

2021

NAVIGATING THE HEALTHCARE SYSTEM WINDSOR-ESSEX COUNTY



Council on Aging, Windsor-
Essex County

1168 Drouillard Road Unit 2B

Windsor, Ontario, N8Y 2R1

P – 1 (519) 968-3586

F – (519) 254 – 1869

information@councilonaging.ca

The Council on Aging would like to thank

Alison Butler, Business Manager

Under the direction of The Council on Aging members, with a special thank you to Deana Johnson, for her assistance with project direction

We would also like to extend our appreciation to the



Council on Aging Frontenac-Kingston
Kingston, ON, K7L 1S4

For allowing this adaptation

Disclaimer:

Please note that the information presented in this publication was deemed to be accurate at the time of printing. The council On Aging, Windsor-Essex County cannot be held responsible for changes to listed programs or agency availability.

Navigating the Health Care System

Windsor and Essex County

Purpose of the Guide

The purpose of this guide is to prepare and give you helpful hints on a possible visit to the hospital. It also contains a list of community resources and support services that are available in your area.

Your Rights

- To be treated with respect, dignity and privacy
- To know the name and role of those involved in your health care
- To ask questions and receive answers which help you understand your condition, your treatment and hospital procedures
- To have information about all of your health care options so you can make an informed choice
- To say “yes”, “no” to treatment or test
- To be informed about potential consequences of treatment or refusal of treatment
- To request a second opinion about your health care
- To have a say in hospital care, discharge and everything that has to do with your health care
- To be discharged to a safe environment
- To choose to have someone with you for support and take notes when your care is being discussed
- To be able to express concerns and/or make complaints
- To receive enough information so you understand the implication of everything you sign
- To receive a copy of any forms that you have signed

Your Responsibilities

- To **SPEAK UP!** You are your own best advocate
- To have a friend/family member there to help you speak up
- To participate in planning your own care and service
- To work with service and program providers to identify your goals and needs
- To make informed health care decisions
- To tell your family and friends about your conditions
- To tell your family doctor about your condition and your concerns
- To collect all the information that you need to know so that you can plan for your return home

TABLE OF CONTENTS

Hospital Stay	1
What to do before your hospital stay	4
Leaving the Hospital	6
Long-Term Care	9
Retirement homes	13
Community Health Care	20
Clinics	21
Community Health Centers	23
Family Health Teams	24
Urgent Care Clinics	24
How to find a doctor	25
Community Help Lines	26
Community Services	29
Transportation	31
Fall Prevention	32
Legal Affairs	34
Finances	
Disability	36
Assisted Devices Program	37
Old Age Security/Gains	38
E-Laws	40

A SCHEDULED HOSPITAL STAY



HOSPITAL STAY

The Boards or Directors of Windsor Regional Hospital (WRH) and Hôtel-Dieu Grace Healthcare (HDGH) have jointly agreed on a new vision for hospital care delivery in Windsor that marks a significant and historic step on the road to a new state-of-the-art acute care hospital.

WRH is responsible for all acute care services – such as emergency treatment, acute inpatient services, intensive and critical care unit, cancer care and outpatient services as required to support acute cares services. HDGH is responsible for all non-acute services. This includes the Tayfour campus site with services such as chronic care, regional rehabilitation, specialized mental healthcare and addictions, and children’s mental health.

Windsor Regional Hospital Metropolitan Campus

1995 Lens Ave, Windsor, ON N8W 1L9

Phone: (519)-254-5577

www.wrh.ca

Windsor Regional Cancer Center

2220 Kildare Road, Windsor, ON N8W 2X3

Phone: (519)-254-5577

Open Monday to Friday: 8:30a.m – 4:00p.m.

Windsor Regional Hospital Ouellette Campus

1030 Ouellette Avenue, Windsor, On N9A 1E1

Phone: (519)-973-4444

Hotel-Dieu Grace Health Care Tayfour Campus

1453 Prince Road, Windsor, ON N9C 3Z4

Phone: (519) 257-5111

Erie Shore Health Care

194 Talbot Street West Leamington, ON N8H 1N9

Phone: (519)-326-2373

What to discuss with your doctor before your hospital stay

It is important that you understand your condition and the surgery or procedure that has been recommended to you. This will ensure you make an informed decision about your health care.

You have the right to accept or decline any assessments or treatment.

When you talk with your doctor, it is suggested that you bring a family member or trusted friend with you to take notes. This may help manage the overwhelming amount of information that may be provided. However, insist that your doctor speak directly to you.

Before a planned hospital stay you may be directed to pre-admissions. This will provide you with some education prior to entering the hospital in order to increase your understanding of the scheduled procedure. This may help address any concerns that you may have about the procedure.

During doctors visit and pre-admission are excellent times to bring a list of questions and concerns you may have about your stay and discharge.

Some questions that you may want to ask are:

1. How will I feel after surgery or procedure?
2. What are the possible or potential complications with this surgery or procedure?
3. What could happen if I don't have this treatment, or if I delay making a decision?
4. Are there other options if I decline surgery or procedure?
5. What medications are required and a list of any side effects?
6. What are the costs for medication?
7. What are the dates and follow-up appointments?
8. What will I be able to do when I return home?
9. What activities will I need help with at home?
10. How long will I need this help?
11. Are there any services available to me at home?
12. How do I access those services to be ready for discharge home?
13. Will I require modifications to my home upon discharge? If so, what are the costs and who will pay?

Important Information to Disclose

Tell your doctor and/or hospital team whether you.....

- ❖ Live alone
- ❖ Have relatives or friends that can help you
- ❖ Have concerns about your memory
- ❖ Have any concerns regarding your return home
- ❖ Have other health issues
- ❖ Have allergies

What Not to Bring

- ❖ Valuables (i.e. jewelry, credit cards, large amount of money)
- ❖ Hair dryer
- ❖ Perfumes and other fragrances

Admitting Information

Upon admission to hospital, you will be asked questions relating to your previous and present health status.

What to Bring

- ❖ Your Ontario Health Card (OHIP) or equivalent
- ❖ Supplementary insurance information
- ❖ All medications you are currently taking in the original container including non-prescription or over the counter medication (may include herbal products and creams)
- ❖ Immunization record e.g. Covid, Tetanus, Shingles
- ❖ Advanced Directive for Personal Care
- ❖ Personal toiletries (i.e., toothbrush, toothpaste, comb, brush, feminine hygiene products, shaving supplies, facial tissues, soap, shampoo, denture cup, sleepwear and slippers)
- ❖ Eyeglasses
- ❖ Hearing aid with extra batteries
- ❖ Assistive devices (i.e., walker or cane) that are clearly labeled with your name
- ❖ Small amount of money for incidentals

WHAT TO DO BEFORE GOING TO THE HOSPITAL



A. INSURANCE

Review your insurance policy and extended health care coverage (i.e., Veteran's Affairs, Green Shield, Manulife)

Your extra insurance may help cover:

- Private or semi-private room
- Equipment costs
- Medication Costs
- Extra Support and services

If your insurance allows for extra coverage, notify your health care team.

NOTE: REMEMBER TO BRING YOUR HEALTH CARD (OHIP), INSURANCE CARD WITH POLICY NUMBER, AND CONTACT TELEPHONE NUMBERS TO THE HOSPITAL

B. MEDICATIONS

Make a list of all medication and herbal supplements that you take. Include dosages and length of time that you have been on this medication.

