office of the Public Guardian and Trustee

1-800-366-0335

TTY: 416-314-2687

www.ontario.ca (Search “Public Guardian and Trustee”)

The Office of the Public Guardian and Trustee will assess if a person is able to manage their finances. If they are unable and do not have anyone to act on their behalf, the Office will appoint a trustee who will help them manage their income, prepare income taxes, arrange to pay their bills, and issue them an allowance.



Voluntary Trustee Programs:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find a community organization that offers a Voluntary Trustee program that will help them manage their money, help them budget, arrange to pay their rent, and apply for benefits. There may be a waiting list. A person does not need to be assessed by the Office of the Public Guardian and Trustee to apply.





Transportation

Get around Toronto by public transit, community transportation, cycling and walking. Find information about Driver's Licence renewal and accessible parking.

Public Transit - Toronto

Toronto Transit Commission (TTC)

416-393-4636 for information on fares, routes, schedules and accessibility

TTY: 416-481-2523

www.ttc.ca

Seniors aged 65+ with valid ID can pay a discounted fare. Each fare paid using PRESTO includes unlimited transfers on transit for two hours.

Riders on buses (but not streetcars) can "Request Stop" between regular TTC bus stops between 9 p.m. and 5 a.m.



TTC Wheel-Trans

Customer Service 416-393-4111 or wtcs@ttc.ca

TTY: 416-393-4555

www.ttc.ca/wheel-trans

416-393-4222 or online at **mywheel-trans.ttc.ca** for booking, cancellation and confirmation

Persons with a disability who are unable to use conventional TTC can apply for this program online, by email or phone.

If a person is not eligible for Wheel-Trans, they can call 211 to arrange rides through community agencies that offer transportation.

Wheel-Trans Travel Training Program

647-614-9396 or traveltraining@ttc.ca

www.ttc.ca (Search “Travel Training”)

This is a free in-person travel support program for Wheel-Trans users who must take conventional TTC. Learn how to travel safely and independently using accessible buses, streetcars or subways.

TTC Community Bus

www.ttc.ca/wheel-trans/learn-more-about-community-bus

Find route information for fully accessible buses that stop in front of shops, community centres, health care facilities and seniors’ residences in certain neighbourhoods. These buses can also be flagged down with a wave anywhere along the route.

PRESTO Cards

1-877-378-6123

www.prestocard.ca

PRESTO cards have replaced tickets, tokens, and cash on TTC, GO Transit, UP Express, and local transit in the Greater Toronto Area, Hamilton and Ottawa. PRESTO cards can be bought



through vending machines at select TTC or GO stations, at Shoppers Drug Mart, or through the PRESTO smartphone app. Set the card to “Senior” at a Shoppers Drug Mart or TTC station to get the senior’s fare.

UP Express

1-844-GET-ON-UP (438-6687)

416-869-3300

TTY: 1-800-387-3652

www.upexpress.com

Seniors’ fares are available for this express train from Union Station to Toronto Pearson International Airport.

Public Transit – Regional

GO Transit

416-869-3200

TTY: 1-800-387-3652

www.gotransit.com

Mississauga – MiWay Transit

905-615-4636

www.mississauga.ca/miway-transit

York Region Transit

1-866-668-3978

www.yrt.ca

Brampton Transit and Zum Rapid Bus

905-874-2999

www.brampton.ca/transit

Durham Region Transit

1-866-247-0055

www.durhamregiontransit.com

Community Rides to Appointments and Activities

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find a local agency that provides transportation services for seniors, and then call the agency directly to confirm fees, the application process, and eligibility.

Toronto Ride

416-481-5250

www.torontoride.ca

This network of community agencies provides assisted door-to-door transportation in Toronto to seniors aged 55+ and adults with disabilities who are not eligible for Wheel-Trans.

Scarborough Ride

416-847-4134

www.schcontario.ca (Search “Scarborough Ride”)

This program provides assisted door-to-door transportation for eligible adults aged 55+ and adults with disabilities in the Scarborough area who need to travel for medical appointments or hemodialysis. It is also available for some program participants of the Scarborough Centre for Healthy Communities.

iRide

1-844-IRIDE-01 (1-844-474-3301)

www.irideplus.com

This community program in North Toronto serves seniors or persons with disabilities who need help when travelling.



Walking, Cycling and Seniors Safety

City of Toronto – Cycling Network Map

www.toronto.ca (Search “Cycling Network Map”)

City of Toronto - Safety Guide for Older Adults

www.toronto.ca/VisionZero

Driving

Ministry of Transportation - Senior Driver Booking Line

416-235-3579

Drivers aged 80+ must complete a mandatory renewal session every two years before their driver’s license can be renewed at ServiceOntario. Call 416-326-1234 or 2-1-1 to find a ServiceOntario location.

Ministry of Transportation - Accessible Parking Permit

1-800-387-3445

TTY: 1-800-268-7095

www.ontario.ca (Search “Accessible Parking”, then choose “Get an Accessible Parking Permit”)

Persons with a certified disability can apply online or at Service Ontario to park their car or van in any accessible parking space. These permits cannot be used by anyone else and parking regulations continue to be enforced.

City of Toronto - Request a New Accessible Parking Space

311

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 service in 180+ languages

www.toronto.ca/311

Accessible Parking Permit holders can request an accessible parking space be installed in front of or near their home that can be used by anyone with an Accessible Parking Permit. This is not usually provided to permit holders with front-yard parking pads, driveways or garages. Applicants will need to show proof of their Accessible Parking Permit issued by the Ministry of Transportation or, if the applicant does not drive, a letter from the TTC confirming that they are a regular Wheel-Trans user.





Housing

Get answers to general questions about housing or connect with a non-profit Housing Help Centre that can help people find and keep housing, deal with evictions, provide advice and information about income support programs:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Toronto Seniors Helpline

416-217-2077

Monday – Friday 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

To find information about health supports and home care help to stay at home and age in place, please see the Health Care & Home Care section on page 55. See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone, 2SLGBTQI+ seniors, seniors from other cultural, linguistic or religious communities, newcomer seniors, seniors living with a disability and veterans.

Eviction

Federation of Metro Tenants' Associations - Tenant Hotline

416-921-9494

www.torontotenants.org

A person facing eviction can find information about their rights as a tenant.

Canadian Centre for Housing Rights (CCHR)

416-944-0087

www.housingrightscanada.com

Find information about tenant rights, and how to prevent eviction.



211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect with a Housing Help Centre that can help a person find and keep housing, and either avoid or deal with evictions.

To find a Community Legal Clinic, please see the Legal section on page 100.

Emergency Shelter

Central Intake

Call 3-1-1 or 416-338-4766

24/7 service in 180+ languages

Persons who are going to be homeless can call to find out if there is a bed available that day. Please be aware that space is limited. The City of Toronto's Islington Seniors' Shelter and Scarborough Village Residence specifically serve older adults.

Haven Toronto (formerly The Good Neighbours Club)

416-366-5377

www.HavenToronto.ca

The only drop-in centre in Canada serving homeless men aged 50+. Find meals, shower and laundry facilities, barber services, counselling and crisis support, housing support, nursing and dental hygiene services, emergency clothing and computer access.



Apply for Rent-Geared-to-Income (RGI) or Supportive Housing

Access to Housing (formerly Housing Connections)

416-338-8888

www.toronto.ca/accesstohousing

Eligible households can apply for subsidized rental units where rent is a portion of income. Some housing providers specifically serve Indigenous seniors, seniors from specific ethno-cultural and linguistic communities, or seniors who have accessibility needs. There are eligibility criteria to get on the waiting list and the waiting list is very long.

Persons who turn 59 years old can apply to get on the waiting list for seniors' buildings. Persons who already have an application on file with Access to Housing can update it to "Senior" when they turn 59 years of age.

The Access Point

416-640-1934

www.theaccesspoint.ca

Use this to apply for supportive housing programs specializing in mental health and addictions.



Affordable Rental Housing in the Private Market

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect with a Housing Help Centre to find affordable market rent housing in the private market.

Co-operative Housing Federation of Toronto

<https://co-ophousingtoronto.coop>

Ontario Non-Profit Housing Association

www.onpha.on.ca

Co-op and non-profit housing providers may offer affordable market rent housing. These units are not subsidized. Some housing providers serve Indigenous seniors, seniors from specific ethno-cultural and linguistic communities, or seniors who have accessibility needs.

Tenant Concerns and Complaints

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect to organizations that provide tenant advocacy and support.



City of Toronto – RentSafeTO for Tenants

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 information in 180+ languages

www.toronto.ca/rentsafeto

Before contacting RentSafeTO, residents need to submit service requests to their landlords. Landlords need to respond to urgent service requests (such as no heat or water) within 24 hours, and to non-urgent service requests within seven days. If the service requests do not make a landlord take action and the problems continue, contact RentSafeTO. RentSafeTO can issue orders and charge the landlords.

Ministry of Municipal Affairs and Housing - Rental Housing Enforcement Unit

416-585-7214

TTY: 416-585-6991

www.ontario.ca/rentaloffences

Get help with offences such as a landlord withholding or interfering with the supply of a vital service (water, electricity, heat, etc.), entering a unit without required notice or for a reason that is not allowed under the law, charging more rent or fees than allowed, refusing to provide a receipt, or harassment. The Ministry will take action if the issue is an offence under the law.

Landlord and Tenant Board

416-645-8080 or 1-888-332-3234

www.tribunalsontario.ca/lrb

The Board resolves disputes between landlords and tenants (mediation or adjudication) and provides information to landlords and tenants about their rights and responsibilities.



Canadian Centre for Housing Rights (CCHR)

416-944-0087

www.housingrightscanada.com/our-work/our-tenant-services

Find information on tenant rights and how to prevent eviction.

City of Toronto - Tenant Support Program (formerly the Tenant Defence Fund and Tenant Support Grants)

Call 3-1-1 or 416-944-0087

www.toronto.ca (Search “Tenant Support Program”)

Tenants, tenant groups or tenant associations can get legal services from the Canadian Centre for Housing Rights (CCHR) to help with eviction and affordability matters. These include guideline rent increase notices, N12 notices and N13 notices.

Federation of Metro Tenants’ Association - Outreach and Organizing Program

416-413-9442

www.torontotenants.org/outreach_organizing

Tenant groups can get help to organize and to prepare for hearings at the Landlord and Tenant Board about rent increase disputes or maintenance issues, or at the Ontario Municipal Board for demolitions or condo conversions.

City of Toronto – Support for Tenants of Multi-Tenant (Rooming) Houses

Call 3-1-1

www.toronto.ca (Search “Rooming Houses” and choose “Renters of Multi-Tenant Houses”)

Tenants can find information about their rights and responsibilities, and also links to legal, financial or housing help. Contact 311 to report issues.



Human Rights Legal Support Centre

416-597-4900

TTY: 416-597-4903

Service in 140 languages

www.hrlsc.on.ca

People who experience discrimination contrary to the Ontario Human Rights Code can call for free telephone legal services. The Centre may also help file applications at the Human Rights Tribunal of Ontario, and provide legal representation at mediations and hearings.

Hoarding, Bed Bugs and Fire Safety

Hoarding

Alert the landlord or property manager if a person is hoarding. If there is no property manager or the person lives in a house, call Toronto Fire Services at 416-338-9050.

Toronto Hoarding Support Services Network

416-482-4622

www.torontohoardingnetwork.ca

Call for consultation, access to services, and assessment to help manage clutter along with the emotional support needed to live safely.

Extreme Cleaning Services

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

Connect with an agency that provides extreme cleaning and decluttering services to seniors at risk of eviction. The senior will need to meet eligibility criteria.



Bed Bugs

Toronto Public Health

416-338-7600 (or call 3-1-1 after business hours)

TTY: 416-392-0658

www.toronto.ca (Search “Bed Bugs”)

Find information on how to prevent, identify and treat bed bug infestations.

