

Access Ability

SENIORS GUIDE TO SERVICES



SENIORS RESOURCE DIRECTORY PLUS INFORMATION ON

SENIOR SAFETY – KNOWLEDGE IS YOUR BEST DEFENSE
SENIORS WITH DISABILITIES
PREVENTING ELDER ABUSE
EMERGENCY PLANNING
FIRST NATIONS SERVICES
HOUSING FOR SENIORS
THE ACTIVE SENIOR



Brantford • Brant Service Area

ACCESS ABILITY

SENIORS' GUIDE TO SERVICES

Who is this guide for?

Knowing how to access services can be a challenging experience. Seniors are the fastest growing segment of our population as the post-war baby boom population reaches retirement. Access Ability answers some of the most common questions about programs and services available in the Brantford-Brant area for older adults. The Guide contains useful information about safety, health promotion, disease prevention, emergency preparedness, and healthy living. The section "Senior Safety – Knowledge is your best Defense!" has been prepared in an effort to help you protect yourself from fraud.

Copies of Access Ability have been made available at service agencies, the City of Brantford, the County of Brant, seniors homes, the hospitals, the Beckett Centre, the John Noble Home, St. Joseph's Lifecare Centre, and other locations throughout the County that seniors frequent.

We would ask that if you have received this guide and feel you have no need for it, please make sure it makes its way into the hands of someone that might.

While this guide is not a comprehensive resource for people with disabilities, we recognize that seniors make up a significant proportion of the community in this category and, therefore have included resource listings of interest for seniors and caregivers.

For information on federal disability programs go to your nearest Service Canada office, 58 Dalhousie Street, Brantford, and ask for the book title Supporting Persons with Disabilities, Frequently Asked Questions, published by Social Development Canada.

Access Ability is a guide to services in the community and is not intended to be an endorsement of the programs and services contained herein. Every effort has been made to be accurate and complete, and any omissions of programs or services are not intentional.

You may copy the guide but we ask that you acknowledge the source

ACKNOWLEDGMENTS

We would like to acknowledge the assistance of Hamilton Police Services for their kind permission to adapt portions of their safety guide, Be Aware Take Care.

<http://www.hamiltonpolice.on.ca/HPS>



The opinions expressed in this publication do not necessarily reflect the official view of the City of Brantford or any other Organization listed in this guide. The inclusion of any activity or course of action does not constitute endorsement or imply that any service is superior to any other.

This Guide has been Published by the Task Force on Issues Pertaining to Seniors and the Disabled in cooperation with the City of Brantford. <http://www.city.brantford.on.ca/>



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Medical Emergency Call 911
or call one of the following numbers:

Brantford General Emergency Department **519-751-5507**
 200 Terrace Hill Street, Brantford

The Willett Urgent Care Centre **519-442-2251**

238 Grand River St., N., Paris

Nova Vita Domestic Violence

Prevention Services (24-hour) 519-752-HELP (4357)

Ganohkwasra Family Assault Support Services 519-445-4324

Sexual Assault Centre of Brant (24-hour) 519-751-3471

Victim Services of Brant (in Brantford Police Station)

Business hours line 519-752-3140

Victim Services After Hours Line 519-756-7050

Poison Information Centre 1-800-268-9017

Six Nations Mental Health Services (24-hour crisis line)

..... 1-866-445-2204

Brant Mental Health Crisis Response System (24-hour) . .

..... 519-752-7347

Police, Fire, Ambulance 911

Medical information in a non-emergency

Brant County Health Unit (Health information line) 519-753-4937

TelehealthOntario 1-866-797-0000

Non-urgent medical problems should be directed to your family Physician.

No family physician?