Make a list of all known allergies

Pack all these medications in their original bottles and give them to the nursing staff upon your arrival.

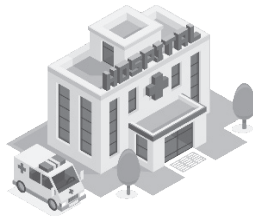
C. LEGAL AFFAIRS (See page 34)

Ensure that legal documents are easily available in the case of emergent need

D. What to do at home before entering the hospital

Depending on the length of your hospital stay and your condition, some or all of the following may be helpful:

- Learn about your condition
- Follow pre-surgery recommendations
- Make a list of questions to ask your doctor
- Tell your family and close friend that you are going to be in the hospital
- Tell your family and POA where important paperwork is kept
- If you have chosen to set up a power of attorney for property or personal care, make sure that forms are filled out and that your wishes/instructions are clear
- Ask someone that you trust to keep an eye on your home while you are away (i.e., collect mail, care for plants and pets, etc.)
- Write yourself a reminder of the daily household activities for when you return home. After your hospital stay, you may experience fatigue, confusion, or your memory may change due to illness
- Have your telephone and all-important numbers set up within easy reach
- Organize frequently used cooking and personal care items within easy reach
- Prepare and freeze meals in advance or set up a food service (i.e., Meals on Wheels)
- Arrange home support services (i.e., transportation, home services)
- Prepare bills or arrange automatic payments and deposits
- Organize family and friends to stay or visit upon discharge home



LEAVING THE HOSPITAL

Discharge Planning

What does this mean? This is team effort with your health care professionals to develop a care plan once you've been released from a hospital stay. You will be contacted by a Home and Community Support Services (formerly CCAC) Case Coordinator, who will recommend options for continued care or services that can be provided by community support agencies and/or care facilities to ensure all your needs are met.

Questions to Ask

- ❖ What is the anticipated date of discharge?
- ❖ What will I be able to do when I get home?
- ❖ What will I need assistance with when I go home and for approximately how long?
- ❖ Will I need special equipment when I get home?

Understanding your options

Are you or a loved one having difficulty keeping up with day-to-day living at home? Maybe meal preparation is becoming too much to manage. Perhaps you need assistance with bathing and dressing. Or maybe you require the service of a professional such as a physiotherapist, social worker, personal support worker, or nurse.

Many people think they don't have choices when it starts to become a challenge to stay at home – that moving into a Long-Term care option is their only option. But that's not necessarily true. Your HCSS offers a wide range of options that include connecting you to care that may help you stay in your own home longer.

Furthermore, anyone can make a referral to a HCSS – you, a family member, or a caregiver, a friend, your physician, or another health care professional.

You also have the option of searching on-line for Care in your Community
www.careathome.ca/ Getting Care

Your HCSS has built strong relationships with trusted care providers in your community and can coordinate the following in-home services for you:

- Nursing
- Personal support (help with bathing, dressing, etc.)
- Physiotherapy
- Occupational therapy
- Speech-language therapy
- Social work
- Nutritional counseling
- Medical supplies and equipment
- Medical Alert System (These are private companies and differ in pricing and service. Examples are Galaxy, Lifeline, Safeguard, Kelcom. It is important to find out which one suits your needs.)
- Assistive Devices (see Page 37 for funding information)

Services that HCSS provides to you in your home are delivered by health providers who have successfully completed a rigorous quality review and are under contract to provide services to you on behalf of HCSS.

Also, your Case Coordinator may recommend that you add to the care that is provided in your home with Community Services.

When you contact your local HCSS you will be introduced to a Case Manager (also referred to as a 'Care Coordinator" who will:

- Talk with you about your needs, and answer questions about what CCAC can provide and what's available in your community
- Conduct a health care assessment
- Develop a customized care plan that meets your specific needs
- Check-in regularly with you and adjust your plan if your needs change

You can take advantage of a variety of community support services available in your community, whether receiving care in your home or managing on your own. For example:

- Meal delivery and dining programs
- Homemaking and home help
- Caregiver relief
- Transportation services
- Community dining
- Friendly Visiting
- Supportive housing
- Adult Day Programs
- Hospice Care

You, or your loved one, can participate in adult programs that provide a supervised, protective setting. These programs may include recreational activities, exercise programs, and educational discussions about relevant health care topics. These programs can provide an opportunity for a break for caregivers as well.

There may be a generally a fee associated with community support services. Subsidies are available based on eligibility requirements. Your Case Manager can explain what services are covered by the HCSS and which ones have a fee, and how to apply for subsidies.

Specialized services may be available in your community for those with specific health needs such as:

- Acquired brain injury
- Mental health and addictions
- Convalescent care
- Alzheimer's disease and related dementias
- Stroke recovery

Contact your Case Manager to determine what's available in your area.

Your community may have clinics where regulated healthcare providers will provide you with treatment that will address your specific health care needs. This may include IV therapy, wound care, rehabilitation, etc. ***Please note that these are different from "walk-in medical clinics"***. In other words, a visit to your local Clinic is not the first step – a visit is made by appointment only. Your Case Manager will arrange your first visit to the clinic. This will include a confirmation of the date and time.

Your Case Manager works on your behalf to make sure you have access to the proper care and service you need.

The HCSS (CCAC) Windsor Office
5415 Tecumseh Rd. E.
Windsor, ON N8T 1C5
(519)258-8211 or 1-888-447-4468

LONG-TERM CARE

When living independently is no longer possible, a HCSS Care Coordinator conducts an assessment to determine if someone is eligible for Long-Term Care in Ontario. Long-Term Care Homes are funded and regulated by the Ministry of Health and Long-term Care. You can get a Long-Term Care Information Package on the HCSS website.

You will be asked to choose as many as 5 homes. The first available bed will then be offered to you.

To search for a long-term care home in a particular area, visit the Long-term Care Home Locator on the Ministry of Health and Long-Term care website or speak to a staff member in your local HCSS.

HCSS staff can assist you by:

- Providing information about long-term care homes and costs
- Determining suitability and eligibility for placement
- Providing assistance in the application process

Choosing a home

It is strongly recommended that you or someone you trust make appointments to visit the Long-Term Care Homes you are considering before you make a final decision.

What should you look for? This list is a good place to start:

- Are the staff friendly, warm, and concerned?
- Do residents look content and well cared for?
- Is there a tone of dignity and respect for the residents?
- Is the home convenient for family and friends to visit?
- Are there areas in the home where you can visit privately?
- Is public or volunteer transportation available?
- Is there flexibility around visiting hours?
- What are the rules regarding vacation and leaves?
- Do the activities at the home sound interesting and appealing?
- Are family members involved in planning for a resident's care?
- Does the home support a Family Council?
- Is the home able/willing to meet your religious, cultural, language, and dietary needs?
- Are there choices at mealtimes (i.e., menu, location, time)?
- Can residents bring in their own food?
- Can you arrange to sample a meal or participate in activities at the home?
- What are the policies around smoking, non-smoking and alcoholic beverages?
- Is your family doctor able to continue providing care?
- What special needs can the home accommodate (i.e., oxygen, scooters, electric wheelchair)?
- Can you bring your own furnishing?
- Is the home pet-friendly or not? What are the rules regarding pets?