Fire Safety in the Home

Toronto Fire Services - Public Education Line

Call 3-1-1 or 416-338-9375

www.toronto.ca (Search “Fire Services Public Education”)

Groups of senior tenants and residents can book education sessions on fire safety for their building.

Housing or Moving Funds

Toronto Rent Bank

416-397-RENT (7368)

Monday - Friday, 8:30 a.m. to 4:30 p.m.,
voicemail is available after hours

www.torontorentbank.ca

Eligible residents living on a low income and who are behind in their rent or who need help moving can apply for interest-free loans. People who are on social assistance are not eligible.

City of Toronto - Housing Stabilization Fund

Toronto residents receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) can apply for funds to help get housing, to move, or to pay rental and utilities (gas, hydro, fuel) bills that are past-due. A person should contact their OW or ODSP caseworker for referral and documents.



Home Ownership and Homeshare

Life Lease Housing

www.ontario.ca/document/life-lease-housing

Find information about buying a long-term lease interest in a seniors' residence.

Toronto HomeShare

customercare@happipad.com

www.canadahomeshare.com

Seniors with a spare room to rent at a reduced rate are matched with university or college students in exchange for up to seven hours of companionship and/or help completing light household tasks such as preparing and sharing meals, tidying up, carrying groceries or walking a pet.





Financial Assistance for Energy Costs, Utility and Property Taxes

City of Toronto – Property Tax, Solid Waste, and Water Bill Relief and Rebate Programs

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 service in 180+ languages

www.toronto.ca (Search “Property Tax Water Bill Relief”, then choose “Property Tax, Water & Solid Waste Relief and Rebate Programs”)

Eligible Toronto seniors living on a low income or persons with a disability can apply for help to keep and stay in their own home. These include the Property Tax Increase Cancellation Program, the Property Tax Increase Deferral Program, the Water Rebate Program, and the Solid Waste Rebate Program.

Ontario Senior Homeowners’ Property Tax Grant

1-866-ONT-TAXS (1-866-668-8297)

www.canada.ca (Choose either English or French, then search “Ontario Senior Homeowners Property Tax Grant”)

Eligible seniors aged 64+ living on a low-to-moderate income can apply for a grant of up to \$500 per year towards their property taxes. Individuals can apply each year by completing the ON-BEN form as part of their income tax return.

City of Toronto – Emergency Energy Fund

Call 3-1-1 or 647-727-8988

Toronto residents living on a low income and who are not receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP) can apply for help with hydro, gas or oil-related emergencies (reconnect service, prevent disconnection,



or to pay bills that are past-due). Applications are accepted through the Neighbourhood Information Post at 647-727-8988.

OW and ODSP recipients can speak to their caseworker about benefits that may be available to them.

Energy Assistance Programs

Call 211 to find a Housing Help Centre or contact the following providers directly to ask about programs for households living on a low income, help with winter-proofing a home, or other initiatives to save money and energy:

Ontario Energy Board

416-314-2455

www.oeb.ca (Search “Bill Assistance Programs”)

Toronto Hydro

416-542-8000

www.torontohydro.com (Search “Home Financial Assistance”, then choose “Financial Assistance”)

Enbridge

1-844-777-3149

www.enbridgegas.com

(Search “Home Winterproofing Program”)

SaveONEnergy

1-855-591-0877

www.saveonenergy.ca Choose “For Your Home”)



Retirement Homes and Long-Term Care

Retirement Homes Regulatory Authority (RHRA)

1-855-275-7472 (1-855-ASK- RHRA)

www.rhra.ca (Search “Retirement Home Database”, then choose “RHRA’s Retirement Home Public Register”)

Retirement homes provide private rental housing units for seniors. Many offer on-site services such as meal plans, social activities, housekeeping, laundry, and supportive services for a fee. These are not funded by government, so each person is responsible for the full cost of their housing and care.

Ontario Health atHome Services

Call 310-2222 (no area code)

Service in 150+ languages

www.ontariohealthathome.ca

Long-term care homes provide 24-hour nursing and personal care, all meals, help with daily activities, and programming. A Care Coordinator will determine a person’s eligibility and care needs, and discuss costs and the application process. Each person can apply for up to five licensed homes that are operated by municipal, for-profit, and not-for-profit operators. Some offer culturally-specific care. If a person does not have enough income to pay for a basic room, they may qualify for a subsidy through the Long-Term Care Home Rate Reduction Program. The long-term care home will help a resident apply every year.

Ontario Health atHome was formerly Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).



Health Care & Home Care

Find information about healthcare, medications, medical equipment, dental care, eye care, dementia care, and services to continue living at home.

To find emergency medical care, please call 911 or go to your nearest hospital emergency room.



General Health Information and Referral

Health 811 (formerly Health Connect Ontario and Telehealth Ontario)

Call 8-1-1

TTY: 1-866-797-0007

24/7 service

<https://health811.ontario.ca>

Free, confidential health advice by telephone from experienced Registered Nurses to help a person decide whether to go to a hospital, see a doctor, or monitor themselves at home. A person can also ask about quitting smoking, food and healthy eating (with a Registered Dietitian), depression, suicide or mental health, and medical assistance in dying.

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find out about Health 811 (call 8-1-1), find a Community Health Centre or walk-in clinic, connect with ServiceOntario to get an Ontario Health Insurance Plan (OHIP) card, find doctors who provide in-home visits, or find culturally-specific or specialized primary health care services.

Toronto Public Health

Call 3-1-1 or 416-338-7600

www.toronto.ca/health

Find information about Public Health programs and services. These include dental and flu clinics, vaccines, and free and confidential health advice and referral.

Ontario Health atHome

Call 310-2222 (no area code)

Service in 150+ languages

www.ontariohealthathome.ca

Find government-funded health care at home, apply for long-term care, or link to other health, crisis and community support services.

Ontario Health atHome was formerly Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

Find health services, community supports, and crisis services for seniors.

Toronto Central HealthLine

Search for community support, and health and housing services.

www.torontocentralhealthline.ca

See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone, 2SLGBTQI+ seniors, seniors from other cultural, linguistic or religious communities, newcomer seniors, seniors living with a disability and veterans.



Find a Family Doctor

Health Care Connect

1-800-445-1822

<https://hcc3.hcc.moh.gov.on.ca>

Find a primary care doctor or Nurse Practitioner who is accepting new patients.

ServiceOntario

1-888-376-5197 (service in English and French)

TTY: 1-800-387-5559

www.ontario.ca (Search “Service Ontario”)

Apply for an Ontario Health Insurance Plan (OHIP) card.

If needed, call 211 to find a ServiceOntario centre.

Vaccines

It is important to keep up-to-date on vaccines to stay healthy and to prevent illness. A doctor, Community Health Centre, or Health 811 (call 8-1-1) will be able to answer questions. More information can also be found in the Adult Vaccine Quick Reference Guide at **www.toronto.ca** (Search “Vaccines for Adults”).

As of 2023, the recommended free vaccines (covered by the Ontario Health Insurance Plan or OHIP) for adults aged 65+ are the:

- annual flu vaccine (two vaccines for seniors). More information can be found on Toronto Public Health’s Influenza (Flu) webpage at **www.toronto.ca** (Search “Flu”)
- pneumonia-P23 vaccine
- shingles vaccine (2 doses), for adults aged 65 to 70
- diphtheria, tetanus, pertussis vaccine (once as an adult, then diphtheria and tetanus boosters every 10 years)
- COVID-19 vaccine

If a person has insurance or can pay for these, the recommended vaccines not currently funded by OHIP are the:

- Pneumonia-C13 vaccine
- Hepatitis A and B vaccines
- Respiratory Syncytial Virus (RSV) vaccine

Falls Prevention

Falls are the leading cause of injuries among Canadians aged 65 and older. They may lead to painful hip fractures and serious injury.

See the Public Health Agency of Canada's "The Safe Living Guide – A Guide to Home Safety for Seniors" for information and a checklist of things seniors can do to keep their home safe. Visit at **www.canada.ca** (Choose either English or French, then search "Safe Living Guide").

Find falls prevention information by calling 3-1-1 or 416-338-7600 (TTY: 416-392-0658) or at the:

City of Toronto's "Prevent Falls in Older Adults" webpage

www.toronto.ca (Search "Fall Prevention", then choose "Prevent Falls in Older Adults")

City of Toronto's E-learning module "Step Ahead to Fall Prevention in Older Adults"

www.toronto.ca (Search "Fall Prevention", then choose "Step Ahead to Fall Prevention in Older Adults")



Find physical activity tips at the:

Public Health Agency of Canada’s “Physical activity tips for older adults (65 years and older)” webpage

www.canada.ca (Choose either English or French, then search “Physical Activity Older Adults”)

Toronto Public Health’s “Walking” tips webpage

www.toronto.ca (Search “Walking Tips”)

See the Recreation, Social & Education section for exercise programs and physical activities offered by the City of Toronto at page 21.

Ontario Health atHome

Call 310-2222 (no area code)

Service in 150+ languages

www.ontariohealthathome.ca

Find exercise classes with a focus on falls prevention to help older adults stay healthy, active, and mobile. Many classes are subsidized.

Ontario Health atHome was formerly Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).

Medications

Each person needs to discuss any new medications with their doctor and pharmacist. Always carry a list of current medications in case of emergency. Do not share medications with anyone else or use someone else's medication.

MedsCheck

1-866-532-3161

www.ontario.ca/medscheck

People taking more than three prescription medications, or who have diabetes, can access a free 20-minute consultation with a pharmacist to review their medications. A valid Ontario Health Insurance Plan (OHIP) card is needed.

Ontario Drug Benefit Program (ODB) – for persons aged 65+

416-503-4586

www.ontario.ca/page/get-coverage-prescription-drugs

Pay a portion of costs on 4,400+ prescription drugs based on yearly income (after taxes) and marital status. The fee can be as low as \$2. Each person must have a valid Ontario Health Insurance Plan (OHIP) card and buy the drugs in Ontario. There is no need to apply as each person will automatically join the program on the first day of the month after they turn age 65.

Trillium Drug Program – for persons aged 65 and younger

416-642-3038

www.ontario.ca/page/get-help-high-prescription-drug-costs

This income-based program is for households who do not qualify for, or are not enrolled in, other government programs (such as the Ontario Drug Benefit Program or ODB) and spend a large portion of their income on prescription drugs.



Pay a portion of prescription drug costs based on yearly income (after taxes) and marital status. The fee can be as low as \$2. Each person must have valid Ontario Health Insurance Plan (OHIP) card and buy the drugs in Ontario.

Download an application form from the website or call to apply. People who need help with the Trillium deductible can contact the City of Toronto at 416-338-8888 to ask about health-related expenses.

Medication Delivery

Many pharmacies deliver prescription medications. If a person's pharmacy does not deliver, call 211 to see if there is a community agency that may offer delivery of food, medication and other essentials for people who are not able to leave their home.

Medical Equipment, Assistive Devices, and Accessibility Renovations

For help with the cost of assistive devices, start with the Ministry of Health's Assistive Devices Program (ADP). Some support is also available through the City of Toronto, contact 416-338-8888 to check eligibility.

Persons who receive Ontario Works (OW) or the Ontario Disability Support Program (ODSP) may also speak to their caseworker about help to pay for eyeglasses and other medical equipment.

Call 211 to connect to organizations that may help with equipment costs related to specific medical conditions, such as hearing loss, Amyotrophic Lateral Sclerosis (ALS), Multiple Sclerosis, Muscular Dystrophy, or war amputations.

Ministry of Health – Assistive Devices Program (ADP)

416-327-8804

TTY: 416-327-4282

www.ontario.ca (Search “Assistive Devices Program”)

This program covers up to 75 per cent or a fixed amount of the cost of equipment such as prostheses, wheelchairs, mobility aids, hearing aids, visual and communication aids, specialized seating systems, ostomy supplies, enteral feeding supplies, some diabetes equipment, respiratory equipment, braces or splints, and oxygen equipment. Applicants must be assessed by a healthcare provider, have a valid Ontario Health Insurance Plan (OHIP) card, and must buy from an ADP authorized vendor.