Go to one of these locations for assistance:

Avenue Walk-in Clinic. 221 Brant Ave., Brantford, Ontario

Brantford Urgent Care..... 225 Fairview Drive, Brantford, Ontario



ALTHOUGH RARE, DISASTERS DO HAPPEN



You should be prepared to take care of yourself for 72 hours in the event of a major emergency, as it may take an emergency response team some time to get to you

THREE STEPS TO EMERGENCY PREPAREDNESS

Step One – Know the Risks

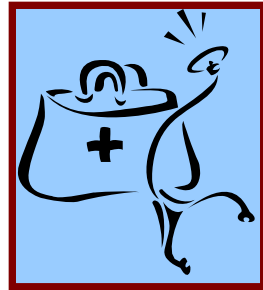
Although the consequences of disaster can be similar, knowing the risks specific to your area can help you better prepare for an emergency. Our area is not immune to natural or made-made disasters including blackouts, blizzards, hazardous material spills, industrial accidents, infectious disease outbreaks, tornados, or transportation accidents. In 1979 a 106-car Canadian Pacific freight train carrying explosive and poisonous chemicals derailed near the intersection of Mavis Road and Dundas Street in Mississauga. As a result of the derailment, over 200,000 people were evacuated in the largest peacetime evacuation in North America up until the disaster in New Orleans in 2005 in the wake of Hurricane Katrina. In 1998 a severe ice storm struck a swath of land in Eastern Ontario and Southern Quebec causing massive damage to trees and electrical infrastructure, resulting in widespread power outages. Millions were left in the dark and cold for periods varying from days to weeks, leading to more than 30 fatalities.



Step Two – Make a Plan

Every household should have an Emergency Plan that can help you and your family know what to do in case of an emergency. You may not be with your family or caregiver when a disaster occurs. Plan how to meet and what to do in different situations. Make a list with detailed information about meeting places, an escape route from your neighborhood, health information including medications, plans for your pets, emergency contact information - including your family doctor -and keep this plan with your basic emergency kit.

What you should have for your kit:



- 1) **Water – at least two litres of water per person per day.**
- 2) **Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water at least once a year)**
- 3) **Manual can opener.**
- 4) **Flashlight with batteries.**
- 5) **Candles and matches or a lighter. Keep extra candles where you can find them at night.**
- 6) **Special items such as extra prescription medications or equipment for special needs. Talk to your doctor about preparing a two-week supply of medications and medical supplies for this purpose. Keep a list of current medications with your emergency plan.**
- 7) **Extra keys for your house and car.**
- 8) **Some cash in small bills or travelers cheques and change for pay phones.**
- 9) **A copy of your emergency plan with contact information including the phone numbers of your prescribing physician and family members.**

Step Three – Prepare a Basic Emergency Kit

In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. You may have many of these things already, flashlight, battery-operated (or hand-crank) radio, bottled water and extra blankets. The key is to make sure these items are organized and easy to find and easy to carry should you have to leave. A suitcase with wheels, packed and ready to go and kept in the hall closet, is a good example of an emergency kit.

THESE ARE BASIC GUIDELINES FOR EMERGENCY PREPAREDNESS

Other items YOU SHOULD consider for inclusion in your kit:

- 1) *A change of clothing and footwear for each person in your family.*
- 2) *Sleeping bag or warm blanket for each household member.*
- 3) *A whistle in case you need to attract attention.*
- 4) *Garbage bags for personal sanitation.*
- 5) *Toilet paper and other personal sanitation items.*
- 6) *Basic tools (hammer, pliers, wrench, screwdrivers, fasteners, work gloves).*
- 7) *Small fuel-driven stove and fuel (follow storage directions)*
- 8) *Water for cooking and cleaning. Access to clean water will be a priority.*

A DETAILED DESCRIPTION OF HOW TO PREPARE AN EMERGENCY PLAN IS AVAILABLE FOR **FREE** BY CALLING:

1-800-622-6232

TTY: 1-800-926-9105

A COMPREHENSIVE DESCRIPTION OF EMERGENCY PREPAREDNESS IS AVAILABLE AT :

www.safecanada.ca

Senior Safety Knowledge is Your Best Defense!

Safety is one of the biggest challenges for seniors. By making yourself aware of the potential dangers, both in the home and in the community, you can reduce the chances that you will become a victim to dangers like fraud, theft or scams that target seniors. This section details where you can turn for help should you feel you have been a victim of fraud and also provides useful information on how to protect yourself. Remember - Knowledge is your best defense!