- Is there an option to keep your personal belongings secure (i.e., lockable drawer)?
- Does the home require clothing to be labeled prior to moving in?
- How is the billing arranged?
- What are the extra charges, if any, for personal needs and services?
- Is the home accredited?
- Have you checked the Facility Review Summary Report available at www.health.gov.on.ca
- If you have any questions as you narrow down your choices, talk to your HCSS Case Manager. They have experience helping others with this process and can share valuable advice.

Funding

The Ministry of Health and Long-Term Care pays for the care one receives. Accommodation costs are the responsibility of the individual and rates are set by the Ministry.

You cannot be forced to go to a home without your consent or that of your POA, if you are not capable of making the decision.

It is important to note that hospitals do not have authority related to placement, according to legislation. There may be pressure to choose a home not on your list because of availability. There may be a threat to charge uninsured daily rates. These rates are much higher than those determined by the *Health Insurance Act*. The hospital may “require” patients to sign a contract agreeing with this policy, but you are NOT required to sign it. This is not legal as outlined in the Long-Term Care Homes Act. (For further clarification go to the Advocacy Centre for the Elderly web site: www.advocacycentreelderly.org)

LONG TERM CARE HOMES IN WINDSOR-ESSEX

Name of Home	Address, Number, Fax	Website
Augustine Villas	54 Spruce St. N, Kingsville, ON N9Y 3J1 Phone: 519-733-8376	www.augustinevillas.com
Banwell Gardens	3000 Banwell Rd, Windsor, ON N8N 2M4 Phone: 519-735-3204	www.banwellgardenscarecentre.ca

Berkshire Care Centre	350 Dougall Ave. Windsor, ON N9A 4P4 Phone: 519-256-7868	www.berkshirecarecentre.ca
Brouillette Manor	11900 Brouillette Cres. Tecumseh, ON N8N 4X8 Phone: 519-735-9810	www.brouillette Manor.ca
Chartwell Royal Oak Long Term Care	1750 Division Rd North Kingsville, ON N9Y 4G7 Phone: 519-733-9303	www.chartwell.com
Chateau Park Long Term Care Home	2990B Riverside Dr. W Windsor, ON N9C 1A2 Phone: 519-254-4341	www.eriesticclairhealthline.ca
Country Village Health Care Centre	440 County Rd.8 R.R#2 South Woodslee, ON N0R 1V0 Phone:519-8394812	www.country-village.ca
Extendicare Southwood Lakes	1255 North Talbot Rd Windsor, ON N9G 3A4 Phone: 519-945-7249	www.extendicaresouthwoodlakes.com
Extendicare Tecumseh	2475 St. Alphonse Ave. Tecumseh, ON N8N 2X2 Phone: 519-739-2998	www.extendicaretecumseh.com
Franklin Gardens Long Term Care Home	24 Franklin Rd. Leamington, ON N8H 4B7 Phone: 519-326-3289	www.eriesticclairhealthline.ca
Heron Terrace Long Term Care Community	11550 McNorton St. Windsor, ON N8P 1T9 Phone: 519-979-6730	www.eriesticclairhealthline.ca

Huron Lodge Long Term Care Home	1881 Cabana Rd W Windsor, ON N9G 1C7 Phone: 519-253-6060	www.eriestclairhealthline.ca
Iler Lodge	111 Iler Ave. Essex, ON N8M 1T6 Phone: 519-776-4292	www.reveraliving.com
Leamington Mennonite Home Long Term Care Residence	35 Pickwick Dr. Leamington, ON N8H 4T5 Phone: 519-326-6109	www.mennonitehome.ca
Regency Park Long Term Care Home	567 Victoria Ave. Windsor, ON N9A 4N1 Phone: 519-254-1141	www.eriestclairhealthline.ca
Richmond Terrace Long Term Care Home	89 Rankin St. Amherstburg, ON N9V 1E7 Phone: 519-736-4295	www.richmondterrace.ca
Riverside Place	3181 Meadowbrook Lane Windsor, ON N8T 0A4 Phone: 519-974-0148	www.reveraliving.com
Schlegel Village at St. Clair	1800 Talbot Rd. W Windsor, ON N9A 6S4 Phone: 519-960-1050	www.schlegelvillages.com
Sun Parlor Home for Senior Citizens	175 Talbot St. E Leamington, ON N8H 1L9 Phone: 519-326-5731	www.countyofessex.ca
Village of Aspen Lake	9855 McHugh Ave. Windsor, ON N8P 0A6	www.schlegelvillages.com

RETIREMENT HOMES

What is a Retirement Home?

A retirement home can be defined as a privately paid residency for older adults who can direct their own care. Retirement homes are intended for those wishing to maintain their lifestyles while also experiencing on-site support and care. Retirement homes can also be known as assisted living facilities, and these institutions cater to those in need of prolonged medical attention. Their focus shifts from enabling independence to promoting healing. Being aware of all the necessary facilities that are available will provide a smoother transition for the person. Essentially, retirement homes are beneficial because they include additional services. These services include recreational activities, meals, health care, or simply get-togethers that will continuously boost the elder's social life. Unlike the usual housing plans, retirement homes are built especially for people who wish to enjoy life with the additional supports that they may need..

If you think it would be safer for you to live in an environment that enables you to maintain your independence, providing meals and housekeeping, a Retirement Home may be the right choice.

Keep in mind that Retirement Homes are privately owned and operated, and do not receive funding or licensing from the Ministry of Health and Long-Term Care.

Each Retirement Home offers different services, so you will have to discuss what you need and the costs with the home's administrator. Ask the Retirement Home Administrator for a "Care Home Information" package, which you are entitled to receive in accordance with the Tenant Protection Act. You can also contact the Retirement Homes Regulatory Authority (www.rhra.ca) for further information.

How Much Do Retirement Homes Cost?

In retirement homes, the cost of living for seniors varies based on the community. Your choice may also depend on your budget and preference. Retirement home costs will change according to the area in which you live and the type and intensity of care that is required. Most residents of retirement communities pay monthly rent for their accommodations. Monthly fees have ranges depending on the size and location of the accommodations, the type of community, care required, and the quality and number of amenities. It is important to research the costs of the type of retirement community that interests you so that you are financially prepared when you are ready to make the move.

Financial Tips to Consider When Searching for Retirement Homes

- Retirement homes across Canada offer special discounts for accommodations for a couple or second person living in the same home. This should be taken into account when planning for the retirement of other family
- Find costs you can manage based on your specific needs and desired location
- Each combination of location, payments, and services results in a different monthly cost
- Personal support and health-care services are generally available for an additional fee
- Ask the retirement community you are interested in for their rates
- The most common types of retirement communities allow residents to continue living independent and active lifestyles. With the least amount of extra care provided by retirement residence staff, the costs of independent living communities and active adult living communities are generally lower priced
- The costs at retirement communities that provide intensive attention to residents, such as Alzheimer's care and long-term care facilities, are slightly higher

Who Can Live in a Retirement Home?

Anyone can live in a retirement home as long as the home is able to support their medical needs and provide basic amenities for residents. Most times it depends on the type of retirement home. In most cases, the acceptable age to live in a senior home may be 50. However, there is no age eligibility. In retirement homes, you need to apply if you find your home of interest. Any applicant may have to undergo a medical examination process before acceptance.