City of Toronto – Help with Health-Related Expenses

Call 3-1-1 or 416-338-8888 (Select option 3 for “Medical Items”)

www.toronto.ca (Search “Health Support”, then choose “Help with Health-Related Expenses for Low-Income Residents”)

This program helps fund eyeglasses, medical items and assistive devices for eligible residents living on a low income. Applicants must access all other available resources first, including the Ministry of Health’s Assistive Devices Program (ADP). Have the estimated cost of medical items ready before calling, have a prescription ready, and apply before paying for any items or services.



March of Dimes Canada

– Home and Vehicle Modification Program

1-866-765-7237

www.marchofdimes.ca (Search “HVMP”)

This program helps applicants who have substantial mobility impairment that is expected to last at least one year to pay for basic home and/or vehicle modifications. See the website for a list of modifications.

Canada Revenue Agency (CRA)

1-800-959-8281

- **Home Accessibility Tax Credit**

www.canada.ca/cra (Search “Home Accessibility Tax Credit”)

A person aged 65 and older or a person who is eligible for the Disability Tax Credit (DTC) who has made a permanent renovation to make their home accessible may apply for this tax credit on Line 31285 when they file their income tax. The renovation cannot cost more than \$20,000 and invoices and receipts need to be kept. This person’s spouse, common-law partner or family member may also be eligible.

- **Ontario Seniors Care at Home Tax Credit**

www.ontario.ca/page/ontario-seniors-care-home-tax-credit

Ontario seniors who live on a low or moderate income can apply for this refundable tax credit when they file their income tax. This helps with eligible medical expenses, including expenses that support aging at home, such as hearing aids, hospital beds, and attendant care.

Home Care Supports

Find information about services that can seniors continue living at home, to safely return home after a hospital stay, or to access health care at home.

Aging in Place (at Home)

Ontario Health atHome

Call 310-2222 (no area code)

Service in 150+ languages

www.ontariohealthathome.ca

Contact to see if a senior qualifies for help with daily tasks that can help them stay in their homes and allow caregivers to take a break. These include help with dressing and bathing, nursing, preparing meals, light housekeeping or laundry. If the person does not qualify for government-funded home care, if they have been placed on a waiting list, or if they need more hours, call again or call 211 to connect with agencies that provide paid services. Some home care agencies are led by and specialize in supporting Indigenous seniors and Elders, and members of Francophone, Black, and other cultural, linguistic or religious communities, so mention any language or cultural needs.

Ontario Health atHome was formerly Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).

City of Toronto - Community Paramedicine Program

Call 3-1-1 or 416-397-4322 (Choose “Option 1”)

cphome@toronto.ca

www.toronto.ca/community-paramedicine-program

Request a free home visit from a certified, uniformed Toronto Paramedic who will ask about a senior’s health and social conditions, check their blood pressure and mobility, review their



medications, and check their home for hazards. They will then provide information and help the senior connect to health and community agencies, apply for assistance, and follow up on their medical problems.

City of Toronto - Homemakers & Nurses Services Program

Call 3-1-1 or 416-392-8579

ltc-comm@toronto.ca

www.toronto.ca (Search “Homemakers”, then choose “Homemakers & Nurses Services”)

Eligible Toronto seniors living on a low income can apply for help with household tasks such as light housekeeping, laundry, grocery shopping and meal preparation. There is a wait list for services.

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find an agency in Toronto that provides indoor and outdoor home maintenance services for seniors and adults with disabilities such as snow removal and lawn care. There is usually a fee, and subsidies may be available.

City of Toronto - Supportive Housing Program

www.toronto.ca (Search “Supportive Housing Locations”)

Eligible seniors living in designated buildings can go to the Supportive Housing office in their building to apply for help to live independently. This includes help with personal care, light housekeeping and meal preparation, medication reminders, education, referrals and help navigating the healthcare system. To become a tenant in a designated building, contact Access to Housing at 416-338-8888.

Post-Discharge Care (Returning Home after Hospital Care)

Before being discharged from the hospital, if a person or their family has questions about what will happen after leaving the hospital, they can speak to a social worker or charge nurse at the hospital. The social worker or nurse will conduct a health care assessment in hospital and make referrals to aftercare and support programs through Home and Community Care Support Services. More information is available through:

- 211 (24/7 service in 150+ languages)
- Toronto Seniors Helpline (416-217-2077)
- Ontario Health atHome (310-2222, no area code)

Home at Last Program

www.westnh.org (Search “Home at Last”)

Adults aged 55+ leaving hospital emergency departments or inpatient units who do not have support from friends or family can get short-term free support. The hospital needs to apply on the person’s behalf.

Doctor’s Visits at Home

To find a doctor who offers in-home, phone, or virtual primary care services for patients who are unable to visit the doctor’s office, contact:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca



Health 811 (formerly Health Connect Ontario and Telehealth Ontario)

Call 8-1-1

TTY: 1-866-797-0007

24/7 service

<https://health811.ontario.ca>

Dental Care

Toronto residents who cannot afford to pay for a dentist can try the:

Government of Canada - Canadian Dental Care Plan (CDCP)

www.canada.ca (Choose either English or French, then search “Canadian Dental Care Plan”)

Eligible seniors who live in Canada and who do not have dental insurance can find more information, and when and how they can apply.

Ontario Seniors Dental Care Program (OSDCP)

416-916-0204

TTY: 1-800-855-0511

www.ontario.ca/page/dental-care-low-income-seniors

Eligible seniors aged 65+ who are living on a low income can apply online or by mail for basic dental care provided by Toronto Public Health dental clinics or Community Health Centres.

The person can also get an application form and help with their application from Toronto Public Health dental clinics.

Toronto Public Health - Dental Clinics

416-338-7600

www.toronto.ca (Search “Free Dental Care”)

Free dental examinations, x-rays, fillings, cleaning, extractions, and urgent care for seniors living on a low income who are aged 65+, and who qualify for the Ontario Seniors Dental Care Program (OSDCP). Call first to confirm eligibility and to find a clinic nearby that is accepting patients. Persons not eligible for OSDCP may be eligible for some services at a TPH Dental Clinic.

City of Toronto – Help with Health-Related Expenses

Call 3-1-1 or 416-338-8888 (Select option 3 for “Medical Items”)

www.toronto.ca (Search “Health Support”, then choose “Help with Health-Related Expenses for Low-Income Residents”)

Toronto residents living on a low income under age 65 with no other coverage can apply for help to pay for emergency dental work. Eligibility is based on the person’s financial situation, and they must apply before paying for the dental work. This is not related to TPH Dental Clinics.

Low-Cost Dental Treatment

Persons who are not eligible for free dental services can call 211 to check if they qualify for dental care at a university, college, community health centre or other low-cost clinic.

Low-Cost Dental Hygiene Services (Teeth Cleaning)

Call 416-961-6234 or visit **www.cdho.org** to find an independent dental hygiene practice that offers lower cost dental hygiene services, or who offer home visits.



Hearing and Vision Care

Hearing

Persons who find it difficult to hear should ask their family doctor for a referral for an Ontario Health Insurance Plan (OHIP) funded hearing assessment. Connect to specialized audiology medical care, hearing aids, hearing counselling, and hearing clinics through the organizations here or call 211 for more resources.

Canadian Hearing Society

1-866-518-0000 or **hearingcarecounselling@chs.ca**

TTY: 1-877-215-9530

www.chs.ca

Offers hearing care counselling for people aged 55+ living with hearing loss and provides information and help with assistive listening devices, specialized telephones and alerting devices. They are also the authorized vendor of hearing aids and other devices.

Bob Rumball Centre of Excellence for the Deaf

www.bobrumball.org

The Toronto Deaf Seniors' Centre (TDSC) provides services for Deaf seniors including social activities and events. The Bob Rumball Centre's Assisted Living Program also provides housing and fully-funded services.

Vision

Regular eye exams can help find problems early and protect a person's eyesight. Speak to a doctor about Ontario Health Insurance Plan (OHIP) covered eye exams for people aged 65 and over, eye care, and support services for those who are losing their eyesight.

For information on financial support for eyeglasses see the Assistive Devices or Home Modification section on page 139.

Canadian National Institute for the Blind Foundation – Toronto Region

1-800-563-2642

www.cnib.ca

Provides assessment, care, support, and information about financial help and jobs for people with vision loss. The CNIB Store provides many types of accessibility devices and visual aids.

Dual Vision and Hearing Loss

Canadian Helen Keller Centre – Seniors Program

416-730-9501

TTY: 416-730-9187

www.chkc.org

The Centre provides seniors who are legally blind who also have hearing loss, and their caregivers, with assessments, case management, education, and social events. They also offer training classes to support seniors with daily living, orientation, mobility, and technology use.

Help to Quit Smoking

To find help to quit smoking or vaping, contact:

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca



Health 811 (formerly Health Connect Ontario and Telehealth Ontario)

Call 8-1-1

TTY: 1-866-797-0007

24/7 service

<https://health811.ontario.ca>

Smokers Helpline

1-877-513-5333

Text “iQuit” to **123456**

www.smokershelpline.ca

This helpline can be contacted seven days a week by persons who want support to quit smoking and vaping.

Sexual Health and Sexually Transmitted Infections (STIs)

Although older adults may not need to worry about pregnancy, it is important for everyone to protect themselves from Sexually Transmitted Infections (STIs) such as chlamydia, genital herpes, genital warts, gonorrhea, syphilis, and HIV/AIDS. Each person should get a check-up with their doctor, community health centre or at a Sexual Health Clinic, and pick up some free condoms.

Call or text 2-1-1 (24/7 service in 150+ languages) to be referred to a Sexual Health Clinic or call the:

Sexual Health InfoLine Ontario (SHILO)

416-392-2437

www.toronto.ca (Search “Infoline”)

Get multilingual, free, anonymous support related to STIs, HIV/AIDS, safer sex activities, pre- and post-testing questions, sexuality, relationship concerns, and more.

Staying Safe in Extreme Heat and Cold Weather

Find information and spaces to stay safe in during extreme heat or cold weather.

311

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 service in 180+ languages

www.toronto.ca/311

- The City of Toronto's "Staying Healthy in Hot Weather" webpage at **www.toronto.ca/keepcool**
- The City of Toronto's "Staying Healthy in Cold Weather" webpage at **www.toronto.ca/staywarm**

Dementia Care and Supports

A person who may be showing signs of Alzheimer's disease or dementia should see their family doctor to get assessed. If officially diagnosed, the doctor can connect the person and their family to their local Alzheimer Society through referral programs such as First Link. Those who do not have a family doctor can contact the Alzheimer Society directly.

It is important that caregivers to a person living with dementia get support, education, and relief. For a list of dementia support services, please visit Toronto Central Healthline at **www.torontocentralhealthline.ca** (Search "Dementia Care") or call Ontario Health atHome (310-2222, no area code).



Alzheimer Society of Toronto

416-322-6560

www.alz.to

Learn about programs and services for people living with dementia and their caregivers. These include free counselling, care navigation, education, and social and recreational programs.

Ontario Caregiver Helpline

1-833-416-2273 (CARE)

24/7 service

<https://ontariocaregiver.ca>

This helpline provides support and information to caregivers to a person with dementia. An online live chat service is also available Monday to Friday, from 7 a.m. to 9 p.m.

Toronto Dementia Network

<https://tdn.alz.to>

Find information about dementia-related programs, services and events in Toronto.

Behavioural Supports Ontario (BSO)

www.behaviouralsupportsontario.ca

Find local services that can help persons with behaviour changes and challenging behaviours associated with dementia, mental health, substance use or other neurological conditions. There are also services for caregivers.

