

RESOURCES FOR FAMILY SUPPORTS & CAREGIVERS IN SIMCOE

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Resources for Caregivers & Family Supports in Simcoe

<u>Resource Category</u>	<u>Resource Name & Contact Information</u>	<u>Resource Description</u>
Acquired Brain Injury (ABI) Information, Resources & Support	Brain Injury Services Muskoka - Simcoe 21 Essa Road Barrie, ON 705-734-2178 1-877-320-1950 biss@csolve.net www.braininjuryservices.ca	<i>Programs facilitate the continued growth and learning of individuals who have the potential for more independent lifestyles. Participants are supported and encouraged to take an active role in developing their own rehabilitation goals. Services include: community integration (in groups and individual formats), community outreach services (opportunities for skills training and improved community access and participation), and adult day services (social, recreation and skill building opportunities).</i>
	Ontario Brain Injury Association P.O. Box 2338 St. Catherines, ON 905-641-8877 1-800-263-5404 (toll-free helpline) obia@obia.on.ca www.obia.ca	<i>Provides support to people with ABI and their family and friends. Support services include providing information about services and benefits, answering questions related to ABI, rehabilitation programs, and financial assistance, and providing contact information for your local brain injury community association.</i>
	The National Resource Center for Traumatic Brain Injury Virginia Commonwealth University Box 980542 Richmond VA 804-828-9055 www.nrc.pmr.vcu.edu	<i>Provides relevant, practical information for professionals, persons with brain injury and family members. Developed a wide variety of assessment tools, intervention programs, training programs and other resources including: "Getting Better and Better After Brain Injury: A Guide for Families, Friends and Caregivers For Living Smarter and Happier".</i>



York–Simcoe Brain Injury Services

ysbis@bellnet.ca
www.mackenziehealth.ca
1-800-362-7793 (toll free)

Barrie
570 Bryne Drive, Unit H
705-728-7456

Partnership between March of Dimes Canada and Mackenzie Health. Supports individuals who live with the effects of an Acquired Brain Injury. Services include case coordination and comprehensive functional assessment. An individualized service treatment plan is developed. Recommendations and community support are provided to promote acquisition of skills and strategies.



Acquired Brain Injury Simcoe Groups

#202-13311 Yonge Street
Richmond Hill, ON
905-773-7758 ext. 6265
1-800-567-0315 (toll free)
www.marchofdimes.ca

Peer support groups for individuals 16 years of age and up who have sustained an acquired brain injury. Participants can enjoy: weekly peer support group, life skill retreats, picnics, dinner dances, ABI education, supported day and overnight trips, support for survivor initiated and directed activities. These activities create opportunities for survivors to socialize while participating in meaningful activities. It is our goal to help individuals with acquired brain injury to find new avenues of interest, learn compensatory strategies and develop increased self-esteem while participating in enjoyable activities.

Stroke Information, Resources & Support

Royal Victoria Hospital Stroke Prevention Clinic
201 Georgian Drive
Barrie, ON
705-728-9090 ext. 46315
www.cesnstroke.ca

Provides rapid access to assessment, diagnostic testing, and treatment for patients identified as high risk for stroke. Multidisciplinary team includes Neurologists, Internists, Advanced Practice Nurse, Nurse Practitioner, and Stroke Nurse Clinician.

Stroke Recovery Association of Barrie & District

Unit 121-80 Bradford Street
Barrie, ON
705-737-9202
info@strokerecoverybarrie.ca
www.strokerecoverybarrie.ca

Offers support to stroke survivors through programs including exercise and swimming programs, social activities and education.

	<p>Heart and Stroke Foundation of Ontario www.heartandstroke.ca</p> <p>Barrie #1-112 Commerce Park Drive 705-737-1020</p>	<p>A source of information on heart disease, stroke, surgeries and treatment. Online health information and resources available to help stroke survivors and/or caregivers.</p>
	<p>Stroke Recovery Canada 10 Overlea Boulevard, Toronto, ON 416-425-4209 (Toronto) 905-884-7154 (York Region) 1-888-540-6666 (warm line) 1-800-263-3463 (toll free) src@marchofdimes.ca peersupport@marchofdimes.ca www.marchofdimes.ca/EN/programs/src/Pages/src.aspx</p>	<p>To join the Stroke Recovery Registry and to receive a free information package and newsletters, please email your full name, full address, phone number and email address to src@marchofdimes.ca. Also call to learn more about peer support groups, and other stroke resources including seminars, conferences and recreational opportunities.</p>
	<p>Stroke Recovery Canada Warmline 1-888-540-6666</p>	<p>Talk to a fellow survivor, fellow caregiver/family member or be connected to a support group, learn more about stroke, stroke symptoms and stroke recovery. Find stroke recovery resources in your area.</p>
	<p>Stroke Recovery Canada/ Stroke Survivors Support Groups 1-800-263-3463 ext. 7738 sbalsas@marchofdimes.ca</p> <p><u>Simcoe</u></p> <p>Orillia Stroke Survivors Support Group Helping Hands 126 B – 210 Memorial Ave. Orillia, ON</p>	<p>Stroke Recovery Canada, a program of March of Dimes Canada offers support groups open to survivors, caregivers, family members and friends.</p> <p>Orillia Group - Please call for more information.</p>