ASSISTED LIVING

Assisted Living can be defined as communities that provide older adults with personalized care in a residential setting. It also provides a home-like environment with the choice to add extra care services as needed. They are for seniors whose health or well-being requires a higher level of support, which is determined through a health assessment. Assisted living also provides a healthy lifestyle and social engagement for older adults.

The most common assisted living services offered include medication management and assistance with using the bathroom, dressing, grooming, housekeeping, meals, laundry and transportation services, as well as social programs and activities.

Staff is available 24 hours to help with safety, care, and support. Residents are encouraged to bring furniture and personal items to make their new home feel, well, like home.

Residents are assessed when they move in, so they can get an individualized service plan to meet specific needs and make their care truly personal. Some assisted living communities are also licensed to provide memory care. These will often have separate dining rooms and menus based on residents' nutritional needs.

There are more benefits to assisted living than getting a helping hand. It can actually make the quality of life easier for the person needing assistance and can make life better for the main caregiver.

MEMORY CARE

Memory Care, which is also known as Alzheimer's care, provides housing and 24-hour care for seniors with Alzheimer's disease and other forms of dementia. Memory Care facilities offer a safe, uniquely designed environment for residents with a focus on improving quality of life, reducing confusion, and preventing wandering.

But what exactly is a Memory Care facility? Memory Care communities are residential spaces that cater to the specific needs of seniors with memory loss. Key services and features that make Memory Care facilities different from other types of senior care include 24-hour care, specialized staff, memory-enhancing therapies, a secure environment, and more.

RETIREMENT HOMES IN WINDSOR ESSEX COUNTY

Choosing a rest or retirement home is an important decision. Different retirement homes come with different costs and benefits. On the following pages, you will find rest and retirement home within the community in Windsor-Essex County. We encourage you to schedule a tour to identify which one you feel will best meet your needs. In the table below (CC) stands for Complex Care and (MC) stands for Memory care.

Name of Facility	Address, Phone	Number of beds
Amica at Windsor	4909 Riverside Dr. Windsor, ON N8Y 0A4 519-948-5500	180 MC
Augustine Villas	54 Spruce St. N. Kingsville, ON N9Y 3J1 519-733-8376	110
Bruce Retirement Villa	539 Bruce Ave. Windsor, ON N9A 4X1 519-258-2986	110
Cardinal Rest Home	3160 Peter Street Windsor, ON N9C 1H3 519-254-1112	54
Chartwell Kingsville Retirement Residence	240 Main St. E. Kingsville, ON N9Y 1A6 519-733-6558	98
Chartwell Leamington Retirement Residence	1 Henry Ave, Leamington, ON N8H 5P1 519-322-0311	88
Chartwell Oak Park LaSalle Retirement Residence	3955 Thirteenth St. LaSalle, ON N9H 2S7 519-968-2000	113 suites
Chartwell Oak Park Terrace Retirement Residence	1750 E.C. Row, North Service Rd. Windsor, ON N8W 1Y3 519-972-3330	112
Chartwell Royal Marquis Retirement Residence	590 Grand Marquis Rd. E. Windsor, ON N8X 3H4 519-969-0330	83 suites
Chez Nous Lodge Retirement Home	6815 Tecumseh Rd. Stoney Point, ON N0R 1A0 519-798-3611	60

Constellations Retirement Residences	516 St. Charles St. Belle River, ON N0R 1A0 519-715-9144	13
Devonshire Seniors Residence	901 Riverside Dr. W. Windsor, ON N9A 7J6 519-252-2273	195
Dolce Vita Retirement Living	854 Erie St. E. Windsor, ON N9A 3Y1 519-255-1072	55
Erie Glen Manor	R.R.#1., 119 Robson Rd. Leamington, ON N8H 3V4 519-322-2384	81
Essex Manor	122 Talbot St. S. Essex, ON N8M 1B4 519-776-6922	24
Harrowood Seniors Community	1 Pollard Dr. Harrow, ON N0R 1G0 519-738-2286	105
Iler Lodge	111 Iler Ave. Essex, ON N8M 1T6 519-776-5243	30
Iris Residential Inns and Services	1280 Ouellette Ave. Windsor, ON N9A 1J3 519-252-1819	60
Kensington Court	1953 Cabana Rd. W. Windsor, ON N9G 1C7 519-966-8558	114 apartments
Kings Manor	54 Spruce St. Kingsville, ON N9Y 3J1 519-733-5378	24
La Chaumiere Retirement Residence	1023 Hwy. #22, R.R.#1. Belle River, ON N0R 1A0 519-727-5506	110
La Maison Royale Ltd. Lodging Home	1028 Pelissier St. Windsor, ON N9A 4L8 519-971-8282	12

Leamington Lodge	P.O. Box 343 Leamington, ON N8H 3W3 519-326-3591	39
Leamington Mennonite Home	22 Garrison Ave. Leamington, ON N8H 2P2 519-326-6109	44
Lifetimes on Riverside	3387 Riverside Dr. E. Windsor, ON N9A 1A8 519-948-5293	140
Manor House Lodge	1520 Ouellette Ave. Windsor, ON N8X 1K7 519-977-5053	17
Marentette Rest Home	1758 Marentette Ave. Windsor, ON N8X 4E6 519-252-6752	40
New Beginnings Rest Home	106 Talbot St. W Leamington, ON N8H 1M9 519-326-7639	30
New Haven Rest Home	942 Howard Ave. Windsor, ON N9A 1S5 519-258-4471	17
Seasons Amherstburg	681 Front Rd. S. Amherstburg, ON N9V 0B4 519-736-7557	123 suites MC
Seasons Lakeshore	1700 County Rd #22 Belle River, ON N0R 1A0 519-727-0034	93
Seasons Royal Oak Village	2400 Sandwich St W Parkway LaSalle, ON N9H 2S8 519-966-5475	81 Retirement Beds 20 Town Houses
Seniors Alternative Care Inc.	166 Talbot St E. Leamington, ON N8H 1M2 519-322-4593	21
The Shoreview at Riverside	245 Drouillard Rd. Windsor, ON N8Y 2P4 519-253-7415	110
Southgate Residence Retirement Home	38 Park St. Kingsville, ON N9Y 1N4 519-733-4870	60
St. Clair Beach Retirement Community	13500 Riverside Dr E Tecumseh, ON N8N 0C3 519-979-9300	115

St. Joachim Manor	2718 County 42 St. Joachim, ON N0R 1S0 519-7281215	23
Sunrise Senior Living of Windsor	5065 Riverside Drive East Windsor, ON N8Y 5B3 519-974-5858	104 MC
The Meadows of Wheatley Ltd.	21205 Pier Rd Wheatley, ON N0P 2P0 519-825-4694	33 rooms
TLC Rest Home	1324 Ouellette Ave. Windsor, ON N8X 1J8 519-258-7313	40
Victoria Manor Retirement Home	759 Victoria Ave. Windsor, ON N9A 4N3 519-258-6200	120
Victoria Street Manor	184 Victoria St. S. Amherstburg, ON N9V 2K5 519-736-2525	14
Village Lodge	9565 Walker Rd., P.O. Box 23 McGregor, ON N0R 1J0 519-726-6040	19
Walkerville Rest Home	511 Devonshire Rd. Windsor, ON N8Y 2L6 519-253-3618	32
Willistead Inn	580 Devonshire Rd. Windsor, ON N8Y 2L7 519-258-6255	28
Willow Court Lodging Home	801 Victoria Ave Windsor, ON N9A 4N5 519-971-8804	28

OTHER COMMUNITY HEALTH CARE SERVICES

What is Health Care Connect?