Stroke

A stroke happens when blood stops flowing to any part of a person's brain, damaging their brain cells.

Stroke is a medical emergency.

If a person's face is drooping, if they cannot raise both arms, or their speech is slurred or jumbled, call 911 right away. Do not drive to the hospital.

Heart and Stroke Foundation

1-888-473-4636

www.heartandstroke.ca/stroke

This organization provides information about stroke, prevention and recovery, including information specific to women and Indigenous Peoples. A person can also get information from their family doctor.

End-of-Life Support

Feeling supported while experiencing or anticipating death, dying and bereavement is important for mental health and wellbeing.

Call or text 2-1-1 (24/7 service in 150+ languages) to learn about supports such as counselling, support groups and more.

Hospice and Palliative Care

Hospice and palliative care aim to relieve suffering and improve the quality of life for people who are very sick or dying by meeting their physical, psychological, social, cultural, emotional and spiritual needs. The care does not speed up death or prolong life. During earlier stages of an illness, palliative care may be combined with other treatments. It may also provide comfort and dignity when a cure is no longer possible. Families also benefit from support when their loved one is dying, and also after this person's death.



Hospice Palliative Care Ontario

416-304-1477

1-800-349-3111

www.hpco.ca

Find information about advance care planning, hospice palliative care, caregiver and bereavement supports.

There are two types of hospice and palliative care.

Agencies provide Home and Community Palliative Care that relieve pain and manage distressing symptoms to help patients die at home with dignity and comfort. They can also help with hospital discharge or moving a patient to a palliative care unit at a hospital or hospice, and support caregivers. Depending on a person's situation, services may be covered by the Ontario Health Insurance Plan (OHIP) or there may be fees.

Hospitals provide Residential Hospice Care and Palliative Care in the form of palliative nursing and medical care 24/7 in a home-like setting for very sick people who are close to death. This care includes pain and symptom management, and spiritual, grief and bereavement supports to the person and their families, friends and caregivers.

Both types of care can be found by contacting:

Ontario Health atHome

Call 310-2222 (no area code)

Service in 150+ languages

www.ontariohealthathome.ca

Ontario Health atHome was formerly Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Medical Assistance in Dying (MAID)

Medical Assistance in Dying (MAID) permits a doctor or nurse practitioner to assist an eligible patient to voluntarily end their life. To learn more, a person can speak to anyone on their health care team – someone they are comfortable with and trust.

This may include a nurse, doctor, social worker, spiritual care provider or other care team member.

Health 811 (formerly Health Connect Ontario and Telehealth Ontario)

Call 8-1-1

TTY: 1-866-797-0007

24/7 service

<https://health811.ontario.ca>

Free, confidential health advice by telephone. The advice is provided by experienced Registered Nurses, who can answer questions about MAID and help a person understand the process.



Loneliness, Mental Health & Addictions

Find information on crisis helplines, check-ins, friendly visits, counseling, mental health treatment, addiction and gambling.

See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone; 2SLGBTQI+ seniors, seniors from other cultural, linguistic, or religious communities, newcomer seniors, seniors living with a disability, and veterans.



A person whose life is in danger needs to go to the nearest hospital emergency room or call:

911

Call 9-1-1

24/7 service in 150+ languages

The Toronto Police Service's Mental Health Mobile Crisis Intervention Team (MCIT) is a partnership between the police and some Toronto hospitals. It teams up a mental health nurse and a specially trained police officer to respond to mental health emergencies. The teams will assess the person in crisis and connect them to follow-up services. For TTY access, press the spacebar key repeatedly until you get a response.

Helplines and Crisis Services

A person at risk of hurting themselves or others, in pain, struggling to care for themselves, or to be healthy in their home can contact the:

Toronto Seniors Helpline

416-217-2077

Monday – Friday 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

A crisis team can visit a senior at home, work with them to create a plan to solve their problem, and connect them to supports. These supports may include help with safety planning for elder abuse, connecting to health care, or getting food or other services to help the person live a healthy, safe, and independent life in the community.



City of Toronto

- Toronto Community Crisis Service (TCCS)

Call 2-1-1 or 9-1-1

TTY for 211: 1-888-340-1001

24/7 service in 150+ languages

www.toronto.ca (Search “Crisis Service”)

Crisis workers can respond to non-emergency calls for people in crisis and requests for wellbeing checks, and connect them to other supports.

Distress Centres of Greater Toronto

416-408-4357 (416-408-HELP)

24/7 service in 150+ languages

www.dccgt.com

Find emotional support, crisis intervention and suicide prevention over the phone.

Gerstein Crisis Centre

416-929-5200

24/7 service, interpretation services available

www.gersteincentre.org

Find telephone support, a mobile crisis team, referrals to community supports, substance use crisis management, follow-up and access to short-term crisis beds.

Talk Suicide Canada

1-833-456-4566

24/7 service in English and French

Text **45645** in the evenings

www.dccgt.com/talk-suicide

Find a crisis counsellor who will listen and help callers feel safe.



988 – Suicide Crisis Helpline

Call or text 9-8-8

TTY: 7-1-1 for a relay operator. Internet Protocol Relay (IP Relay) and Canada Video Relay Service (Canada VRS) also available 24/7 service in English and French. Interpretation services into other languages may be available

www.988.ca

Find a safe space to get help and support to deal with suicidal thoughts. If personal safety is at risk, call 911 right away. Concerned persons can also find information to support someone else who might be struggling.

Counselling

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find a counselling service that may help with relationship conflicts, abuse, managing stress, dealing with the loss of a loved one, health concerns and more. Services may be free, or fees may be based on a sliding scale. Please mention any language or cultural needs.

Toronto Rape Crisis Centre / Multicultural Women Against Rape

416-597-8808

24/7 service, Interpretation available

Text or SMS Chat 647-424-1134

www.trccmwar.ca

Provides counselling, group support, education, advocacy, and activism to survivors of sexual violence aged 16+ and who identify as women, trans or non-binary.



Assaulted Women's Helpline

1-866-863-0511

TTY: 1-866-863-7868

24/7 service in 200+ languages, including 17 Indigenous languages

www.awhl.org

Provides free, confidential and anonymous crisis counselling, emotional support, information and referrals by telephone to women who have experienced any type of abuse.

Services for Male Survivors of Sexual Abuse

1-866-887-0015

24/7 service

Provides crisis and referral services, counselling and peer support to male survivors of sexual abuse, whether the abuse happened recently or in the past.

Trans Life Line

1-877-330-6366

www.translifeline.org

Emotional and financial support by trans people for trans people in crisis.

Hope for Wellness

1-855-242-3310

24/7 service in English and French. Cree, Ojibway and Inuktitut on request

www.hopeforwellness.ca

This service offers immediate help to all Indigenous Peoples across Canada, with counselling and crisis intervention via phone or online chat.



Talk4Healing – Helpline and online counselling for Indigenous women

Call or text 1-855-554-4325 (HEAL)

Service in 14 Indigenous languages and dialects

www.talk4healing.com

Free, culturally-safe telephone helpline, text or chat for Indigenous women in Ontario to get emotional support or help in potentially dangerous situations.

Fem'Aide Francophone Helpline for Women

1-877-336-2433

24/7 service

www.femaide.ca

Free, confidential crisis intervention support and referral to other supports for Francophone women aged 16+.

Addictions and Gambling Support Programs

Mental health or addictions supports include short-term crisis and mobile response services, long-term case management, Rapid Access Addiction Medicine (RAAM) Clinics, support groups, social and recreational programs, and supportive housing. Some organizations may also offer services in several languages or offer cultural and traditional ways of healing.

See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone; 2SLGBTQI+ seniors, seniors from other cultural, linguistic, or religious communities, newcomer seniors, seniors living with a disability, and veterans.



To access mental health and addictions support programs, a person can ask for a referral from their doctor or a community health centre, call 211 or contact:

The Access Point

416-640-1934

www.theaccesspoint.ca

Apply for mental health and addictions support services and supportive housing through one central place. When discussing eligibility, please tell them of any needs as an Indigenous, Black, 2SLGBTQI+, Francophone, newcomer, or non-English speaking senior, or a person with a disability.

ConnexOntario

1-866-531-2600

24/7 service in 150+ languages

www.connexontario.ca

Free and confidential health services information for people experiencing problems with alcohol, drugs, mental illness or gambling (casinos, slots, internet, lotteries, etc.).

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

A trained crisis team can visit a senior at home, work with them to create a plan to solve their problem, and connect them to supports.



Friendly Visiting or Phone Calls

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Get a referral to a community agency or volunteer group that offers phone-calls and friendly visits for people who feel lonely or need someone to talk to. Please mention any language or cultural needs.

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

The helpline can refer people to a phone call or visiting service. Please mention any language or cultural needs.

A Friendly Voice

1-855-892-9992

www.afriendlyvoice.ca

Trained volunteers offer empathetic support to seniors aged 55+ who may feel lonely or isolated. No registration is needed.



Caregiver Supports

Providing care for a friend or family member can be challenging, especially when balancing work or childcare. Unpaid caregivers can find programs, resources, financial supports and respite care options that may help them with any mental, emotional, physical, and financial stress.

For more information, call the Ontario Caregiver Helpline at 1-833-416-CARE (2273).



Leaves of Absence

Ministry of Labour - Family Caregiver Leave

416-326-7160

TTY: 1-866-567-8893

www.ontario.ca (Search “Family Caregiver Leave”)

Unpaid, job-protected leave of up to eight weeks per calendar year per family member. These eight weeks do not have to be taken together. A certificate from a qualified health practitioner that confirms the health status of the ill relative must be provided to the employer.

Ministry of Labour - Family Medical Leave

www.ontario.ca (Search “Family Medical Leave”)

Unpaid, job-protected leave of up to 28 weeks in a 52-week period for employees who have certain relatives with a serious medical condition who have a significant risk of dying within a 26-week period. A certificate from a qualified health practitioner that confirms the health status of the ill relative must be provided to the employer.

Financial Support

Canada Revenue Agency (CRA) - Family Caregiver Benefits for Adults

1-800-959-8281

www.canada.ca/en/services/benefits/ei/caregiving.html

Family Caregiver Benefits for Adults is an Employment Insurance (EI) benefit paid to caregivers who have to miss work temporarily to care for a family member who is critically ill or injured and aged 18+. Eligible caregivers may be paid up to a maximum of 15 weeks of EI benefits.



Canada Revenue Agency (CRA) - Compassionate Care Benefits

1-800-959-8281

www.canada.ca/en/services/benefits/ei/caregiving.html

Compassionate Care Benefits is an Employment Insurance (EI) benefit paid to caregivers who have to miss work temporarily to care for a family member who is terminally ill and is at risk of dying within 26 weeks. Eligible caregivers may be paid up to a maximum of 26 weeks of benefits.

Canada Revenue Agency (CRA) - Canada Caregiver Credit (CCC) and Disability Tax Credit (DTC) Transfer

1-800-959-8281

Caregivers may be eligible for two types of tax savings when filing income taxes. Caregivers to “a dependent with a physical or mental impairment” may be eligible for the Canada Caregiver Credit at **www.canada.ca/cra** (Choose English or French, then search “Canada Caregiver Credit”). Caregivers may also be eligible for the Disability Credit Transfer at **www.canada.ca/cra** (Choose English or French, then search “Disability Tax Credit”) if the dependent applies for their Disability Tax Credit.

For more information about income tax, government pension programs and social assistance programs to support seniors living on a fixed or low income see the Employment, Volunteering & Money section on page 25.

To find information about tax credits to stay at home and age in place, see the Assistive Devices or Home Modification section on page 139.



Support Networks, Caregiver Programs and Counselling

There are many local resources, community service agencies, and caregiver support programs to help individuals and families who are balancing caregiving responsibilities and family members' illnesses and complex needs. To find support, contact the services listed below.