	<p>My Stroke Passport (MSP) Toronto Stroke Network website http://www.tostroke.com/ Go to "For the Public" and then to "Community Resources"</p>	<p><i>My Stroke Passport is for persons living with stroke and their family caregivers to use during recovery and life after stroke. It can be used to record information about your health care, identify your strengths, needs and questions, help you set goals to recover, live well and prevent another stroke, keep track of your progress, communicate with your healthcare team and caregivers, and find resources and support services to meet your needs.</i></p> <p>http://www.tostroke.com/wp-content/uploads/2012/12/My-Stroke-Passport.pdf</p>
	<p>Stroke in Young Adults: A New Resource Guide 613-852-2303 www.canadianstroke.ca cathy@canadianstroke.ca</p>	<p><i>The first resource guide for young adult stroke survivors and their families. Released by HSF Canadian Partnership for Stroke Recovery, University of Toronto Stroke Program, and Heart and Stroke Foundation. Topics include dealing with pain, changing relationships, return-to-work, return-to-school, regaining a drivers' license, prevention of another stroke, communication disorders and more.</i></p> <p>Stroke in Young Adults can be downloaded HERE or from the HSF Canadian Partnership for Stroke Recovery website. Hard copies can also be ordered by emailing cathy@canadianstroke.ca</p>
<p>Aphasia & Related Communication Disorders Information, Resources & Support</p>	<p>The Aphasia Institute 73 Scarsdale Rd Toronto, ON (416) 226-3636 aphasia@aphasia.ca www.aphasia.ca</p>	<p><i>Offers Introductory Program (understanding aphasia and communication strategies for clients and family members – 12 weeks), Community Aphasia Program (ongoing program to encourage community involvement and social exchange), Peer Helper Program (peer leaders provide support and education to new members) and Outreach Program (weekly home visits by a trained volunteer to assist individual with aphasia and his/her family members with communication skills – 12 weeks).</i> <i>Information about aphasia and other related resources available on website.</i></p>

<p>Aphasia Software Finder Tavistock Trust for Aphasia www.aphasiastsoftwarefinder.org/</p>	<p>A website that provides information on software programs and apps for people with aphasia in the English language.</p>
<p>National Aphasia Association 350 Seventh Ave. Suite 902 New York, NY 1-800-922-4622 naa@aphasia.org www.aphasia.org</p>	<p>The National Aphasia Association is a non-profit organization that promotes public education, research, rehabilitation and support services to assist people with aphasia and their families.</p> <p>Information for persons with aphasia, caregivers and professionals available on website.</p>
 <p>Aphasia and Communication Disabilities Program (ACDP) Main Office 13311 Yonge Street, Suite 202 Richmond Hill, ON 905-773-7758 ext. 6216 1-800-567-0315 ext. 6216 (toll free) acd@marchofdimes.ca www.marchofdimes.ca/acdp</p> <p><u>Program Locations</u></p> <p>Stouffville 12184 Ninth Line</p> <p>Newmarket 194 Eagle Street</p> <p>Whitby 1850 Rossland Road East</p> <p>Peterborough 300 Sunset Boulevard</p> <p>Vaughan 9401 Jane Street</p> <p>Maple 10424 Keele Street</p>	<p>Offers services and programs for adults 18 years of age or older living with aphasia, apraxia, dysarthria and other social communication disabilities due to stroke, traumatic brain injury or neurological diseases. Our group communication programs offer clients a way to re-enter community life, one step at a time. Our team of speech-language pathologists and communicative disorder assistants work with trained volunteers to encourage learning and use of supportive communication strategies (written keywords, interactive drawings, gestures) to optimize language abilities. We also provide support for families learning about aphasia. Programs in Maple, Newmarket, Vaughan, Stouffville, Whitby and Peterborough.</p> <p>Link to referral form: www.marchofdimes.ca/EN/programs/ydac/Documents/YDAC-Referral-Application-2013.pdf</p>



Aphasia and Communication Disabilities Program (ACDP) Caregiver Support Group
Newmarket Health Centre
194 Eagle Street
Newmarket, ON
905-773-7758 ext. 6273
www.marchofdimes.ca/ydac

Monthly support group meeting for caregivers of the Aphasia and Communication Disabilities Program (ACDP). Group discussions have included topics such as mindfulness, relaxation, and preparation of nutritious meals. Guest speakers attend every second meeting.

Parkinson Society Canada
#316-4211 Yonge Street
Toronto, ON
416-227-9700
PSP caregiver group:
1-800-565-3000 ext.3372
www.parkinson.ca

The Parkinson Society Canada provides resources, support, and education relating to Parkinson's and Atypical Parkinsonism such as Progressive Supranuclear Palsy (PSP).

Link to "Getting Help for Progressive Supranuclear Palsy - A Guide for Patients and Families"
www.cno.parkinson.ca/atf/cf/%7B7ED31649-7286-42CC-B7D1D23563F0%7D/patients%20and%20families%20psp%20guide.pdf

Aphasia Education CanAssist University of Victoria
250-721-7302
info@canassist.ca

The Aphasia Education app plays like a game, but was designed with the help of speech language pathologists who wanted a tool to help care providers learn to interact with individuals with aphasia. The goal of the app is to teach you about some of the challenges that these individuals face, and how they - with your help! -- can overcome them effectively.

Aphasia Recovery Connection (ARC)
424 2nd Street
Marietta, OH, USA
www.aphasiarc.org

Provides a platform and resources for people with aphasia and their caregivers to connect to others that understand what they are going through. Through Facebook groups, other social media, newsletters, and organized events, members share stories, advice, tips, tools and resources and provide comfort to help each other navigate the road to recovery


<p>Professional Services/Support</p>	<p>Community Care Access Centres (CCAC) 310-CCAC (2222) (main line) 1-888-470-2222 (toll free) www.ccac-ont.ca</p> <p>North Simcoe Muskoka #100-15 Sperling Drive (Head office) Barrie, ON 705-721-8010</p>	<p>Case Managers will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan. If services are provided to you by your CCAC, case managers will arrange for quality health-care professionals - nurses, physiotherapists, social workers, registered dietitians, occupational therapists, speech therapists and personal support workers - to provide supportive services to help you at home. If you determine you need more comprehensive support, your CCAC case manager can also provide you with more information about long term care, short stay respite and convalescent care.</p>
<p>Geriatric Assessment Services</p>	<p>Royal Victoria Hospital The Healthy Aging Support & Education Team (HASE) 201 Georgian Drive Barrie, ON 705-728-9090 ext. 46315 www.cesnstroke.ca</p>	<p>Supports hospital patients and their families in the assessment and management of "geriatric" issues. Also provides education in more formal settings to groups of health care professionals or members of the community.</p>
<p>Finding Private Therapists</p>	<p>College of Occupational Therapists of Ontario 20 Bay Street Toronto, ON 416-214-1177 1-800-890-6570 (toll free) www.coto.org</p>	<p>The registrar contains all of the publicly available information of registered Occupational Therapists in Ontario. The College can be contacted to confirm that a health care professional is a registered Occupational Therapist.</p>
	<p>Ontario Society of Occupational Therapists #210-55 Eglinton Ave. E. Toronto, ON 416-322-3011 osot@osot.on.ca www.osot.on.ca</p>	<p>Provides suggestions for finding an Occupational Therapist as well as listings of member Occupational Therapists who provide services in communities throughout Ontario.</p>