Health Care Connect is a program launched by the Ministry of Health and Long-Term Care to help Ontarians without a regular family health care provider find one in their community.

The program identifies doctors or nurse practitioners who are accepting patients and links them with people who are in need of a family health care provider.

You are one phone call or click away from joining Health Care Connect.

Call 1-800-445-1822 to register by phone. When you call, you will speak to someone who will ask you a short series of questions and sign you up for the program. You can also visit <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner> to sign up for the program by filling out a quick questionnaire.

After you have joined Health Care Connect, a nurse called a Care Connector- will be assigned to help find a health care provider in your area. Your Health Care Connector will be your main point of contact with the program, and you will receive contact information from them by email after your registration is complete.

Home and Community Support Services play an integral role in the success of the program; each HCSS has a minimum of two Care Connectors working within to connect people to a family health care provider.

What to Know about Health Care Connect

- Health care Connect assists you in your search for a family health care provider
- Priority is given to individuals with greater health needs
- The program does not guarantee that a family health care provider will be found, so you should continue looking on your own
- You should have a valid OHIP card
- You should have an up-to-date mailing address associated with your health card

Telemedicine is a way to use telecommunications to receive some health care when you are unable to see someone in person. Windsor Regional Hospital hosts this program. For more information, contact 519-254-5577

For other medical information, you can contact TeleHealth Ontario at 1-866-797-0000

CLINICS

CALL FIRST

Walk-In After Hours Clinic

- **Reason to visit:** Provided care in non-emergency situations
- **Hours:** Typically open during the day Monday to Friday, evenings, and weekends. *Check to see if you need to make an appointment.*
- **Services (vary by location):** Diagnosis and Treatment, prescriptions, referrals.

Amherstburg Walk-in Clinic 400 Sandwich Street South Amherstburg, ON N9V 3L4 Phone: 519-736-8046	Downtown Walk-in Clinic 165 Goyeau Street Windsor, ON N8W 3T6 Phone: 519-258-1507
Essex After Hours Walk-in Clinic 167 Irwin Avenue Essex, ON N8M 2T4 Phone: 519-776-5561	Essex County Nurse Practitioner led Clinic 35 Victoria Avenue Unit 6 Essex, ON N8M 1M4 Phone: 519-776-6856
Essex Walk-in Clinic 186 Talbot Street South Essex, ON N8M 1B6 Phone: 519-776-1559	Family Care Walk-in Clinic 2425 Tecumseh Road East Suite 102 Windsor, ON N8W 4T4 Phone: 519- 977-9222
Family Practice Walk-in Clinic 2-3020 Dougall Avenue, Windsor ON, N9E 1S4 Phone: 519-967-8867	Howard Avenue Walk-in Clinic 2462 Howard Avenue Windsor, ON N8X 3V6 Phone: 519-258-5696
Lakeshore Health Centre 333 Notre Dame Street Belle River, ON N0R 1A0 Phone: 519-728-0777	Lasalle Medical Clinic 2125 Front Road Lasalle, ON N9J 2C1 Phone: 519-734-1234
Oasis Medical Centre Walk-in 486 Advance Boulevard Tecumseh, ON N8N 0B8 Phone: 519-727-0004	Pelee Island Medical Clinic 1047 West Road Pelee Island, ON N0R 1M0 Phone: 519-724-2160

<p>Princess Family Practice/Walk-in Clinic 33 Princess Street Leamington, ON N8H 5C5 Phone: 519-322-5664</p>	<p>Provincial Medical Centre 1400 Provincial Road Windsor, ON N9A 6J3 Phone: 519-250-6961</p>
<p>Rexall Walk-in Clinic 5881 Malden Road Lasalle, ON N9H 1F5 Phone: 519-966-3411</p>	<p>Rivard Walk-in Clinic 2909 Grandview Street Windsor, ON N8T 2L5 Phone: 519-251-1878</p>
<p>Riverside After Hours Walk-in Clinic 7875 Riverside Drive East Windsor, ON N8S 1E1 Phone: 519- 974-4122</p>	<p>Roseland After Hours Clinic 3840 Howard Avenue Windsor, ON N9E 3N9 Phone: 519- 972-3944</p>
<p>Roseville Garden Walk-in Clinic 2525 Roseville Garden Drive Windsor, ON N8T 1J9 Phone: 519-944-3393</p>	<p>St. Anne Street Walk-in Clinic 12137 Tecumseh Road East Windsor, ON N8N 1M2 Phone: 519-735-1490</p>
<p>Tecumseh Community Health Care Centre 13390 Lanoue Street Windsor, ON N8N 5E1 Phone: 979-5260</p>	<p>Walkerville Medical Clinic 1270 Walker Road Windsor, ON N8Y 4T4 Phone: 519-977-9222</p>
<p>West Windsor Urgent Care Clinic 2055 Huron Church Road Windsor, ON N9C 2L6 Phone: 519-255-9185</p>	<p>Windsor After Hours Clinic 4371 Walker Road Windsor, ON N8W 3T6 Phone: 519-254-6176</p>
<p>Windsor Medical Clinic- East Side 6720 Hawthorne Drive Windsor, ON N8T 1J9 Phone: 519-944-2295</p>	<p>Windsor Medical Clinic- West Side 608 Tecumseh Road West Windsor, ON N9B 1T8 Phone: 519-258-4400</p>
<p>Windsor River Walk-in Clinic 500 Wyandotte East Windsor, ON N9A 3H9 Phone: 519-254-1594</p>	<p>Wyandotte at Lauzon Walk-in Clinic 7885 Wyandotte Street East Windsor, ON N8S 1S8 Phone: 519-251-0761</p>

Community Health Centres

Each of Ontario’s Community Health Centres (CHCs) is unique. CHCs offer clinical care from doctors, nurse practitioners, nurses, dietitians, social workers, and other kinds of health providers under one roof. They offer care to those populations that have, for whatever reason, traditionally faced barriers accessing health care.

Community Health Centres Accepting New Patients: 519-253-8481

Tip: CHCs offer culturally adapted programs for the needs and preferences of the communities they serve including delivering services in many different languages.