If you are in crisis, call 911 or find help right away through the organizations in the Emergency & Important Numbers section on page 15.

For ongoing or non-emergency support, see the Loneliness, Mental Health & Addictions section on page 78.

Ontario Caregiver Helpline

1-833-416-CARE (2273)

24/7 service

Live chat available Monday to Friday, 7 a.m. – 9 p.m.

www.ontariocaregiver.ca

A helpline for caregivers who need support or who have questions about care.

Alzheimer Society of Toronto

416-322-6560

www.alz.to

People with dementia, their families and their caregivers can get support, information, programs and education. The organization also works to increase public awareness of dementia, to promote research, and to advocate for services.



Toronto Dementia Network

<https://tdn.alz.to>

This network has a database that collects, organizes and shares information about dementia-related programs, services and events in Toronto.

Family Councils Ontario

647-427-5551

www.fco.ngo

Caregivers of long-term care home residents can find resources and information here. The group also provides a public database to connect families to Family Councils and networks.

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

Caregivers can get supportive counselling over the phone.

Respite Care

Respite Care offers temporary living arrangements or special care for seniors. This provides a short relief or rest period for the family, guardians, or other regular caregivers. There may be costs for respite care.

In-Home Respite Care Services

Call Ontario Health atHome (310-2222, no area code) to ask about government-funded Respite Care supports provided by community agencies.

Call 211 to ask about in-home respite care



Respite Beds in Long-Term Care Homes

Contact Ontario Health atHome (310-2222, no area code) to apply for a respite bed. There is a fee to stay in respite beds offered by long-term care homes.

Respite Beds in Retirement Homes

Find a retirement home that offers respite beds by searching the public register at **www.rhra.ca** (Search “Retirement Home Database”, then choose “RHRA’s Retirement Home Public Register”) or call 1-855-ASK-RHRA (1-855-275-7472). Then contact the retirement home directly for information and to apply for a respite bed. There is a fee to stay in respite beds in a retirement home.

Adult Day Programs

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Caregivers can get a rest period while seniors who are living with cognitive, physical and/or mental health disabilities attend an adult day program. Services include activities, meals, snacks, personal care and social programs. Please mention any language or cultural needs. There is usually a fee to participate. Subsidies may be available.



Elder Abuse & Fraud

Elder abuse is defined by the World Health Organization as “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”.

There are many types of elder abuse, including financial abuse, financial exploitation, psychological abuse, physical abuse, sexual abuse, neglect, abandonment, or a combination of these.

For legal support or to find a lawyer, please see the Legal section on page 98.



Report Abuse

911

Call 9-1-1

24/7 service in 150+ languages

Call to report abuse in an emergency when there is a serious injury or when a person is in immediate danger. For TTY access, press the spacebar key repeatedly until you get a response.

Toronto Police Service (non-emergency line)

416-808-2222

TTY: 416-467-0493

www.tps.ca

Office of the Public Guardian and Trustee

1-800-366-0335 (main line)

416-327-6348 (investigations)

TTY: 416-314-2687

www.attorneygeneral.jus.gov.on.ca/english/family/pgt

A person can call to make a report if they suspect abuse. This Office also investigates allegations of incapacity that can result in harm.

Long-Term Care ACTION Line

1-866-434-0144

Call to report concerns about long-term care homes in Ontario.

Retirement Homes Regulatory Authority (RHRA)

1-855-275-7472 (1-855-ASK- RHRA)

www.rhra.ca

Call to report concerns about retirement homes in Ontario.



Helplines and Treatment

Information about counselling services can be found in the Loneliness, Mental Health & Addictions section on page 78 or call 211.

See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone; 2SLGBTQI+ seniors, seniors from other cultural, linguistic, or religious communities, newcomer seniors, seniors living with a disability, and veterans.

Seniors Safety Line

1-866-299-1011

TTY: 1-866-299-0008

24/7 service in 200+ languages

www.awhl.org/seniors

A free, confidential crisis and support line for seniors suffering any kind of abuse or neglect. Counsellors can provide emotional support, safety planning, information and referrals.

Toronto Seniors Helpline

416-217-2077

Monday – Friday, 9 a.m. – 8 p.m.

Weekends and holidays, 10 a.m. – 6 p.m.

Service in 100+ languages

www.torontoseniorshelpline.ca

Provides telephone crisis support and assistance, connection to other services, or a crisis outreach service for seniors.

Ontario Network of Sexual Assault / Domestic Violence Treatment Centres

1-855-NAV-SADV (628-7238)

24/7 service

www.sadvtreatmentcentres.ca

These centres provide care and treatment to help survivors of sexual assault or domestic violence. They are located in some hospitals.

Ministry of the Attorney General – Victim Support Line

1-888-579-2888

TTY: 1-855-710-8497

24/7 service, interpretation services available

www.attorneygeneral.jus.gov.on.ca/english/ovss

This toll-free multilingual information line provides services to victims of crime.

Education and Awareness about Abuse

Elder Abuse Prevention Ontario (EAPO)

416-916-6728

www.eapon.ca

Delivers education and training to the public, service providers, front-line workers and care professionals.



Fraud and Scams

Fraud is the number one crime against older Canadians. Frauds and scams can happen in person, over the phone or through e-mail.

Scammers often use high pressure tactics and claim that there is a time-sensitive opportunity or an emergency. Sometimes scammers pretend to be working for a business, bank, government agency or the police. They may even pretend to be a relative. Scammers may try to scare or threaten the person they are trying to scam, or may ask them to keep a “secret” from family and friends. Common scams get people to:

- share their credit card or bank account PIN numbers
- send money to help a new love interest or a family member
- send money or banking information to get a lottery win or prize money, or a job
- pay for goods or services that have not been ordered
- invest in opportunities that are too good to be true
- send money to help a suffering person or business

People who think they may have been a target of fraud or a scam should not feel embarrassed or ashamed. Instead, they should report it and get help.



To report fraud or scams:

Toronto Police Service (non-emergency line)

416-808-2222

TTY: 416-467-0493

www.tps.ca

Call to report fraud to the police. This number is used when no one or no property is in immediate danger.

To get more information about fraud and scams:

Toronto Police Service - Reporting and Preventing Fraud

www.tps.ca/fraud

Canadian Anti-Fraud Centre

1-888-495-8501

www.antifraudcentre.ca

Helps victims of fraud with next steps including informing their local police, bank, and credit bureau, keeping copies of emails/evidence, and changing their passwords. The Centre also provides emotional support and information on avoiding fraud in the future.





Legal

Find information about:

- Organizations that provide legal advice and representation for seniors
- Community Legal Clinics
- Legal education and information
- Complaints to Ombudsman offices, the City of Toronto and other levels of government
- Power of Attorney
- Making a Will

For information about abuse or fraud, please see the Elder Abuse & Fraud section on page 92.

See the Specialized Services section on page 121 for examples of services for Indigenous; Black; Francophone; 2SLGBTQI+ seniors; seniors from other cultural, linguistic, or religious communities; newcomer seniors; seniors living with a disability; and veterans.

Legal Support, Advice and Representation

Advocacy Centre for the Elderly (ACE)

416-598-2656

www.acelaw.ca

Provides legal services to seniors aged 60+ who are living on a low income. Issues include long-term care, hospital discharge, elder abuse, government pensions, income maintenance, retirement home tenancies, and more. Call for information or referral to a lawyer. If the office is closed and legal advice is needed urgently, contact the Law Society Referral Service.

Law Society Referral Service

416-947-5255

www.findlegalhelp.ca

Request a referral to a lawyer or legal clinic for a free 30-minute consultation.

Legal Aid Ontario (LAO)

416-979-1446

TTY: 1-800-855-0511

www.legalaid.on.ca

Service in 300+ languages, including Indigenous languages
Provides legal services for eligible Ontarians living on a low income about domestic violence, family, immigration or refugee, and criminal law. They cannot help with permanent residency, sponsorship applications or visas. Priority is given to people experiencing domestic violence; who identify as Indigenous; who are racialized; dealing with mental health issues or addictions; in prison; or in custody awaiting bail or trial.



JusticeNet

416-479-0551

1-866-919-3219

www.justicenet.ca

Provides services online or by phone to people who need legal expertise, and whose income is too high to get Legal Aid and too low to afford standard legal fees.

Human Rights Legal Support Centre

416-597-4900

TTY: 416-597-4903

Service in 140 languages

www.hrlsc.on.ca

The Centre provides free telephone legal services to people who experience discrimination that goes against the Ontario Human Rights Code. They may provide legal assistance in filing applications at the Human Rights Tribunal of Ontario and legal representation at mediations and hearings. Find information about Ontario's human rights system at the Ontario Human Rights Commission website at **www.ohrc.on.ca/en/ontario-human-rights-code**

Community Legal Clinics

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

A person living on a low income can call to find a community legal clinic where lawyers, legal workers and paralegals can provide information, legal advice and representation. The person must prove financial need and live in the area served by the clinic. Please mention any language or cultural needs, health situation, or any other details that can help with finding a suitable clinic.

Legal Education and Information

Pro Bono Law Ontario - Legal Advice Helpline

1-855-255-7256

www.probonoontario.org/hotline

Get up to 30 minutes of free legal advice and assistance in civil law (not family law, or criminal law) such as employment, housing, consumer issues, power of attorney, and going to court for civil matters.

Community Legal Education Ontario (CLEO)

416-408-4420

Services available in English and French

www.cleo.on.ca

Provides free, easy-to-understand, legal education materials to help people who face barriers participate in the justice system. These barriers include income, literacy, language, disability, race or ethnic background, and isolation. The information is about social assistance, landlords and tenants, refugee and immigration, workers' compensation, criminal, consumer, family, health and disability, seniors, and youth law. They do not provide legal advice.

Ontario Court of Justice

www.ontariocourts.ca/ocj

Provides answers about Ontario's legal system, such as finding a lawyer or paralegal, tickets and fines, family and criminal law, wills and estates. They do not provide legal advice.



Complaints

An Ombudsman, or complaints office, is usually a method of last resort. It is best to ask an organization about their complaint procedure and use it to try to resolve the problem first.

It is important for a person to remember to ask for and to write down the names and titles of the people they have emailed or called, and all the dates they were in contact with the organization about their complaint. They also need to keep all documents and letters related to their complaint.

Complaints about Government Services

311

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

24/7 service in 180+ languages

www.toronto.ca/311

Get access to all non-emergency City of Toronto services, programs, and information. Call with issues, concerns or questions about waste and recycling, water, parks, roads, street signs, lights, nearby construction, or anything else that the City is responsible for.

Toronto City Council – Members of Council

Call 3-1-1

711 for TTY-based Telecommunications Relay Services

www.toronto.ca/council

Each of the City of Toronto's 25 Councillor's offices can help connect a resident to local support services or discuss local concerns. A person can call 311 to find their local City Councillor and how to contact them.

City of Toronto – Ombudsman Toronto

416-392-7062

TTY: 416-392-7100

www.ombudsmantoronto.ca

The City of Toronto's Ombudsman is independent from City staff and City Council. They receive confidential official complaints online, in person, by phone, mail, or e-mail about the services delivered by the City of Toronto and its agencies, boards and commissions.

City of Toronto Auditor General – Fraud & Waste Hotline

416-397-7867

24/7 service

www.torontoauditor.ca/report-fraud

The general public, City of Toronto staff and anyone doing business with the City can report suspected fraud, waste, or wrongdoing involving City resources.

Toronto Transit Commission (TTC) – Customer Service Centre

416-393-3030

TTY: 416-338-0357

www.ttc.ca/Customer_Service

Fill out an online form or call to speak with customer service to report problems with the subway, streetcars or buses or bad service.

Province of Ontario – Ombudsman Ontario

1-800-263-1830

TTY: 1-866-411-4211

www.ombudsman.on.ca

Ombudsman Ontario investigates complaints about the Government of Ontario and ServiceOntario. Confidential complaints can be made online, in person, by phone, mail,



or e-mail. Appointments are recommended for in-person complaints.