<p>College of Physiotherapists of Ontario #901-375 University Avenue, Toronto, ON 416-591-3828 1- 800-583-5885 (toll free) info@collegept.org www.collegept.org</p>	<p><i>Find information about Physiotherapists and Physical Therapists including practice addresses, contact information, languages spoken, and qualifications</i></p>
<p>The Ontario Association of Speech-Language Pathologists & Audiologists (OSLA) 410 Jarvis Street Toronto, ON 416-920-3676 1-800-718-6752 (toll free) mail@osla.on.ca www.osla.on.ca</p>	<p><i>OSLA facilitates linkages between those who need services and clinicians in private practice in their area.</i></p>
<p>Ontario Psychological Association #403-21 St. Clair Ave. E Toronto, ON 416-961-5552 1-800-268-0069 (toll free) opa@psych.on.ca www.psych.on.ca</p>	<p><i>The OPA offers a free referral service Monday-Friday 10am-3pm by phone. An online referral service is also available to find the names of registered Psychologists with the desired speciality and location.</i></p>
<p>Mood Disorders Association of Ontario (MDAO) #602-36 Eglinton Ave. West. Toronto, ON 416-486-8046 (support line) 1-888-486-8236 (toll free) www.mooddisorders.on.ca</p>	<p><i>Offers online guides to help you find a therapist and/or mood disorders clinic in your area.</i></p>

<p>Hearing Resources</p>	<p>Canadian Hearing Society www.chs.ca</p> <p>Barrie: 1103B – 44 Cedar Pointe Drive Barrie, ON 705-737-3190</p>	<p><i>Offers 17 programs and services to meet the needs of people who are culturally deaf, oral deaf, deafened or hard of hearing. Programs include accessibility services, hearing healthcare services and counselling services.</i></p>
<p>Vision Resources</p>	<p>Canadian National Institute for the Blind (CNIB) 1-800-563-2642 (CNIB helpline) www.cnib.ca</p> <p>Barrie: #10-20 Anne Street, S. 705-728-3352</p>	<p><i>Services include rehabilitation support services (i.e. wellness support, low vision services, independent living services, travel instruction, career and employment services), CNIB library, helpful products and assistive technologies, and accessibility expertise (i.e. consulting services and training for private and public sector organizations).</i></p>
<p>Psychosocial/Emotional Support – Mental Health</p>	<p>Canadian Mental Health Association (CMHA) www.ontario.cmha.ca (Ontario) www.cmha.ca (National)</p> <p>Barrie/Simcoe 39 High Street 705-726-5033 www.cmhasim.on.ca</p>	<p><i>Provides advocacy, education and direct service through a wide range of services and supports to people who are experiencing mental health issues and their families.</i></p>
	<p>Centre for Addiction and Mental Health (CAMH) 416-535-8501 (main switchboard) 416-595-6111 (general inquiries) 1-800-463-6273 (toll free) www.camh.net</p>	<p><i>Canada's largest mental health and addiction teaching hospital - provides a wide range of clinical programs, support and rehabilitation services.</i></p>
	<p>Mood Disorders Association of Ontario (MDAO) #602-36 Eglinton Ave. West. Toronto, ON 416-486-8046 (support line) 1-888-486-8236 (toll free) www.mooddorders.on.ca</p>	<p><i>Offer free support to people living across Ontario, and their families, who are living with depression, anxiety or bipolar disorder. Services include telephone information support line, peer support groups, recovery programs and online guides to help you find a therapist and/or mood disorders clinic in your area.</i></p>

	<p>Ontario Mental Health Helpline 1-866-531-2600 www.mentalhealthhelpline.ca</p>	<p>Provides mental health services information and referrals. A specialist will answer your call, email or web chat 24/7. The service is free, confidential and anonymous. Also provides information about counselling services and supports in your community and basic information about mental health. A specialist will also offer support and provide strategies to help you meet your goals.</p>
<p>Psychosocial/Emotional Support - Caregiver Support & Education</p>	<p>North Simcoe Muskoka Community Care Access Centre #100-15 Sperling Drive (Head office) Barrie, ON 705-721-8010 1-888-721-2222 www.nsm.ccac-ont.ca</p>	<p>North Simcoe Muskoka CCAC Caregiver's Support Guide includes guidance on accessing services and community resources, dealing with your emotions, taking care of yourself, preventing caregiver burnout, being a long distance caregiver, managing care at home, developing a crisis plan, and managing financial challenges. Link to Guide: www.ccac-ont.ca/Upload/nsm/General/Caregiver%20Support%20Guide_spversion.pdf</p>
	<p>Family Caregiver News Magazine 905-833-6200 1-800-209-4810 (toll free) info@thefamilycaregiver.com www.thefamilycaregiver.com</p>	<p>A magazine and electronic resource aimed at connecting caregivers with practical "how to" information that can help them answer their questions and find solutions to their needs. Website includes service and resource guide.</p>
<p>Respite Adult Day Programs</p>	<p>VON Adult Day Program 100 F Senior Citizens Homes 10 Brooks Street Barrie, ON 705-720-2532 www.von.ca</p>	<p>Social and recreational day program for seniors and adults who are frail, cognitively impaired, and/or isolated, and/or physically challenged. A noon meal and snacks are provided. \$18/day (based on ability to pay). Programs run M-F 9am-3pm. Assistance can be provided to make transportation arrangements through Red Cross or BACTS.</p>
<p>Respite Support Services</p>	<p>Canadian Red Cross simcoe@redcross.ca www.redcross.ca</p> <p>Simcoe County #809B-65 Cedar Pointe Drive 705-721-3313 1-800-387-2251 (toll free) simcoe@redcross.ca</p>	<p>Provides a number of community health services including personal support services, friendly visiting, telephone assurance, home help, meals on wheels, social work services and transportation services. Services vary in each region.</p>