Use this option:

- When you do not have a health care provider
- When you are a newcomer to Canada
- To access health care services when facing barriers like language, culture, physical disabilities, homelessness and poverty
- If you have mental health or addiction issues
- If you require counseling or need some help with housing issues
- When you’re without health insurance in Ontario

<p>City Centre Health Centre</p> <p>1400 Windsor Avenue Windsor, ON N8X 3L9 Phone: 519-971-0116 www.infocchc@cmha-wecb.on.ca</p>	<p>Diabetes Wellness</p> <p>2885 Lauzon Parkway Unit 107 Windsor, ON N8T 3H5 Phone: 519-997-2823 www.wechc.org/location/diabetes-wellness</p>
<p>Sandwich Community Health Centre Inc.</p> <p>749 Felix Avenue Windsor, ON N9C 3K9 Phone: 519-258-6002 www.sandwichchc.org</p>	<p>Street Health</p> <p>711 Pelissier Street Windsor, ON N9A 4L4 Phone: 519-252-3777 www.wechc.org/location/street-health</p>
<p>Street Health: Downtown Mission</p> <p>665 Victoria Street Windsor, ON N9A 4N2 Phone: 519-253-3800 www.wechc.org/location/street-health</p>	<p>Windsor-Essex Teen Health Centre</p> <p>1585 Ouellette Avenue Windsor, ON N8X 1K5 Phone: 519-253-8481 www.wechc.org/location/teen-health</p>

<p>Windsor Essex Community Health Centre</p> <p>1585 Ouellette Avenue Windsor, ON N8X 1K5 Phone: 519-253-8481</p> <p>www.wechc.org</p>	
--	--

Family Health Team

Reason to visit:

A diverse health care team that provides ongoing care to their roster of patients, promoting healthy living.

Hours (may vary by location):

Typically open during the day, Monday to Friday, with access after hours for enrolled patients. Appointment needed.

Services (may vary by location):

Diagnosis, treatment, and specialized programs provided by a range of health care professionals, including your family doctor.

<p>Amherstburg Family Health Team 691 Front Road South Amherstburg, ON N9V 0B4 Phone: 519-736-7770 www.afht.ca</p> <p>Wheelchair Accessible</p>	<p>Windsor Family Health Team 2475 McDougall Street Suite 245 Windsor, ON N8X 3N9 Phone: 519-250-5656 www.windsorfht.ca</p> <p>Wheelchair Accessible</p>
--	---

Urgent Care Clinics

Reason to visit:

Treatment for illnesses and injuries that are urgent but not life-threatening.

Hours (may vary by location): Typically open during the day, Monday to Friday, evenings, and weekends. No appointment needed.

Services (may vary by location): Diagnosis and treatment (except surgery) that may include casts, eye care, laboratory, stitches, X-Ray

<p>Grand Marais Urgent Care Clinic 2930 Dominion Blvd. Windsor, ON N9E2M2 226-773-6260</p>	<p>Tecumseh Urgent Care Centre 11811 Tecumseh Road East Tecumseh, ON N8N 4M7 Phone: 519-979-3355</p>
<p>VCare Clinic Urgent Care 2285 Howard Ave., Windsor, ON N8X 3V2 519-254-7979</p>	<p>Windsor Urgent Care Clinic 2055 Huron Church Rd. Windsor, ON N9C 2A6 519-255-9185</p>

How to find a Family Doctor

Visit these websites to find doctors in Windsor and Essex County who are accepting new patients:

The College of Physicians & Surgeons of Ontario

1-800-268-7096 Ext: 626

Essex County Medical Society

519-256-4611

Health Care Connect

1-800-445-1822

Find Other Health Care Options

211 Ontario

Call: 2-1-1

Toll-free: 1-877-330-3213

TTY: 1-888-340-1001

For Health Cards (OHIP), contact Service Ontario at 519-973-1385; 1-800-268-1154, or 400 City Hall Square East, Suite 205

Community Help Lines

Do you have a problem with which you need help?

Ontario **211** is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in over 150 languages. 211 offers over 60,000 community and social services across Ontario. Our certified information specialists are caring, understanding, and knowledgeable and pride themselves on their ability to connect you with services you need.

They provide accurate information and referral helplines to community, social, government and health services.

211 is location specific and now offers a website for Southwestern Ontario for which makes it much easier to navigate community services for Windsor-Essex. Visit www.211southwest.ca for more information on social services that could be beneficial to you!

CALL: **2-1-1** or Toll Free: **1-866-686-0045**

Seniors Infoline

Seniors Infoline is a guide to programs and services specific to seniors residing in Ontario. It is produced by the Ministry of Seniors and Accessibility and is distributed by Service Ontario Publications. Call **1-888-910-1999** or TTY **1-800-387-5559**. Regular updates to the guide will be made and published on the Ministry of Seniors and Accessibility website at www.ontario.ca/seniors.

Elder Abuse Prevention Ontario: Senior Safety Line

The Seniors Safety Line offers emotional support, safety planning, information and referrals to seniors in need of help. The helpline is open to any older adult who is being abused or is at-risk of being abused. The helpline also provides information to relatives, friends neighbours, caregivers and other service providers/ professionals who may have questions or concerns regarding an older adult who is at-risk. The helpline is answered by trained counsellors who have extensive experience in the VAW and social service sectors. The counsellors provide advice on topics such as how to deal with anxiety, coping, depression, isolation and psychological abuse. Counsellors cannot take reports of abuse and do not save the callers information. They also do not offer in-person support or services. If you or a loved one you know are in need of help call:

1-866-299-1011 for anonymous, confidential support 24/7, 365 days of the year. You can also chat with live counsellors at www.awhl.org/online-chat from Monday to Friday 11:00am-8:00pm

Local Health Integration Network (at the current time this has been renamed in other parts of the province to Home and Community Care Health Services)

The role of the Erie St. Clair Local Health Integration Network is to plan, integrate and fund local health care, as well as deliver and coordinate home and community care. The LHIN allocates services and programs to help more than 40,000 patients each year in need of local organizations and services such as mental health and addiction, LTC homes, and hospitals.

If you require assistance to access the services that the LHIN provides, you can call toll-free at **1-888-447-4468** which will direct you to someone who can get a better understanding of your needs and help allocate the proper services you require. A care provider will be happy to assist you with anything you may require or additional information. You can also visit the website www.thehealthline.ca which will bring up a number of services to choose from. This includes tabs such as health care options, health topics, your health and making choices. This needs to be checked out!!!!

Community Crisis Centre-HDGH

Hôtel-Dieu Grace Healthcare's (HDGH) Community Crisis Centre of Windsor-Essex County works in partnership with community social agencies to provide crisis response services to individuals 16 years of age and older who are experiencing an acute mental illness and/or psychosocial crisis.

The mission of the Community Crisis Centre is to provide intervention services 24 hours a day, seven days a week to individuals who require immediate assessment, psychosocial intervention, medical intervention, and support.

If you are experiencing a mental health crisis, call the 24-hour helpline at 24-hour Crisis Telephone Line **519-973-4435**

The Transitional Stability Centre: 744 Ouellette Ave.
8:00 a.m. to 8:00 p.m. 7 days/week

Windsor Regional Hospital - Ouellette Campus, Emergency Department
1030 Ouellette Ave.
7:00 a.m. - 11:00 p.m. 7 days/week

Follow-up crisis counselling and referrals

Family Services Windsor-Essex

FSWE offers counselling services for individuals, couples, children and youth who are experiencing challenges with relationships, addiction, depression, anxiety, sexuality, separation, divorce, parenting, trauma, self-esteem and emotional regulation and overall wellness.