What is Fraud?

Fraud is theft through deception. There are many types of frauds designed to part you from your money. Fraud is the number one crime against seniors. If you have been defrauded, you may not necessarily be aware that you have been made a victim. The con artist will take your money and give you very little in return. Remember, if it sounds too good to be true, it probably is!

Why are seniors targeted by Fraudsters?

- ❖ *Seniors often live alone or have more savings, assets or disposable income.*
- ❖ *Seniors are often trusting. Fraud artists will share lists of seniors that are vulnerable to scams.*
- ❖ *Many seniors do not report being scammed because they are embarrassed.*

Scammers will gain your confidence

For a fraud to be successful, the con artist will have to gain your trust and lead you to believe that he/she has only your best interests at heart. A man or a woman could be a con artist. Your best defense is to say “No thank you. I’m not interested”. You may have to say this repeatedly. However, a con artist will not likely resort to threats or physical violence for fear of drawing the attention of the police to their activities. They know there is always another vulnerable senior around the corner. A con artist can gather information about their potential victims from several sources. Some marketing companies collect information about consumers to sell to legitimate businesses, but sometimes this information ends up in the hands of scammers. Product registration cards, magazine subscriptions, government statistics, telephone directories and local obituaries are also sources from which fraudsters gather information on their victims.

WATCH OUT FOR THESE SCAMS

The Prize Scam

“You have won a fabulous and valuable prize (or cash), but to claim it you must pay taxes, delivery charges, or legal fees”

Be Aware! If you have legitimately won a prize you will not have to pay for it. Never give out your credit card number to collect a prize.

The Lottery Scam

“Would you like to be a part of a syndicate or group that is buying a large number of lottery tickets? This will increase your chances of winning substantially”

Be Aware! No matter how great the odds of winning are portrayed, the odds are still usually millions to one.

The Charity Scam

*“Could you help needy children, war veterans or disaster victims through our charity? We’ll send someone right over to pick up the cheque” Be Aware! Many scams are successful because the names of the fraudulent charities sound like similar easily recognized charities. Check with Revenue Canada Charities Division **1 800 267-2384** to ensure that the charity is registered. Legitimate charities are frequently listed in the telephone book. If you would like to donate, arrange to have your contribution mailed directly.*

The Vacation or Timeshare Scam

“You have been selected to be awarded incredible savings, or possibly free travel or accommodations to popular vacation destinations or time shares”

Be Aware! This is a sales call, possibly a scam. You will not get something for nothing. When travelling or purchasing a timeshare, do your research! Make sure the agent is reputable. Do not buy a vacation or timeshare through a telephone sales pitch.

Door to Door Direct Sales and Marketing

Direct marketing fraud usually occurs when the con artist appears at your door and attempts to either sell you something or offers to do some type of home renovation. Some of the possible direct marketing scams are:

Product Sales

These are in-home product demonstrations in which an unscrupulous salesperson gains access to your home by offering a prize. Once inside, the hard sell begins with intimidation, threats, false representation, or just plain lying. The salesperson may be reluctant to leave and may attempt to “outsit” you, so that to get rid of them you will have to buy their products. Typical products offered for these types of sales are vacuum cleaners, water or air purification systems, home alarms, or meat freezer orders. Be Aware! Never let strangers into your home! Don’t be pressured. Just say, “No, thank you, I’m not interested.”

Personal and Home Services

There are many services necessary to maintain the comfort and security of our homes. As we age, we may find ourselves needing to hire people to assist us with this maintenance. Extra caution is needed when obtaining services from those who may have access to our homes and our property.

Be Aware! Take the time to make sure the proper steps are taken to keep your family safe and secure. Many of the people and companies offering this type of service are legitimate. To protect yourself from unscrupulous

companies and fraudsters, you need to do your homework. Questions to ask the vendor and yourself are:

- ❖ **Is the business located in the community?**
- ❖ **Are there any complaints registered with the Better Business Bureau?**
- ❖ **Have you compared prices from other local companies?**

If you decide to purchase, do you have a proper contract? If you want to cancel a contract, you may do so by writing a letter to the company within ten days and must be able to prove that the letter was received.