<p>Community Care Access Centres (CCAC) 310-CCAC (2222) (main line) 1-888-470-2222 (toll free) www.ccac-ont.ca</p> <p>North Simcoe Muskoka #100-15 Sperling Drive (Head office) Barrie, ON 705-721-8010</p>	<p><i>Case Managers will assess your needs, determine your requirements for care, answer your questions and develop a customized care plan. If services are provided to you by your CCAC, case managers will arrange for quality health-care professionals to provide supportive services to help you at home.</i></p>
<p>Community Solutions Limited #2-310 336 Yonge Street Barrie, ON 705-342-9750 (Barrie) 905-349-2020 (Peterborough) 1-800-430-6523 (toll free) info@commsolltd.com www.commsolltd.com</p>	<p><i>Provides community based rehabilitation and support services and attendant care for people with acquired brain injury, spinal cord injury and for those who have had strokes, as well as for their families. Services may be provided at home, school, work, or in the community. Services small urban and rural areas of Ontario. Privately owned and funded fee for service company.</i></p>
<p>Victorian Order of Nurses #1501-14 Cedar Point Drive Barrie, ON 705-737-5044 1-888-470-2222 www.von.ca</p>	<p><i>Professional home nursing services, in-home respite, home care, home support, community support, occupational health and therapies, and dietary service.</i></p>
<p>Ontario Community Support Association #104-970 Lawrence Avenue West Toronto, ON 416-256-3010 1-800-267-OCSA (6272) www.ocsa.on.ca</p>	<p><i>Looking for a home and community support provider in your area? Check out the OCSA's community support provider information (Carefinder) site: www.homeandcommunitysupport.ca</i></p> <p><i>OCSA members are community-based, not-for-profit organizations that provide services to help people live at home.</i></p>

<p>Meal Delivery Services</p>	<p>Canadian Red Cross Society 809B-65 Cedar Pointe Rd. Barrie, ON 705-721-3313 simcoe@redcross.ca www.redcross.ca</p>	<p><i>Delivers affordable, nutritious meals to members of the community who are unable to prepare their own food. The hot meal program operates on a six-week rotating menu. Regular meals include a hot entrée with two side dishes and either a soup or dessert. Full meals include a hot entrée with two side dishes as well as soup and dessert. A Frozen Meal Program is also available. Provides diabetic, low fat, low sodium, low cholesterol, lactose free, gluten free, renal and vegetarian meals as well as minced and pureed meals.</i></p>
<p>Home Safety Devices</p>	<p>Georgian Bay Lifeline Personal Response and Support Services 705-549-7431 www.lifeline.ca</p>	<p><i>Feel more secure knowing support is close by. Help is accessed at the press of a button. The personal help button connects you to a trained Personal Response Associate who can send help quickly 24 hours a day, 7 days a week. Areas served include Alliston, Barrie, Bruce County, Grey County, Muskoka District, North Bay, Parry Sound and Simcoe North.</i></p>
<p>Assistive/Adaptive Equipment</p>	<p>Community Home Assistance To Seniors (CHATS)/MEDIchair</p> <p>Barrie Unit 13-130 Bell Farm Rd. 705-722-3376 barrie@medichair.ca www.barrie.medichair.com</p>	<p><i>Provides an extensive selection of home medical equipment and supplies, solutions for assistance with seating and positioning, help with mobility in and out of your home, and products to help make “simple” tasks easier again. MEDIchair staff can assist you in selecting products and qualified technicians will make personal adjustments. Products include manual wheelchairs, power wheelchairs, seating systems, mobility scooters, lift chairs, stair lifts, walkers, bathroom safety, bedroom safety, aids to daily living etc.</i></p>
	<p>DesignAbility Program 10 Overlea Boulevard Toronto, ON 416-425-3463 1-800-263-3463 (toll free) designability@marchofdimes.ca www.marchofdimes.ca/designability</p>	<p><i>DesignAbility volunteers work with you to craft creative, custom solutions that help you overcome barriers to work, play, personal hygiene and other daily activities. No charge except for the expense of building materials.</i></p>

	<p>Motion Specialties Barrie 122 Commerce Park Drive, Unit L Barrie, ON 705-727-1009 ext.20 1-800-216-3632 www.motionspecialties.com</p>	<p>Provision of health care products and services tailored to meet specific needs. Works closely with funding agencies and insurance companies across Canada and is a registered vendor for ADP, WSIB, DVA and many other agencies.</p>
<p>Assistive/Adaptive Equipment & Home Modifications Financial Assistance</p>	<p>Ministry of Health and Long Term Care (LTC) Assistive Devices Program 5700 Yonge Street, 7th Floor, Toronto 416-327-8804 416-327-4282 (TTY) 1-800-268-6021(toll free) www.gov.on.ca/health</p>	<p>Provides financial assistance to Ontario residents with long-term physical disabilities to obtain basic, competitively priced, and personalized assistive devices appropriate to the individual's basic needs and essential for independent living.</p>
	<p>Canada Revenue Agency GST/HST Specially Equipped Motor Vehicle Rebate Application Summerside Tax Centre 275 Pope Road Summerside, PE C1N 6A2 1-800-959-5525 www.cra-arc.gc.ca</p>	<p>Rebate for the GST/HST paid or payable on the purchase of a qualifying motor vehicle or on a modification service performed on your motor vehicle. Link to Application Form: www.cra-arc.gc.ca/E/pbg/gf/gst518/gst518-11e.pdf</p>
	<p>Home and Vehicle Modification Program 291 King Street, 3rd Floor London, ON 519-642-3700 1-877-369-4867 (toll free) hvmp@marchofdimes.ca www.marchofdimes.ca/hvmp</p>	<p>Provides funding for basic home and/or vehicle modifications. The program is intended to assist permanent Ontario residents with a substantial impairment that is expected to last one year or more. By reducing or eliminating life safety risks, these modifications enable individuals with mobility restrictions to continue living in their homes, avoid job loss and participate in their communities.</p>



Assistive Devices Program (ADP)

291 King Street, 3rd Floor
London, ON`

519-642-3700

1-866-765-7237 (toll free)

adp@marchofdimes.ca

www.marchofdimes.ca/adp

Provides assistance with buying, repairing, and maintaining a wide variety of mobility or assistive equipment (including wheelchairs). Funding is provided for devices that help adults live safely and independently in their homes, allow for discharge from a hospital or rehabilitation centre, help avoid job loss and support opportunities for participation in educational, developmental and community activities. The program may also assist you in obtaining funding from local service groups through partnerships with other organizations.