Government of Canada – Office for Client Satisfaction

1-866-506-6806

TTY: 1-866-506-6803

www.canada.ca (Search “Office for Client Satisfaction”)

This office handles suggestions, compliments, and complaints about the service delivery of Service Canada benefits and services. It cannot help with reconsideration or appeals for decisions that relate to Employment Insurance (EI), the Canada Pension Plan (CPP) or Old Age Security (OAS). It also cannot influence the application or payment process for Service Canada programs.

Hospital, Long-Term Care and Retirement Home Complaints

If you are a tenant and have housing complaints, please see the Tenant Concerns & Complaints section on page 46.

Patient Ombudsman

416-597-0339

1-888-321-0339

TTY: 416-597-5371

www.patientombudsman.ca

A person can get free and confidential help if they have already tried to resolve their complaint with a public hospital, long-term care home or Ontario Health atHome (310-2222, no area code) and are still not satisfied.

Long-Term Care ACTION Line

1-866-434-0144

Complaints and concerns about long-term care homes should first be raised with the program administrator. If the issue is not resolved to your satisfaction, Ontario's Long-Term Care ACTION Line may be able to help.

Retirement Homes Regulatory Authority (RHRA)

1-855-275-7472 (1-855-ASK- RHRA)

www.rhra.ca (Search "Complaints", then choose "Complaints")

A person can make a report if they suspect that retirement home residents have been harmed or may be harmed because of abuse, neglect, improper care or treatment, unlawful conduct, or that a resident's money is being misused.

Consumer Protection

Consumer Protection Ontario

416 326 8800

TTY: 416-229-6086

www.ontario.ca/page/consumer-protection-ontario

A person can get information on how to protect themselves before, during or after making a purchase, learn about their consumer rights and how to file a complaint. This website explains a person's rights under the Consumer Protection Act (for example, a contract is subject to a cooling off period, and a person has the right to cancel a contract for any reason within 10 days of receiving a written copy of the agreement).

Government of Canada – Office of Consumer Affairs

1-800-328-6189

www.ic.gc.ca/officeofconsumeraffairs

Find answers to common consumer questions, including those about fraud, debt, identity theft and cell phone plans. This office



also gives information about recalls and alerts on consumer products, food, health products, and vehicles.

Power of Attorney

A Power of Attorney is a legal document that a person signs to give someone else the authority to make decisions for them if they become mentally incapable. This choice should be made very carefully. The person chosen does not have to be a family member.

There are two kinds of Power of Attorney:

- **Power of Attorney for Personal Care:** This document gives the chosen person the legal right to make decisions about health care, nutrition, shelter, clothing, hygiene, and safety.
- **Power of Attorney for Property:** This document gives the chosen person the legal right to make decisions about money and property (pay a person's bills, collect money owed to them, maintain or sell their house, or manage their investments).

If a person does not have a Power of Attorney ready and they become mentally incapable to make their own decisions, the government may make decisions for them about medical treatment or moving to a long-term care (LTC) home.

More information about Power of Attorney can be found at the:

Government of Canada's webpage "What every older Canadian should know about: Powers of attorney (for financial matters and property) and joint bank accounts"

www.canada.ca (Choose either English or French, then search "Older Canadian Powers of Attorney")

Pro Bono Law Ontario - Legal Advice Helpline

1-855-255-7256

www.probonoontario.org/hotline

A person can get up to 30 minutes of free legal advice (excluding family, immigration or criminal law).

Office of the Public Guardian and Trustee

1-800-366-0335

TTY: 416-314-2687

www.attorneygeneral.jus.gov.on.ca/english/family/pgt

A person can download a free Power of Attorney kit or order a print copy to be mailed to them.

Making a Will

A will is a document that gives instructions for what should happen to a person's estate (property) after their death. It names a person (an 'executor' or an 'estate trustee') who will make sure that the deceased person's debts are paid and that their property goes where their will says it should go. To start making a will, find a lawyer or paralegal through the:

Law Society Referral Service

416-947-5255

www.findlegalhelp.ca

Request a referral to a lawyer or legal clinic for a free 30-minute consultation.

JusticeNet

416-479-0551

1-866-919-3219

www.justicenet.ca

Provides services online or by phone only to people who need legal expertise, but whose income is too high to access Legal Aid and too low to afford regular fees.



211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect to a community legal clinic.

Advocacy Centre for the Elderly (ACE)

416-598-2656

www.acelaw.ca

The Centre provides general information about wills but does not help callers prepare a will. Call to get legal information or to be referred to a lawyer.





Food

Find information about food, nutrition and meal supports.

See the Specialized Services section on page 121 for examples of services for Indigenous, Black, Francophone, 2SLGBTQI+ seniors, seniors from other cultural, linguistic, or religious communities, newcomer seniors, seniors living with a disability, and veterans.



Healthy Eating and Nutrition Information

Canada's Food Guide, 2021

<https://food-guide.canada.ca/en>

Find information about diet and nutrition from the Government of Canada.

Toronto Public Health

Call 3-1-1 or 416-338-7600

Get online or telephone information to help identify and get healthy food. For an online eChat, visit www.toronto.ca/health (Select "Chat Live with a Health Professional").

Health 811 (formerly Health Connect Ontario and Telehealth Ontario)

Call 8-1-1

TTY: 1-866-797-0007

24/7 service

<https://health811.ontario.ca>

Find help and information about healthy eating and nutrition from a Registered Dietitian.

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Connect with a Community Health Centre to get nutrition planning and advice from a Registered Dietitian.

Heart and Stroke Foundation

416-489-7111

www.heartandstroke.ca

Get general information about heart disease and stroke, and find online tips and recipes for healthy eating.



Toronto Public Health - Low Risk Alcohol Drinking Guidelines

Call 3-1-1 or 416-338-7600

www.toronto.ca/alcohol

Get information and advice about drinking.

Grocery and Food Delivery

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find community agencies and volunteer groups that help deliver food and other essentials (for example, incontinence products, pet supplies, prescription medications) that a person has already bought. Mention any specific cultural and dietary needs in case such services are available.

Meals on Wheels / Meal Delivery

www.mealsonwheels.ca

Use the Meals on Wheels online service finder or call 211 to connect with local agencies that deliver hot and ready-to-eat meals, or microwaveable frozen meals, to seniors aged 55+. Agencies may be able to help people with special diets. Registration is required and fees usually apply. Subsidies may be available.



Getting Fresh Vegetables and Fruit

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find food banks, low-cost fresh food markets, pay-what-you-can grocery stores, and grocery delivery services. Some offer culturally appropriate foods.

City of Toronto – Allotment Garden

Call 3-1-1 or 416-396-7378, extension 2

www.toronto.ca (Search “Seasonal & League Bookings”).

On the “Seasonal & League Bookings” page, choose the “Allotment Gardens” tab)

Residents can apply for an allotment garden to grow their own vegetables and fruit. Apply to get on the waitlist on the first business day in February. Fees apply.

City of Toronto – Community Garden

Call 3-1-1 or 416-392-7800

www.toronto.ca (Search “Community Gardens”)

Residents can contact the Supervisor of Community Gardens to join an existing community garden. Groups of at least five people can request to start a new Community Garden.



Not Far From the Tree

416-658-0724

www.notfarfromthetree.org

Share fresh fruit from fruit trees on residential properties. Volunteers pick fruit that is split three ways: one part to the tree owners, one part to the volunteer pickers and one part to a community agency. Call to register as a tree owner or a volunteer fruit picker.

The Stop

416-652-7867

www.thestop.org

Residents in the Junction to Davenport areas can access a food bank and drop-in meals. The Stop also sells fresh produce and prepared foods through their weekly “Good Food Markets”.

In-Person Meals

Group / Congregate Dining

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find a community agency that offers an opportunity to enjoy a nutritious meal with others. Some offer ethnic and culturally appropriate foods. Fees usually apply and subsidies may be available. Persons who need help getting to a Group Dining program can call 211 to ask about transportation services.



Community Kitchens

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find opportunities to learn to cook healthy, nutritious, affordable meals and meet new people when dining together. Some meals are low cost, and others are free.

Persons who need help getting to a program can call 211 to ask about transportation services.

Food Banks

Use the Daily Bread “Find a Food Bank” search tool at **www.dailybread.ca/need-food/programs-by-location** or call 211 to find free food and other essentials nearby.

Most food banks need to see proof of address, income and identification. Many places of worship (for example, mosques, synagogues, churches, temples) also provide food banks to their congregations.

There are also specialized food banks for vegetarian food, Halal food, Kosher food, and more. Some food banks offer pet food and supplies.

Canadian Red Cross Mobile Food Bank

416-236-3180

www.redcross.ca

This service delivers food to eligible people who cannot leave their home to visit a food bank because of a temporary or permanent disability.



Pets

City of Toronto – Toronto Animal Services

Call 3-1-1 or 416-338-PAWS (7297)

www.toronto.ca (Search “Animals & Pets”)

Provides spay and neuter services, pet licenses, microchipping, flea treatment, and more. Households living on a low income may receive reduced or waived fees. They also provide information on what to do if a person loses their pet, if someone finds a lost pet, and how to surrender a pet to a shelter.



Toronto Humane Society

416-392-2273

www.torontohumanesociety.com

Provides low-cost spay, neuter and vaccination services, and a paid dog-walking service. They also provide support when a person adopts a pet or surrenders a pet.

Ontario Pet Loss

www.ontariopetloss.org

This is a support group for people whose pet has died, or who has a dying pet.

Food Banks that Provide Pet Food

Call or text 2-1-1 (24/7 service in 150+ languages) to find a food bank that offers pet food.

Help to Pay for Vet Care

The Farley Foundation

1-888-262-9811

www.farleyfoundation.org

Eligible pet owners living on a low income can get help to pay for non-elective veterinary care. A person can ask their vet to submit an application for them. The Foundation cannot discuss a person's funding application or recommend a vet.



Arranging for Pet Care

The best place for a pet is with their owner. However, there may be times when a pet needs to stay with someone else temporarily, or needs extra services, to be able to stay with their owner.

SafePet Program – When Leaving Violent Situations

1-800-670-1702

www.safepet.ca

This program coordinates long-term or short-term pet foster care for persons who are leaving violent situations. The person must have a referral from any organization or professional who is actively helping with their transition to safety. If the person has contacted a shelter, their caseworker will be able to act as their referral agent.

HelpingPawsTO

www.toronto.ca (Search “Homeless Pet”)

A client of a shelter or 24-hour homeless service in Toronto who has a pet can ask staff about getting free pet services. These include spay and neuter services, a health exam, flea control, microchip, vaccinations, food, supplies, and training.

If a person becomes very ill or needs to go to a hospital, the best place for their pet is with a family member, friend or trusted neighbour. If there is no one a person can rely on to look after their pet, they can call 211 to see if there are any supports available.