Call **1-888-933-1831** or visit their website at www.fswe.ca

The FSWE offers the Elder Abuse Response Service which helps seniors struggling with abuse, neglect and bullying. The FSWE helps seniors by providing a quick and flexible response to a request for help by:

- Matching Older Adults with a Social Worker
- Listening and learning about immediate concerns of neglect, bullying or abuse
- Identifying key factors influencing the situation

They offer professional advocacy and support by:

- Providing options, guidance and support to handle concerns of abuse, neglect or bullying
- Together – stopping any abuse from taking place and addressing other areas of concern
- Intervening on behalf of the Older Adults, if needed

The FSWE aims to help older adults move forward in their lives by:

- Teaching how to exercise rights and freedoms to maintain independence
- Teaching how to recognize arising issues in the future
- Planning how to deal with abuse, neglect or bullying
- Connecting Older Adults to available services and resources, as needed

Community Services

211 is a three digit phone number and website that provides information and referral to community and social services in Ontario. With information on more than 56,000 agencies and services, they can help you find the answers you need, quickly and easily, open 24 hours a day, every day of the year and available in more than 150 languages.

Find the information you need at www.211ontario.ca

Alzheimer Society of Windsor-Essex County

2135 Richmond St Phone: 519-974-2220
Windsor, ON Website: <https://alzheimer.ca/windsor-essex/>

Arthritis Society Windsor

2475 McDougall Ave Phone: 519-433-2191
Windsor, ON Website: www.arthritis.ca

Brain Injury Association Windsor Essex

Website: <https://obia.ca>

Canadian Cancer Society

250 Tecumseh Rd,E, Windsor, Ontario
519-254-5116 Website: www.cancer.ca

Canadian Diabetes Society

2679 Howard Ave., Windsor, Ontario
519-972-8414 Website: <https://diabetes.ca>

Canadian Hearing Services

300 Giles Blvd. E.
1-866-518-0000 Website: www.chs.ca

Canadian Mental Health Association/Mental Health Program for Older Adults

1400 Windsor Ave Windsor, ON
519-255-7440 Website: <https://windsor-essex.cmha.ca/>

Canadian National Institute for the Blind

4900 Wyandotte St. E. Suite 200 Windsor, Ontario
519-253-1900 Website: www.cnib.ca

Elder Abuse Prevention Ontario

416-916-6728 Website: www.eapon.ca

Heart and Stroke Foundation of Canada

4570 Rhodes Ave, Windsor, Ontario
519-254-4345 Website: www.heartandstroke.ca

Life After Fifty

695 McEwan Ave., Windsor, Ontario
519-254-1108 Website: www.liffeafterfifty.ca

Lung Association

210-3041 Dougall Ave. Windsor, ON
519-453-9086 Website: www.lung.ca

Parkinson Society of Canada

2109 Ottawa St. Windsor, Ontario
519-256-2651 Website: www.parkinsons.ca

Telehealth Ontario

866-797-0000

Victim Services of Windsor and Essex County

888-732-6228

Transportation

Transit service for people with disabilities is available through public transportation services, community organizations, and private companies. Transportation services may depend on the agency, your needs, and service availability in the area. Transportation Services in the Windsor-Essex area includes:

CareLink Health Transit

1-855-728-1433

Provides transportation throughout Windsor and Essex County at an **affordable** cost to those 55+ and those with disabilities. Must be booked in advance.

Handitransit

Persons with physical disabilities or the frail and elderly can use this service, A medical form completed by a physician is required at registration.

Call for additional information 519-966-0930

Crown Medical Transportation

Fully equipped wheelchair accessible vans

Call 519.977.0666 or visit [/www.crownaccessible.com](http://www.crownaccessible.com) for fee schedule

Patient Transfer Service

519-996-2108

Home Support Companies

There are many support companies in the area that provide assistance to older adult's appointments. Fees may include Attendant, Use of attendant vehicle: per KM + Hourly Rate or We Drive Your Vehicle. It is important to find out what services are available.

Amy's Helping Hands

Call: **519-915-4370** or visit www.amyshelpinghands.ca to receive more information as an assessment is required.

Comfort Keepers Windsor- Essex

Call **519-946-1001** or visit their website at www.comfortkeepers.ca/windsor for current fees/schedule.

Home Instead Windsor Essex, Chatham Kent

Call: **519-739-1500** Windsor-Essex or visit www.homeinstead.com for fee schedule

VON Windsor-Essex

Call **519-254-4866** or visit www.von.ca for fee schedule

Transit Windsor

519-944-411

www.thebusstopshere.ca

Windsor Essex Taxi Services are a very good way to safely get to appointments.

Fall Prevention

Falls are the leading cause of injury among seniors and roughly half of these falls occur at home. Every year, one-third of seniors fall and often experience serious consequences to their health, independence, and quality of life. Fortunately, many falls are preventable.

Reduce your risk by following these tips:

- Exercise regularly. Adults aged 65 years and older should complete at least 150 minutes of moderate to vigorous aerobic physical activity per week, in bouts of 10 minutes or more. If you have poor mobility, physical activity can help you enhance your balance and prevent falls. Make sure you have proper footwear that includes rubber soles, low heels, and laces or Velcro that securely fasten.
- Talk to your Health Care Provider about a bone density test. Osteoporosis is a disease that makes bones brittle and more likely to break during a fall. At least 80 percent of broken bones in older adults are related to osteoporosis, with older women at the greatest risk for developing the disease. Ask your doctor for a bone mineral density test to determine your risk
- Know your medications. Taking four or more medications increases your chance of falling. Speak to your doctor about all the medications you are taking to learn why you are taking them, what side effects they have (such as drowsiness or dizziness) and if there are alternatives.
- Reduce home hazards. These include loose carpets and cords on the floor, items blocking the stairs, and poor lighting. Also consider installing assistive devices, such as grab bars or raised toilet seats.

The Windsor-Essex County Fall Prevention Committee (WECFPC) consists of a variety of community organizations; the purpose of the committee is to explore a variety of strategies to reduce the burden of injury from a fall in our communities, particularly among older adults. The WECFPC can be contacted by email (wecfpc@gmail.com)

The Windsor Essex Community Health Centre Falls Prevention Screening Clinic aims to:

- Assess what may be putting seniors at risk of falling
- Educate seniors on ways to reduce the risk of falling
- Connect seniors to community programs and health services
- Clinics are held monthly in various locations in Windsor and Essex County.
- **Please contact 519-997-2823 ext. 417 or PreventFalls@wechc.org**

Osteoporosis Canada
1-800-463-6842
www.osteoporosis.ca

To order related publications from the Ministry for Seniors and Accessibility including
What to Do If You Fall:

Service Ontario Publications
1-800-668-9938
TTY: 1-800-268-7095
www.ontario.ca/publications

Legal Affairs

A “**living will**” refers to written directions or wishes about what medical care you may or may not want to have in the event you become incapable of making decisions about your care. Also known as an “Advanced Medical Directive”, a living will be taken into consideration by your substitute decision-makers, but it may not be binding, depending on the circumstances at the time. Unlike a Power of Attorney for personal care, it does not appoint a decision-maker.

The Office of the Public Guardian and Trustee has developed a Power of Attorney Kit that can help you appoint the person you want to make decisions for you when you are no longer able to do so for yourself.

Ministry of the Attorney General

1-800-366-0335

www.ontario.ca/rvn

Power of Attorney

A power of attorney, also known as POA, is a legal document that gives someone the power to act on your behalf in any case where you are unable to make decisions on your own. There are two powers of attorney that should be addressed. The POA identified for each section can be different and should be made for your best interest.