GM Canada Mobility Assistance Centre

1-800-463-7463

www.gmmobility.com/mobility-reimbursements/

www.mobility.gm.ca

Through the GM Mobility Reimbursement Program, new vehicle purchasers/lessees who install eligible adaptive mobility equipment on their new Chevrolet, Buick, or GMC vehicles can receive up to a \$1,000 reimbursement for the cost of the equipment.

Financial Support

**Canada Pension Plan (CPP)/
Old Age Security/Seniors Card
Service Canada**

Canada Enquiry Centre

Ottawa, ON K1A 0J9

1-800-277-9914

1-800-255-4786 (TTY)

www.hrsdc.gc.ca

Together, the CPP and OAS provide a modest base upon which Canadians can build their retirement income. Basic financial support is also available to survivors and to people who become unable to work due to a disability and their children. Canada Pension Plan (CPP) Disability Benefits provide a monthly taxable benefit to contributors who are disabled and to their dependent children. Applications are now available online or contact Service Canada to have a kit mailed to you.

Link to application forms:

[www.servicecanada.gc.ca/eforms/forms/sc-isp-1152\(2011-11-15\)e.pdf](http://www.servicecanada.gc.ca/eforms/forms/sc-isp-1152(2011-11-15)e.pdf)

[www.servicecanada.gc.ca/eforms/forms/sc-isp-1400\(2012-08-30\)e.pdf](http://www.servicecanada.gc.ca/eforms/forms/sc-isp-1400(2012-08-30)e.pdf)

**Ontario Ministry of Finance -
Guaranteed Annual Income
System (GAINS)**

33 King Street West,
Oshawa, ON
1-866-668-8297
1-800-263-7776 (TTY)
www.fin.gov.on.ca

Guarantees minimum income for eligible Ontario seniors in monthly payments to qualifying pensioners. (Eligibility: Ontario resident, 65 years of age or older, receiving federal OAS & GIS, permanent resident of Ontario, and your total income from all sources is below the level guaranteed by the province). If you meet eligibility criteria your benefits will be determined automatically based on information the ministry receives from HRSDC and information provided on your annual tax return.

**Ministry of Community and
Social Services -
Ontario Disability Support
Program (ODSP)**

1-888-789-4199
www.mcscs.gov.on.ca

Barrie

34 Simcoe Street
705-737-1311
705-737-9601 (TTY)
1-800-461-7551 (toll free)

Orillia

700 Memorial Ave. 2nd Floor
Cottage C P.O. Box 98
705-325-7408
1-800-565-9871 (toll free)
705-325-3887 (TTY)

Provides income supports/financial assistance to people with disabilities to pay for living expenses like food and housing. If you are receiving ODSP, you and your family may also be eligible to receive benefits such as prescription drug coverage, dental care, vision care, and coverage for medical supplies, medical transportation, and assistive devices. Employment supports are also offered by this program including employment Start-Up Benefit.

<p>Income Tax Information</p>	<p>Canada Revenue Agency - Community Volunteer Income Tax Program (CVITP) 1-800-959-8281 www.cra.gc.ca</p>	<p><i>The objective of the CVITP is to help eligible individuals who are not able to prepare their income tax and benefit returns by themselves. The Canada Revenue Agency (CRA) and community organizations collaborate and the organizations host tax preparation clinics and arrange for volunteers to prepare tax returns for individuals who have low income and a simple tax situation.</i></p>
	<p>Ontario Ministry of Finance – Tax Advisory Services Branch 1-866-668-8297 1-800-263-7776 (TTY) www.fin.gov.on.ca</p>	<p><i>Provides information, assistance and a full list of all tax credits, benefits and grants available to single people and families in Ontario, including seniors.</i></p>
	<p>Ontario Ministry of Finance - Tax Reduction Program 1-866-668-8297 1-800-263-7776 (TTY) www.fin.gov.on.ca</p>	<p><i>Eliminates or reduces Ontario income tax for lower income taxpayers. The program also provides additional tax relief for eligible individuals with dependent children 18 years of age or under, or with dependents with disabilities or significant health conditions of any age. The tax reduction depends on the number of dependents in the family, their ages and other deductions or credits claimed. The ON428 Ontario Tax Form included with your federal income tax return package must be completed.</i></p>
	<p>Ontario Ministry of Finance - Healthy Homes Renovation Tax Credit 1-800-668-8297 1-800-263-7776 (TTY) www.ontario.ca/healthyhomes</p>	<p><i>Seniors 65 years or older and their family members who live with them (at all income levels) may qualify for a tax credit to help with the cost of making their homes safer and more accessible. 15% for up to \$10,000 of eligible expenses can be claimed on personal income tax return each year (maximum total credit \$1,500). Before starting modifications, check to see that the work qualifies for this program.</i></p>

<p>Canada Revenue Agency - Family Caregiver Tax Credit 1-800-959-8281 1-800-665-0354 (TTY) www.cra-arc.gc.ca</p>	<p><i>A 15% non-refundable tax credit on an amount of \$2,000 that provides tax relief to caregivers of dependant relatives. This includes spouses, common-law partners, and minor children with significant medical/physical challenges. This credit is on top of the other support credits available to caregivers (such as claiming caregiver amount on your tax returns).</i></p>
<p>Canada Revenue Agency - Disability Supports Deduction 1-800-959-8281 1-800-665-0354 (TTY) www.cra-arc.gc.ca/disability</p>	<p><i>An individual can claim a disability supports deduction if he/she has a disability and paid expenses that no one has claimed as medical expenses and paid them so that he/she could be employed, carry on a business or be enrolled in an educational program.</i></p>
<p>Canada Revenue Agency - Disability Tax Credit Certificate 1-800-959-8281 1-800-665-0354 (TTY) www.cra-arc.gc.ca/disability</p>	<p><i>Individuals, who have a severe and prolonged impairment in physical or mental functions, or their legal representative, are eligible for the Disability Tax Credit. The disability amount is a non-refundable tax credit used to reduce income tax payable on your income tax and benefit return. All or part of this amount may be transferred to your spouse or common-law partner, or other supporting person.</i></p>
<p>Canada Revenue Agency - Medical Expense Tax Credit 1-800-959-8281 1-800-665-0354 (TTY) www.cra-arc.gc.ca</p>	<p><i>To qualify, the medical expenses must have been paid by either the individual or his or her legal representative. The medical expenses claimed is the portion of those expenses that exceeds the lesser of a fixed amount or 3% of the individual's net income for the year (subject to change annually).</i></p> <p><i>A complete list of qualifying medical expenses can be found at the following link:</i> www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns300-350/330/llwxpns-eng.html</p>