Follow these steps to make sure someone else can temporarily look after a pet:

- Fill out the Emergency Preparedness for Your Pet information form available on the City's "Support for Pet Owners" webpage at https://www.toronto.ca/wp-content/uploads/2020/04/95b0-TAS-Emergency-Pet-Information_FINAL.pdf and attach a picture of the pet. Keep the form where it can be found easily during an emergency
- Find a family member or friend who is ready to temporarily take care of the pet, when needed
- The owner should make sure their housing provider knows they have a pet
- Keep an extra two-week supply of the pet's food. Write down what, when and how much to feed the pet, and where to find the food on the information form
- Have pet crates, food and extra supplies ready
- Get the pet used to its crate or carrier. Label the crate or carrier with the owner's name, address, and phone number
- Put the following in a plastic bag, then seal the bag:
 - The pet's vaccination records
 - Information about the pet's medications, dosages, and how to give the medication. Include the prescription name
 - Contact information for the vet
- Make sure the pet has an ID tag, such as a licence or rabies tag
- If the pet is microchipped, make sure the owner's contact and emergency contact information is up-to-date. Call 1-877-707-7297 to update the 24Petwatch registry

Emergency Preparedness for Your Pet

Family Contact Information

Name

Address

Phone Number

Alt Phone Number

Email

Alternate Email

Emergency Contact Name

Emergency Contact Phone

Emergency Contact Email

Veterinary Clinic

Veterinarian Phone Number

Pet Information

Name

Age

Species

Breed

Sex

Spayed/Neutered

Vaccination information

Health Issues

Medications

Behavioural Concerns

Feeding Instructions

Allergies

Location of Emergency Supplies

Microchip Number

Collar Tag Information

i.e. City of Toronto

Comments

Notes:



Specialized Services for Seniors

See examples of services led by agencies and community groups that serve Indigenous, Black; Francophone, 2SLGBTQI+ seniors, seniors from other cultural, linguistic, or religious communities, newcomer seniors, seniors living with a disability, and veterans.

A person can call 211 to ask about services that meet their specific needs.



Information for Indigenous Seniors and Elders

Below are some examples of services led by and developed for Indigenous Peoples, including for Elders and seniors. Many will be able to refer a person to other organizations.

A person can call 211 to ask about services that meet their specific needs or visit the TKARONTO Indigenous Peoples Portal at **www.indigenousTO.ca**.

Social and Community Supports

Toronto Council Fire Native Cultural Centre

416-360-4350

www.councilfire.ca

Supports the spiritual and personal growth of First Nations individuals by providing counselling, material help, and other services.

Toronto and York Region Métis Council

416-977-9881 ext. 124

www.torontoyorkmetis.com

Provides cultural events and education to ensure the Métis People in Toronto and York Region are thriving and culturally vibrant.

Native Women's Resource Centre of Toronto

416-963-9963

www.nwrct.ca

Supports urban Indigenous women and their families by providing culturally-relevant programs including housing programs, trauma counselling, emergency food and more.



Housing and Emergency Shelter

Wigwamen Terrace

416-481-4451

www.wigwamen.com

Indigenous seniors can apply for affordable apartments in the first dedicated Indigenous seniors housing to be built in Toronto. There is a waiting list.

Gabriel Dumont Non-Profit Homes

416-286-5277

www.gabrieldumont.org

Provides subsidized housing for Indigenous households in southeast Scarborough.

Na-Me-Res (Native Men's Residence)

416-652-0334

www.nameres.org

Provides emergency shelter, transitional housing, and long-term independent housing initiatives while working to address underlying reasons for Indigenous homelessness. They may also be accessed through Central Intake (call 3-1-1 or 416-338-4766).

Health Care, Home Care and Healing

Anishnawbe Health Toronto

416-360-0486

www.aht.ca

This community health centre offers holistic healthcare including counselling, medical support, physiotherapy, chiropody, diabetes support, dental and more.



The Centre for Addiction and Mental Health (CAMH) – Shkaabe Makwa Clinical Services

416-535-8501, extension 2

www.camh.ca/ (Search “Shkaabe Makwa”)

Offers group therapy and individual counselling to Indigenous adults who are experiencing substance misuse and mental health issues. Support is provided by social workers, Elders, Healers and Knowledge Sharers. It includes cultural programming and ceremonies.

2-Spirited People of the First Nations

416-944-9300

www.2spirits.org

Provides education and support based on Indigenous philosophies of holistic health and wellness to Two-Spirit First Nations, Métis and Inuit Peoples living with or at risk for HIV and related infections.

Parkdale Queen West Community Health Centre – Niiwin Wendaanimak (Four Winds) Indigenous Health and Wellness Program

416-703-8482, extension 2426

www.pqwchc.org

The Four Winds program is an Indigenous-only space in a non-Indigenous organization. It offers culturally-specific supports and access to healing ceremonies, health education (with a focus on diabetes), access to primary care, harm reduction supports, and social and recreation activities.



Native Canadian Centre of Toronto – Seniors Program

416-964-9087

www.ncct.on.ca/programs/seniors-program

This Program helps Indigenous seniors remain independent in their own homes for as long as possible. Services include homemaking, personal support, group dining, medical transportation, telephone reassurance services and palliative care.

Crisis Helplines and Counselling

Hope for Wellness

1-855-242-3310

www.hopeforwellness.ca

24/7 service in English and French. Cree, Ojibway and Inuktitut on request.

Helps all Indigenous Peoples across Canada with counselling and crisis intervention via phone or online chat.

Talk4Healing – Helpline and online counselling for Indigenous women

Call or text 1-855-554-4325 (HEAL)

Service in 14 Indigenous languages and dialects

www.talk4healing.com

Free, culturally-safe telephone helpline, text or chat to Indigenous women in Ontario who need emotional support or help in potentially dangerous situations.

Legal

Aboriginal Legal Services

416-408-3967

www.aboriginallegal.ca

Provides free legal assistance to Indigenous individuals living on a low income.



Information for Black Seniors

Here are some examples of services that are led by and serve African, Caribbean and Black communities in Toronto, including seniors. These organizations may also refer people to other services.

A person can call 211 to ask about services that meet their specific needs.

Social and Recreational Activities

Jamaican Canadian Association

416-746-5772

www.jcaontario.org

The Caribbean Canadian Seniors group keeps seniors active and connected to community through devotionals, trips, workshops, and other programming.

Health Care and Mental Health

TAIBU Community Health Centre

416-644-3536

www.taibuchc.ca

Offers physical and social activities, nutrition, and writing programs led by seniors to help other seniors learn new skills, live a healthy life, and feel connected. They also offer healthcare services and health education.

Women's Health in Women's Hands

416-593-7655

www.whiwh.com

Provides primary healthcare to women from African, Black, Caribbean, Latin American and South Asian communities in Toronto. The team includes doctors, nurses, chiropodists, dietitians, mental health therapists, and social workers.



Tropicana Community Services

416-439-9009

www.tropicanacommunity.org

Offers culturally-aware and supportive programs with a focus on Caribbean, Black and African communities. Services include counselling, a food bank, a clothing bank, and family supports.

Here are examples (not a complete list) of Community Health Centres that have an expressed, consistent commitment to serving Black seniors in a culturally-responsive way:

Black Creek Community Health Centre

416-249-8000 – Jane Street location

416-246-2388 – York Gate Boulevard location

www.bcchc.com

Rexdale Community Health Centre

416-744-0066

www.rexdalechc.com

Parkdale Queen West Community Health Centre

416-537-2455 - Parkdale location

416-703-8482 - Dundas Street West and Bathurst Street location

416-537-8222 – Roncesvalles Avenue location

www.pqwchc.org

Africans in Partnership Against AIDS

416-924-5256

www.apaa.ca

Provides practical and emotional support, and advocacy for Black people living with HIV/AIDS.



Black Coalition for AIDS Prevention

416-977-9955

www.blackcap.ca

Provides counselling, settlement, practical support, employment, housing and social services for Black people living with, affected by or at risk of HIV/AIDS.

Legal

Black Legal Action Centre (BLAC)

416-597-5831

www.blacklegalactioncentre.ca

A not-for-profit community legal clinic that combats anti-Black racism by providing free legal services, conducting research, developing public legal education materials and engaging in test case litigation and law reform.

Food

Afri-Can Food Basket

416-832-5639

www.africanfoodbasket.ca

This organization promotes food justice across African, Caribbean, and Black communities in Toronto. They offer agricultural training programs and food supports for seniors.



Information for Francophone Seniors

See examples of French-language programs and services for Francophone seniors, older adults and their caregivers here.

A person can call 211 to ask about services that meet their specific needs.

Health Care and Settlement Services

Centre francophone du Grand Toronto

416-922-2672 or 1-800-268-1697

www.centrefranco.org

Provides support for health care, mental health and counselling services. They also provide legal assistance for persons living on a low income, and supports for newcomer Francophones.

Les Centres d'Accueil Héritage

416-365-3350

www.caheritage.org

Provides many services for Francophones aged 55+ including adult day programs, a Seniors Active Living Centre, transportation, medical escorts, case management, congregate dining, homemaking and hospice visits.

FrancoQueer

647-709-2600

www.francoqueer.ca

Provides settlement services and workshops for Francophone 2SLGBTQI+ newcomers. They host conversation groups, social activities, and la fierté FrancoQueer during Pride.



Mental Health and Counselling

Fem'Aide Francophone Helpline for Women

1-877-336-2433

24/7 service

www.femaide.ca

Francophone women aged 16+ can get free, confidential crisis intervention support and referral.

La Maison d'Hébergement pour Femmes Francophones

647-777-6419

www.lamaison-toronto.org

Francophone women and their children struggling with partner and family violence can find counselling services and safe emergency shelter.

Long-Term Care

City of Toronto – Bendale Acres Long-Term Care Home

416-397-7000

www.toronto.ca (Search “Pavillon Omer Deslauriers” and select “Bendale Acres (French)”)

This long-term care home operated by the City of Toronto has a designated French-language home area, Pavillon Omer Deslauriers. Apply by calling Ontario Health atHome (310-2222, no area code).



Information for 2SLGBTQI+ Seniors

See examples of services led by community groups that serve 2SLGBTQI+ seniors, older adults and their caregivers below.

A person can call 211 to ask about services that meet their specific needs.

Social and Recreational Activities

The 519 - Older 2SLGBTQ+ Adults Program

416-392-6874

www.the519.org

Provides weekly social gatherings and learning events, and promotes community resources.

Sunshine Centres for Seniors – Rainbow Circle

416-924-3979

www.sunshinecentres.com

Hosts social, recreational and healthy living programs for seniors in an inclusive multicultural, 2SLGBTQI+ friendly atmosphere.

Egale – Rainbow Table

416-964-7887

www.egale.ca/egale-in-action/rainbowtable

Offers a virtual space where 2SLGBTQI+ seniors can connect over topics that are important to the community. Seniors can also get support and resources about health and their legal rights.

Birchcliff Bluffs United Church - Dorothy's Place

647-915-2475

www.bbuc.ca/dp-about-us

2SLGBTQ+ seniors in East Toronto and Scarborough can receive weekly lunch, pastoral care, and advocacy. This ministry also brings educational programming and entertainment to seniors' residences.



Buddies in Bad Times Theatre – Youth/Elders Projects

416-975-8555

www.buddiesinbadtimes.com (Search “Youth Elders Projects”, then choose “Youth/Elders Programming”)

Offers a program for queer youth, elders, and folks of any age interested in conversation across queer generations about 2SLGBTQI+ issues.

Glad Day Bookshop

416-901-6600

www.gladdaybookshop.com

The oldest surviving 2SLGBTQI+ bookstore serves as a coffee shop and event space that provides a wide range of books and other resources.

Health Care

Sherbourne Health – 2SLGBTQ Health Programs

416-324-4103

www.sherbourne.on.ca

Offers many primary healthcare programs and services in a respectful and non-judgmental way to help clients feel better, cope with day-to-day challenges, and address specific 2SLGBTQ health issues.

Rainbow Health Ontario

416-324-4100

www.rainbowhealthontario.ca

People who identify as 2SLGBTQ can get help finding service providers that provide capable and welcoming care.



Hassle Free Clinic

416-922-0566

www.hasslefreeclinic.org

Provides free medical and counselling services in many areas of sexual health. Offers men's and women's clinics, with trans clients attending the clinic of their choice.

HQ, Toronto Gay Men's Health Hub

416-521-4445

www.hqtoronto.ca

Provides clinics, testing, vaccines, and other services to cis guys into guys, Two-Spirit, transgender, and non-binary people.

Health Care – HIV/AIDS

AIDS Committee of Toronto (ACT Toronto)

416-340-2437

www.actoronto.org

Provides programs and services for health, testing, counselling, a buddy program, employment support, and income taxes for those living with, affected by, or at risk for HIV.