Power of Attorney for Personal Care

The power of Attorney for Personal Care *only* takes effect when you become mentally incapable of making some or all personal care decisions. It allows the person you name to make decisions for you if you become mentally incapable.

Personal care decisions are decisions about health care and medical treatment, diet, housing, clothing, hygiene, and safety.

Making a Power of Attorney for Personal Care lets *you* choose a person you trust to be your substitute decision-maker if you become mentally incapable. However if no one is willing or able to make decisions for you, the Office of the Public Guardian and Trustee is required to make decisions on your behalf.

What happens if I don't have a Power of Attorney for Personal Care?

If you are incapable of making personal care decisions, the Health Care Consent Act allows other substitute decisions-makers (the Act contains a hierarchy) to make *some* of these decisions, including health treatment, admission to a long-term care facility and personal assistance services.

Power of Attorney for Property

A continuing Power of Attorney for Property is a legal document that lets your attorney (in Canada this means the person to whom you gave the power) help manage your finances and property. The named person can act for you whether or not you are capable. Therefore, it may be important to limit time or authority in the document e.g. if you plan to be in hospital for an expectedly short time. The attorney can do almost anything with your property that you could do if not limited. However, the attorney cannot make or change your will or give a new Power of Attorney on your behalf.

A continuing POA takes effect as soon as it is signed and witnessed, unless you state in the document that you want it to take effect at a later date. For example, if you want it to take effect only if you later become incapable of managing your finances.

Note: it is often a good idea to seek legal advice prior to signing Power of Attorney documents.

Resources

- Community Legal Education Ontario (CLEO) – www.cleo.on.ca
- Advocacy Center for the Elderly (ACE) – www.ancelaw.ca

FINANCES

Disability Tax Credit

The disability tax credit (DTC) is a non-refundable tax credit that helps persons with disabilities or their supporting persons reduce the amount of income tax they may have to pay.

A medical practitioner has to fill out and certify that you have a severe and prolonged impairment and must describe its effects. A medical practitioner can be a medical doctor, nurse practitioner, OT, Physiotherapist, optometrist, audiologist, psychologist or speech-language pathologist, depending on the disability.

There are different ways for which a person can be eligible for the disability tax credit (DTC). The person must meet **one** of the following criteria:

- be blind
- be markedly restricted in at least one of the basic activities of daily living
- be significantly restricted in two or more of the basic activities of daily living (can include a vision impairment)
- need life-sustaining therapy

www.canada.ca Disability tax credit

Disability Income Support Program

Ontario Disability Support Program Income Support is one of Ontario's social assistance programs. Income Support provides financial help for people with disabilities who are in need. It can help pay for living expenses, like food and housing.

If you qualify for Income Support, the amount of Income Support you receive will depend on your:

- Family size
- Income
- Assets
- Housing costs

Benefits that may be available:

If you qualify for Income Support, you and your family may also qualify for other benefits, such as:

- Drug coverage
- Dental coverage

- Vision care
- Hearing aids
- Diabetic supplies
- Help with transportation costs to medical appointments
- Wheelchair/mobility device repairs and batteries
- Help to support your guide dog
- Help with work-related expenses

Ontario Disability Support Program
 Disability Adjudication Unit
 Box B18
 Toronto ON M7A 1R3
 Fax: 416-326-3374
 Toll-Free: 1-888-256-6758
 TTY: 1-866-780-6050

Assistive Devices Program

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

ADP covers over 8,000 separate pieces of equipment or supplies in the following categories: prostheses' wheelchair/mobility aids and specialized seating systems; enteral feeding supplies; monitors and test strips for insulin-dependent diabetics; insulin pumps; respiratory equipment' orthosis; oxygen and oxygen delivery equipment; hearing aids.

Grants may be provided for ostomy supplies, breast prostheses and needles and syringes for insulin-dependent seniors.

Most devices must be authorized by a qualified health care professional registered with the program.

The program will only help pay for equipment that is purchased from vendors registered with ADP. ADP pays up to 75% of the cost of equipment.

For more detailed information contact:
 Ministry of Health and Long-Term Care
 Assistive Devices Program
 7th Floor, 5700 Yonge Street
 Toronto, Ontario, M2M 4K5
 416-327-8804
 Toll-Free 1-800-268-6021
 TDD/TTY 416-327-4282
 TDD/TTY 1-800-387-5559
 E-Mail adp@ontario.ca

Old Age Security

The Old Age Security (OAS) pension is a monthly payment you can get if you are 65 and older. In some cases, Service Canada will be able to automatically enroll you for the OAS pension. In other cases, you will have to apply for the Old Age Security pension. Service Canada will inform you if you have been automatically enrolled.

In most cases, you do not have to apply to get this benefit.

You may have to apply for the Old Age Security. We may not have enough information to enroll you automatically.

You can receive your first payment the month after you turn 65.

Gains Income Supplement

The Ontario Guaranteed Annual Income System (GAINS) ensures a guaranteed minimum income for Ontario seniors. It provides monthly payments to qualifying pensioners on top of the federal Old Age Security (OAS) pension and the Guaranteed Income Supplement (GIS) payments. The Ontario Ministry of Finance administers the GAINS programs and Service Canada delivers the OAS and GIS for the Department of Human Resources and Skills Development.

How does the program work?

The GAINS payment is based on your income or combined income as a married couple or common-law couple. Every year, you must either file an income tax return or complete a GIS application to receive maximum benefits available to Ontario seniors.

- The GAINS annual cycle begins in July of each year
- The amount of GAINS benefit is directly linked to the amount of your federal GIS monthly payments.
- GAINS payments range from a minimum of \$2.50 to a maximum of \$83.00 per month.
- The Ministry of Finance mails cheques on or about the 25th day of each month. Instead of receiving a cheque, you can also set up a direct deposit to your bank account.

Did you know?

You and your family may be eligible for other Ontario tax credits. Visit [Ontario.ca/taxcredits](https://www.ontario.ca/taxcredits) to learn more.

Can I receive GAINS payments?

You are eligible to receive GAINS payments if:

- You are an Ontario resident, 65 or older, and receive the federal OAS and the federal GIS

- You are and have been a permanent resident of Ontario for the past 12 months, or you previously lived in Ontario for a total of 20 years after the age of 18
- Your total income from all sources is below the level guaranteed by the province

You are also eligible to receive GAINS payments if you meet the criteria in the last 2 bullet points above and:

- You receive OAS and GIS benefits under the federal International Social Security Agreement program, and
- You have 10 or more years of Canadian Residency

How do I apply?

No application is necessary. If you meet the eligibility requirements, your benefits will be determined automatically based on information the ministry receives for the Employment and Social Development Canada and information provided on your annual income tax return.



E-Laws Ontario

Inquiries about how to access Ontario legislation on e-Laws are welcome by Telephone, Monday to Friday, from 8:30 a.m. to 5:00 p.m.

- (416) 326-5300 (416)325-3408
- 1-800-668-9938 Toll free across Canada

e-Mail Address: e-laws@ontario.ca

Examples:

- Long-Term Care Homes Act
- Retirement Homes Act
- Health Care Consent Act
- Substitute Decisions Act
- Pension Benefits Act
- Powers of Attorney Act
- Land Titles Act