<p>Financial – Savings/ Long-Term Planning</p>	<p>Human Resources and Skills Development Canada (HRSDC)- Registered Disability Savings Plan (RDSP) 1-800-622-6232 1-800-926-9105 (TTY) www.hrsdc.gc.ca</p> <p>Link to RDSP Overview: www.hrsdc.gc.ca/eng/disability_issue/s/disability_savings/rdsp_you.shtml</p>	<p>The RDSP is a long-term savings plan to help Canadians with disabilities and their families save for the future. The "beneficiary" of the RDSP is the person who will receive the money in the future. There is no annual contribution limit to the RDSP, but there is a lifetime contribution limit of \$200,000. The Government pays a matching grant of up to \$3,500 and a bond of up to \$1,000 a year into the RDSPs of low-income and modest-income Canadians. To open an RDSP and apply for the grant and bond, contact one of the participating financial organizations including Bank of Montreal, Bank of Nova Scotia, CIBC Securities Inc., RBC Royal Bank, TD Waterhouse</p> <p>For a complete listing of participating financial organizations refer to the following link:</p> <p>www.hrsdc.gc.ca/eng/disability_issues/disability_savings/financ_org.shtml</p>
	<p>PLAN Toronto 120 Eglinton Avenue East, 5th Floor Toronto, ON 416-232-9444 www.plantoronto.ca</p>	<p>A non-profit organization started by and for families with a relative with a disability. They provide support, seminars, and resources related to financial planning to help families create a good life and a safe, secure future for their loved ones.</p>
	<p>Registered Disability Savings Plan (RDSP) Seminar www.youtube.com/user/marchofdimescda</p>	<p>In conjunction with Ryerson University, MODC hosted a seminar on the Registered Disability Savings Plan (RDSP). The video presentation is divided into five segments, all of which may be found on youtube.com</p>
<p>Housing Resources</p>	<p>Access to Housing www.accesstohousing.simcoe.ca</p>	<p>Connecting people with a place to live, housing services and housing information.</p>

	<p>County of Simcoe Housing Corporation County of Simcoe Administration Building 1110 Hwy. 26 Midhurst, ON 705-725-7215 www.simcoe.ca/dpt/ss/sh</p>	<p><i>Provides affordable housing to seniors, families, and individuals. Tenants pay rent based on their income. Special needs housing is available and allows people to be able to live safely on their own. Application forms can be completed in person at the County of Simcoe Administration Building, Community Services Division, can be mailed to you, or it is available online. All persons requesting special needs housing will have to provide a doctor's letter indicating their need in addition to an application form.</i></p> <p>Link to Application Form: www.simcoe.ca/ws_cos/groups/public/@pub-cos-sh/documents/web_content/wscos_039696.pdf</p>
	<p>Barrie Housing Support Service 320 Bayfield Street Bayfield Mall, Unite #79 Barrie, ON 705-739-0485</p>	<p><i>Offers a free housing registry, landlord/tenant mediation, a housing help line, housing education workshops and community resource information</i></p>
<p>Social/Supportive Housing – Subsidized</p>	<p>Canadian Red Cross Supportive Housing Program Simcoe Muskoka Branch 65 Cedar Pointe Drive Barrie, ON 705-721-3313 ext. 296 1-800-387-2251 (toll free) simcoe@redcross.ca www.redcross.ca</p>	<p><i>Provides housing for people who are 65 years of age or older who are frail and/or at risk and who require personal support services and homemaking. Also provides an emergency response unit for 24 hour monitoring. Fully accessible.</i></p>
	<p>Independent Living Services of Simcoe County and Area Supportive Housing Services 1102-44 Cedar Pointe Drive Barrie, ON 705-737-3263 705-737-3242 (TTY) 1-800-465-1133 www.ilssimcoe.ca</p>	<p><i>Offers a variety of program models from which the individual can choose the most suitable to meet their needs. This program is available when the individual's service requirements justify the need for the availability of 24 hour assistance. Services such as light housekeeping and meal preparation will be offered when personal care is required.</i></p>

<p>Transportation</p>	<p>Canadian Red Cross Transportation Program Simcoe County #809B-65 Cedar Pointe Drive Barrie, ON 705-721-3313 1-800-387-2251 (toll free) simcoe@redcross.ca www.redcross.ca</p>	<p><i>Provides transportation for elderly and people with disabilities in Simcoe County. The service is for those unable to use public transportation or private means. Provides reliable transportation to and from medical appointments, shopping, and rehabilitation programs.</i></p>
	<p>Dignity Transportation Inc. 900 Magnetic Drive, Toronto 416-398-2222 1-866-398-2109 info@dignitytransportation.com www.dignitytransportation.com</p>	<p><i>Accessible transportation service available 24 hours/day – 7 days a week for individuals with mobility impairments and/or cognitive disabilities. Provides door to door service. Offers competitive flat rate pricing structure based on distance traveled. May also book a vehicle by the hour (two hour minimum) for trips with numerous stops. There is no additional charge for escorts. Services the GTA and surrounding areas including York, Durham, Peel and rest of Ontario. Special outing services are also available to neighbouring cities and tourist attractions, like Niagara Falls, Casino Rama in Orillia etc. Independently owned and operated.</i></p>
	<p>Barrie Accessible Community Transportation (BACTS) City of Barrie 70 Collier Street, 3rd Floor P.O. Box 400 705-739-4209 www.barrie.ca</p>	<p><i>A specialized bus transportation service operated to assist those with mobility difficulties. Service can be used for transportation to medical appointments, school, shopping, visiting family and friends, and for social outings that are within the City of Barrie limits. Service operates M-F 7am-11pm, Sat. 9am-11pm and Sun 9am-6pm. No service on statutory holidays.</i></p>