The Toronto HIV Network (THN)

416-506-8606, extension 115

www.torontohivaidsnetwork.org

This coalition of organizations support people living with or affected by HIV.

Casey House

416-962-7600

www.caseyhouse.ca

This specialized multi-disciplinary hospital for people living with HIV/AIDS offers a day health program and inpatient care.



Catie

416-203-7122

www.catie.ca

This website provides information about HIV, hepatitis C, sexual health and harm reduction services. There are also additional resources to support a person's journey to health and wellness.

Mental Health and Counselling

GoodHead

www.goodhead.ca

This mental health resource is for gay, bisexual, queer, questioning, and other guys into guys.

The Centre for Addiction and Mental Health - Rainbow Services

416-535-8501, press option 2

www.camh.ca (Search "Rainbow Services", then choose "Rainbow Services (2SLGBTQ+)")

Provides therapy for 2SLGBTQ+ persons concerned about their drug and alcohol use.

Trans Life Line

1-877-330-6366

www.translifeline.org

Trans people in crisis can find emotional and financial support from trans people.

Family Service Toronto - DKS LGBTQ+ Counselling HIV/AIDS

416-595-9618

www.familyservicetoronto.org

Provides short-term individual, couple, and group counselling for 2SLGBTQ+ people on coming out, sexuality and identity, isolation, discrimination, relationships, parenting, self-esteem, violence, sexual abuse, and childhood trauma.



Newcomer Services

FrancoQueer

647-709-2600

www.francoqueer.ca

2SLGBTQI+ newcomers can find settlement and integration services.

Advocacy

Senior Pride Network Toronto

spntoronto@gmail.com

www.seniorpridenetwork.ca

This association of individuals and organizations is committed to promoting appropriate services and a positive, caring environment for elders, seniors, and older adults who identify as 2SLGBTQI+.





Information for Seniors from Other Cultural, Linguistic, or Religious Communities, and Newcomer Seniors

Many organizations and programs support older adults from various religious, cultural, ethnic and linguistic communities. To find them:

- Call or text 2-1-1 (24/7 service in 150+ languages)
- If applicable, a person can talk to their local place of worship (for example, a church, mosque, temple, synagogue) about programs and groups
- A person can ask their local library, community centre, community hub or City Councillor's office

Information for Seniors who are Newcomers

211

Call or text 2-1-1

TTY: 1-888-340-1001

24/7 service in 150+ languages

www.211central.ca

Find agencies and Community Health Centres that offer services to newcomer seniors. These include:

- Social and recreational activities in many languages and for many cultural groups and religions
- Health care services in many different languages
- Educational and English as a Second Language (ESL) courses and programs
- Information and referral to health, community, and social supports
- Income tax filing clinics



Settlement.org – Welcome to Ontario

www.settlement.org

Provides newcomers with information and resources to settle in Ontario. These include discussion boards and translated materials.

Here are some agencies that serve residents anywhere in Toronto or in specific areas of the city. More can be found by calling 211.

Across Toronto

Access Alliance Multicultural Health & Community Services

416-324-8677

www.accessalliance.ca

Provides primary health care services for immigrants, refugees, and their communities.

COSTI Immigrant Services

416-658-1600

www.costi.org

Provides employment, educational, settlement and social services to immigrants and refugees. They offer programs for seniors.

North Toronto

Centre for Immigrant and Community Services

416-292-7510

www.cicscanada.com

Provides individual counselling to seniors in English, Mandarin, and Cantonese. They also offer gatherings, support groups, seniors cyber and social clubs, wellness and special events, and help to file income taxes.



West Toronto

Polycultural Immigrant and Community Services

1-844-493-5839

www.polycultural.org

Operates the Seniors Connected program for social inclusion and physical wellness, and field trips. They also support seniors to become independent after hospital discharge by providing resources, check-ins, and friendly visits.

South Toronto

CultureLink

416-588-6288

www.culturelink.ca

Delivers seniors' art projects, language groups, English conversation circles, field trips, Seniors Empowering Seniors, and many more programs.

East Toronto

Catholic Crosscultural Services

416-757-7010

www.cathcrosscultural.org

Provides immigrants, refugees and new Canadians with settlement services, language learning, employment assistance, and counselling services.



Information for Seniors Living with a Disability

Here are examples of programs and services for seniors living with a disability.

A person can call 211 to ask about agencies and Community Health Centres that offer services that meet their specific needs.

To find information about government pension programs, financial assistance programs and tax credits, please see the Employment, Volunteering & Money section on page 25.

To find information about health supports, medical devices, home care help and tax credits to stay at home and age in place, please see the Health Care & Home Care section on page 55.

For information about caregiver leaves of absence, financial and emotional support, and respite care programs, please see the Caregiver Supports section on page 86 or call the Ontario Caregiver Helpline at 1-833-416-CARE (2273).

Assistive Devices or Home Modification

March of Dimes Canada – Home and Vehicle Modification Program

1-866-765-7237

www.marchofdimes.ca (Search “HVMP”)

This March of Dimes program helps applicants who have substantial mobility impairment that is expected to last at least one year to pay for basic home and/or vehicle modifications. See the website for a list of modifications.



Hearing

Canadian Hearing Society

1-866-518-0000 or hearingcarecounselling@chs.ca

TTY: 1-877-215-9530

www.chs.ca

Offers hearing care counselling for people aged 55+ living with hearing loss and provides information and help with assistive listening devices, specialized telephones and alerting devices. They are also the authorized vendor of hearing aids and other devices.

Bob Rumball Centre of Excellence for the Deaf

www.bobrumball.org

The Toronto Deaf Seniors' Centre (TDSC) provides services for Deaf seniors including social activities and events. The Bob Rumball Centre's Assisted Living Program also provides housing and fully-funded services.

Vision

Regular eye exams can help find problems early and protect a person's eyesight. Speak to a doctor about Ontario Health Insurance Plan (OHIP) covered eye exams for people aged 65 and over, eye care, and support services for those who are losing their ability to see.

Canadian National Institute for the Blind Foundation

– Toronto Region

1-800-563-2642

www.cnib.ca

Provides assessment, care, support, and information about financial assistance and jobs for people with vision loss. The CNIB Store provides many types of accessibility devices and visual aids.



Dual Vision and Hearing Loss

Canadian Helen Keller Centre – Seniors Program

416-730-9501

TTY: 416-730-9187

www.chkc.org

Provides seniors who are legally blind who also have hearing loss, and their caregivers, with assessments, case management, education, and social events. Offers training classes to support seniors with daily living, orientation, mobility, and technology use.

Information for Veterans

See examples of programs and services for war veterans, retired and still-serving members of the Canadian Armed Forces and Royal Canadian Mounted Police (RCMP), their families and caregivers here.

A person can call 211 to ask about services and supports for veterans, their families and caregivers.

Sunnybrook Health Sciences Centre

416-480-6100

www.sunnybrook.ca

Canada's largest veterans' care facility offers long-term and complex care, including physical support, cognitive support and palliative care. Veterans Affairs Canada will determine if applicants are eligible.



Veterans Affairs Canada

1-866-522-2122

www.veterans.gc.ca

This Government of Canada department is responsible for pensions, benefits and services for war veterans, retired and still-serving members of the Canadian Armed Forces and Royal Canadian Mounted Police (RCMP), their families and caregivers. It provides benefits to help aging veterans and their spouses live independently and safely in their own home for as long as possible. These include:

- **Disability benefits**

www.veterans.gc.ca (Choose either English or French, then search “Disability Benefits”, then choose “Disability Benefits”)

- **A War Veterans Allowance**

www.veterans.gc.ca (Choose either English or French, then search “War Veterans Allowance”, then scroll down and choose “War Veterans Allowance”)

- **Attendance allowance**

www.veterans.gc.ca (Choose either English or French, then search “Attendance Allowance”)

This helps cover the cost of hiring a caregiver

- **A Caregiver Recognition Benefit**

www.veterans.gc.ca (Choose either English or French, then search “Caregiver Recognition Benefit”)

This provides a tax-free monthly benefit to a veteran’s caregiver



- **The Veterans Independence Program (VIP Program)**

www.veterans.gc.ca (Choose either English or French, then search “Veterans Independence Program”, then choose “Veterans Independence Program (VIP)”)

This provides annual tax-free financial help to pay for housekeeping, yard work, personal care, meal preparation, and more

- **Veterans Independence programs for surviving spouses**

www.veterans.gc.ca (Choose either English or French, then search “VIP for Survivors”)

- **Veterans Independence programs for primary caregivers**

www.veterans.gc.ca (Choose either English or French, then search “VIP for Primary Caregivers”)

- **Veterans Affairs Canada Assistance Service**

1-800-268-7708

TTY: 1-800-567-5803

24/7 service

www.veterans.gc.ca (Choose either English or French, then search “Talk to a Professional”)

This helpline provides immediate mental health support to veterans, former RCMP members, families and caregivers.



The Royal Canadian Legion – Ontario Command

1-888-207-0939

www.on.legion.ca (Choose “Find Your Local Branch”, then use the drop-down menus to choose a community or branch number, or enter an area code to find the nearest Legion halls)

The Legion provides social and sports opportunities, and seniors programs. They also:

- Help war veterans, retired and still-serving members of the Canadian Armed Forces and Royal Canadian Mounted Police (RCMP), their families and caregivers complete Veterans Affairs Canada claim forms
- Provide veterans experiencing homelessness with financial help, dental and eye care, furniture and food through Operation Leave the Streets Behind

Canada Revenue Agency (CRA) – Family Caregiver Benefits

1-800-959-8281

www.canada.ca/en/services/benefits/ei/caregiving.html

Family Caregiver Benefits for Adults is an Employment Insurance (EI) benefit paid to caregivers who have to miss work temporarily to care for a family member who is critically ill or injured and aged 18+. Eligible caregivers may be paid up to a maximum 15 weeks of EI benefits.

Last Post Fund

1-800-465-7113

www.lastpostfund.ca

This group helps eligible Canadian and allied veterans receive a dignified funeral and burial through the Veterans Affairs Canada Funeral and Burial Program. They also provide military grave markers for eligible veterans who lie in unmarked graves.

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Find Information in Your Language

- Call 211 or 311
- Use auto-translation at toronto.ca/seniors

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Wiji'idwin nandom Anishinabemowin, ganoozh maagon 211
miinwaa maagon 311.

للمعلومات باللغة العربية، اتصل بالرقم 211 أو 311.

如需获取中文信息，请拨打211或311。

如需取得中文訊息，請撥打211或311。

برای دریافت اطلاعات به زبان فارسی، با شماره 211 یا 311 تماس بگیرید.

Pour des informations en français, appelez le 211 ou le 311.

Για περισσότερες πληροφορίες στα ελληνικά, καλέστε στο 211 ή 311.

Per informazioni in italiano, chiama il 211 o il 311.

한국어로 된 안내문이 필요하면 211 또는 311로 전화하십시오.

Informacje w języku polskim można uzyskać pod numerem 211 lub 311.

Para informações em português, ligue para o 211 ou o 311

Для получения информации на русском языке позвоните по номеру 211 или 311.

Macluumaad ku qoran somali, wac 211 ama 311.

Para información en español, llame al 211 o al 311.

Kwa habari kwa Kiswahili, piga simu 221 au 311.

Para sa impormasyon sa Tagalog, tumawag sa 211 o 311.

தமிழில் தகவல்களுக்கு 211 அல்லது 311 ஐ அழைக்கவும்.

Türkçe dilinde bilgi için lütfen 211 veya 311 numaralı telefonu arayınız.

دو میں معلومات کے لیے، 211 یا 311 پر کال کریں

Để biết thông tin bằng tiếng Việt, xin gọi 211 hoặc 311.

Fún àlàyé ní Yorùbá, pe 211 tàbí 311