	<p>Disability Travel Card Easter Seals Canada #401-40 Holly Street Toronto, ON 416-932-8382 1-877-376-6362 ext. 224 (toll free) bchan@easterseals.ca www.easterseals.ca</p>	<p><i>For people with disabilities who require assistance of a support person when traveling. The card offers the holder discounts to the support person in attendance with them when traveling with participating partners including Via Rail, Greyhound Bus Lines and Coach Canada.</i></p> <p>Application package can be downloaded at: www.easterseals.ca/english/wp-content/uploads/2012/08/DisabilityTravel-Card2012.pdf</p>
<p>Transportation - Air Travel</p>	<p>Air Canada 1-800-667-4732 (toll free) 1-514-369-7039 www.aircanada.com</p>	<p><i>Individuals who require significant assistance may travel with an attendant at no extra charge (if travelling within Canada on an Air Canada flight or an Air Canada flight operated by Jazz, Sky Regional, Air Georgian and Exploits Valley Air). Applicable taxes remain payable. Contact Air Canada for more information about application process.</i></p>
	<p>WestJet 1-888-937-8538 www.westjet.com</p>	<p><i>Special or additional seating is available at no charge to guests with a physical or mental disability who require a personal attendant to provide help with meals, medication, use of the toilet, or to assist the person with a disability who is unable to assist themselves in an emergency evacuation or in the event of decompression.</i></p> <p><i>To be eligible, guests must apply (including section to be completed by physician) Link to application form: www.westjet.com/pdf/travel/OPOF_Form1_en.pdf</i></p> <p><i>Two programs included in this application are: The One Person One Fare program (which applies only to domestic flights within Canada) and The Medical Seating Program (which applies to all WestJet flights).</i></p>

<p>Transportation Driving Assessment</p>	<p>The War Amps License to Drive Booklet 1-800-622-2472 (toll free) nac@waramps.ca www.waramps.ca www.waramps.ca/nac/life/drive.html</p>	<p><i>A comprehensive guide for individuals with disabilities who want to drive.</i></p>
<p>Transportation Accessible Parking</p>	<p>Service Ontario- Accessible Parking Permit 416-326-1234 416-325-3408 (TTY) 1-800-267-8097 (toll free) www.ontario.ca</p> <p>Barrie 34 Simcoe Street</p>	<p><i>An accessible parking permit can be issued to an individual or company. When the permit is displayed in a vehicle, that vehicle can be parked in a designated accessible parking space. Accessible parking permits will be issued to individuals who meet eligibility criteria (for example conditions or functional impairments that severely limit mobility, or vision). Permits are issued to individuals, not vehicles.</i></p>
<p>Legal Services</p>	<p>ARCH – A Legal Resource Centre for Persons with Disabilities #110-425 Bloor Street West Toronto, ON 416-482-8255 416-482-1254 (TTY) archlib@lao.on.ca www.archlegalclinic.ca</p>	<p><i>Promotes the full social justice of persons with disabilities, and their realization of equal opportunities and full participation on an individual and systemic basis. Website contains information on legal issues affecting persons with disabilities.</i></p>
	<p>Law Society of Upper Canada Lawyer Referral Service (LSRS) Osgoode Hall 130 Queen Street W. Toronto, ON 416-947-3330 1-800-668-7380 (toll free) lawsociety@lsuc.on.ca www.lsuc.on.ca</p>	<p><i>Provides a referral to a licensed paralegal or lawyer who will provide a free consultation of up to 30 minutes to help you determine your rights and options.</i></p>

	<p>Legal Aid Ontario 1-888-613-8775 (toll free) www.legalaid.on.ca</p>	<p>Available to low income individuals and disadvantaged communities for a variety of legal problems, including criminal matters, family disputes, immigration and refugee hearings and poverty law issues such as landlord/tenant disputes, disability support and family benefits payments. May assist with payment for legal help.</p>
	<p>Advocacy Centre for the Elderly 2 Carlton Street, Suite 701 Toronto, ON 416-598-2656 www.ancelaw.ca</p>	<p>Community based legal clinic for low income seniors. ACE services and activities are in relation to areas of law of special importance to the senior population.</p>
	<p>Speak Up Canadian Hospice Palliative Care Association Annex D, Saint-Vincent Hospital 60 Cambridge Street Annex D Ottawa, ON www.advancecareplanning.ca</p>	<p>Website provides information, tools, and resources to assist with advance care planning.</p>
Elder Abuse	<p>Seniors Safety Line Ontario Network for the Prevention of Elder Abuse Dial 211 and ask for the Seniors Safety Line</p>	<p>The Senior's Safety Line provides information, referrals, and support 24 hours a day seven days a week in over 150 languages. The hotline is a toll-free confidential resource for seniors suffering abuse, including financial, physical, sexual and mental abuse and neglect.</p>
Social/Recreational/Travel Resources	<p>Access 2 Entertainment CARD Easter Seals Canada #401-40 Holly Street Toronto, ON www.easterseals.ca</p> <p>To download application form: www.access2card.ca</p>	<p>Provides free admission (or significant discount) for support persons accompanying a person with a disability at member movie theatres and other attractions (including Toronto Zoo, ROM, Casa Loma, CN Tower, Art Gallery of Ontario etc.) across Ontario (and Canada). The person with the disability pays regular admission. There is a \$20 fee for the card (valid for 5 years). You will receive 2 free movie passes valued at approximately \$20 with your card.</p>

	<p>Recreation Barrie City Hall, 3rd Floor 70 Collier Street Barrie, ON 705-739-4220 ext. 5789 recinfo@barrie.ca</p> <p>Registration Guide: www.barrie.ca/assets/flip/recguide/</p>	<p><i>Offers and welcomes supports to individuals with disabilities within program settings in addition to offering specialized programming options.</i></p>
	<p>The Canadian Abilities Foundation Access Guide Canada #401-340 College Street Toronto, ON 416-923-1885 1-888-700-4476 (toll free) www.abilities.ca/agc</p>	<p><i>Guide to listings of accessible places and resources in Canada.</i></p>
	<p>Community Solutions Limited ABI Cottage Getaway 905-349-2020 1-800-430-6523 (toll free) info@commsolltd.com www.commsolltd.com</p>	<p><i>Offers a cottage experience overlooking a picturesque lake in the Muskokas for people living with Acquired Brain Injury. Safe and supported environment so caregivers can get respite. 24/7 support staff, activities led by team of rehabilitation and personal support workers including hiking, exploring, fishing, campfires and meeting new friends. Privately owned, funded, fee for service company.</i></p>
	<p>Accessible Travel Services 10 Overlea Boulevard Toronto, ON 416-425-3463 1-866-301-3463 (toll free) travel@marchofdimes.ca</p>	<p><i>Organizes vacations (examples of past vacation locations include Mexico, Grand Cayman, Belize, Fort Lauderdale and Key West Florida, the Bahamas, Alaska, New England and Las Vegas). These trips also provide family supports and caregivers with an opportunity for respite.</i></p>
	<p>Recreation Day Trips 10 Overlea Boulevard Toronto, ON 416-425-3463 1-866-301-3463 (toll free) recreation@marchofdimes.ca</p>	<p><i>One day trips out of the city to various destinations in Southern Ontario. Wheelchair accessible transportation is provided. Social events also occur within the city of Toronto. Pre-registration is required for all day-trips. Attendant Care is not provided. The participant may be accompanied by an attendant who must pay full trip fee.</i></p>

 MARCH OF DIMES CANADA	<p>Summer Holiday Program 10 Overlea Boulevard Toronto, ON 416-425-3463 1-866-301-3463 (toll free) recreation@marchofdimes.ca</p>	<p>A 6 day, adult oriented program, situated at accessible YMCA Geneva Park Conference Centre and Resort, on the outskirts of Orillia, Ontario. Experienced staff provides all attendant care.</p>
 MARCH OF DIMES CANADA	<p>TravelAbility #100-460 Richmond Street W. Toronto, ON 1-866-637-9798 (toll free) www.travelability.ingleinsurance.ca www.dimesinsuranceservices.com</p>	<p>A travel insurance program specifically designed for people with physical disabilities and their families. In partnership with Ingle International and Imagine Financial Ltd., March of Dimes provides you with an experienced source of travel insurance to offer people with special needs fast, friendly service and solutions that let them travel with confidence.</p>
<p>Exercise/Physical Rehabilitation Programs</p>	<p>Together in Movement and Exercise (TIME) Program Sessions in YMCAs in Barrie, Collingwood, Gravenhurst, Orillia, Wasaga Beach, Parry Sound, & Innisfil - Call Local YMCA for more information 22 Grove Street W Barrie, ON 705-726-6421 ext. 280 www.ymcaofsimcoemuskoka.ca</p>	<p>A special 12 week exercise program developed by physiotherapists at the Toronto Rehab Centre and delivered in Simcoe County by the YMCA. Sessions include exercise instruction, support and encouragement from certified personal trainers for persons with mobility challenges due to a stroke, brain injury, Parkinson's, MS or other conditions who are able to walk at least 10 metres with or without a walking aid. Current YMCA membership is not required.</p>
 MARCH OF DIMES CANADA	<p>Conductive Education March of Dimes Canada 10 Overlea Blvd. Toronto, ON M4H 1A4 Phone: 416-425-3463 Toll-free: 1-800-263-3463 ce@marchofdimes.ca www.marchofdimes.ca</p>	<p>Conductive Education is a community rehabilitation® program offered through March of Dimes Canada. Conductive Education® is a program that combines physical rehabilitation and education to help children and adults with neurological motor disorders or who have had a stroke or brain injury. Conductive Education works on the brain to change the body. Participants are taught skills and techniques to help them overcome the challenges of their disability – they learn how to apply these strategies to their everyday life, becoming more independent.</p>

	<p>Seniors Maintaining Active Roles Together (SMART) Victorian Order of Nurses (VON) Site: Barrie 14 Cedar Pointe Dr., Unit 1501 Barrie, ON 705-737-5044 www.von.ca</p>	<p><i>A program for community members 55 plus who wish to improve their strength, balance, and flexibility regardless of their current ability level. Programs are led by volunteers who receive specialized training (including CPR & First Aid) and ongoing education to deliver safe, appropriate physical activities designed for successful aging.</i></p>
<p>Employment Services & Resources</p>	<p>Ministry of Community and Social Services - Ontario Disability Support Program (ODSP) 1-888-789-4199 www.mcsc.gov.on.ca</p> <p>Barrie 34 Simcoe Street 705-737-1311 705-737-9601 (TTY) 1-800-461-7551 (toll free)</p> <p>Orillia 700 Memorial Ave. 2nd Floor Cottage C P.O. Box 98 705-325-7408 1-800-565-9871 (toll free) 705-325-3887 (TTY)</p>	<p><i>In addition to Income Support programs, the Ontario Disability Support Program (ODSP) helps people with disabilities who can and want to work prepare for a find a job.</i></p> <p>Link to Application for Employment Supports: http://www.careersforinclusion.com/odpapp.pdf</p>
	<p>Careers for Inclusion 80 Bradford Street, Unit #217 Barrie, ON 705-721-9614 1-866-483-2158 (toll free) www.careersforinclusion.com</p>	<p><i>Persons with a disability, or who have a substantial barrier to employment, will find assistance getting a job and keeping it. Also provide advocacy services, self-employment support, job coaching, travel route and mobility training, workshops, special groups and projects.</i></p>



Employment Services

10 Overlea Blvd.

Toronto, ON

416-467-2002

1-800-263-3463 (toll free)

www.marchofdimes.ca

Every year, March of Dimes Employment Services helps hundreds of people with disabilities achieve greater independence by providing job training (including computer training and education) and finding them employment. March of Dimes Employment Services offers dedicated Employment Specialists who help you reach your goals.