Registered mail, fax or e-mail will suffice if you have a confirmation of delivery (For contracts valued over \$50.00 only.)

If you get a contract, does it stipulate all that it should? Get friends and family to help you if necessary. Does the company have adequate insurance coverage should someone get hurt while on your property? Check identification and references.

Home Renovation Scams

As with home services, home repair and renovations are services seniors may require. The danger with home repair and renovation come from overcharging, or theft. Beware of the contractor who knocks on your door to tell you they “just happen to be in the neighborhood doing work and can give you a special price.” Typical types of home renovation scams are: mortar and brickwork, driveway paving and sealing and roof repairs.

Be Aware! Don't be pressured

Get a written estimate and then seek independent quotes. If the job is large, get a fully itemized contract. Never give cash as a deposit, or pay for work before it is completed. Make sure the contractor is licensed to work in the community. If there are structural changes or additions, you will need a permit from the City or County.

Ask for references, consult the Better Business Bureau or Ministry of Consumer and Business Services at (800) 889-9768.

*Remember, you are in control. If you don't wish to buy, or do not want to decide without further research, simply say, **“No, thank you.”***

Help Finding a Reliable Tradesperson



Brantford Home Builders' Association.....519-752-4670

Brantford Regional Chamber of Commerce519-753-2617

Paris Regional Chamber of Commerce519-442-5571



Mail Fraud is a common form of fraud. Typical of these types of fraud are "too good to be true" sweepstakes or contests. Some examples to watch out for:

Official Looking Prize Notices

This notice comes in the mail and claims that you have won a lottery or huge prize. Like the phone scam, you are usually asked to pay a "processing fee" or taxes. Sometimes you are asked to purchase a product or subscription to claim your prize. You are given very little time to respond or send money. You may be asked to provide personal information or credit card numbers.

Scratch N' Win Cards

These cards come in the mail and are very clever. Your card will indicate that you have won. To claim your prize you must call a 1-900 number. You will then receive a large phone bill as these 1-900 numbers have user fees attached!

Advertising Fraud

Misleading advertisements in newspapers are also common forms of fraud. Here are the two most common types:

Work at Home Scam

An advertisement is placed in a local newspaper stating that you can earn extra money while working at home. The work may involve stuffing envelopes, making phone calls or other tasks. "Up front" money or a "registration fee" is required. Sometimes you are even asked to resubmit your registration fee. You never hear from the fraudster again.

Chain Letter Pyramids

In these scams, a representative will offer you a commission for buying one item and selling additional items to your friends. The products are usually over-priced and difficult to sell.

Be Aware! See these advertisements for the cons they are. No matter how appealing these offers may sound, trust your judgment, use your common sense and let these "opportunities" slip into the garbage. ***NEVER*** give out your personal information or credit card number to unsolicited callers!

Shady Energy Providers

Understanding the deregulated energy market can be tricky for anyone. Because of the relative complexity of the system there are some unscrupulous individuals who are claiming to represent energy providers, but who are actually only representing themselves! Consumers need to be aware of the three ways in which to buy energy, and to be careful about what they sign. Your three options when purchasing energy in Ontario are:



OPTION 1

One way is through the Regulated Price Plan (RPP), in which you are charged a regulated price per kilowatt hour (kWh) for the electricity that you consume. Your utility does not earn a profit on the electricity it purchases for you. You pay the cost of the electricity the utility buys in the market on your behalf. The price is set by the OEB, the independent regulator of Ontario's energy sector, and remains stable for a certain period of time.

OPTION 2

Through an electricity retailer, in which you pay the price per kWh as agreed upon by you and the retailer in the contract you sign. The price you pay is usually guaranteed for a number of years.

OPTION 3

A third way – only available for a limited number of consumers who have a special (interval) meter – is through spot market pricing, in which you pay actual wholesale market prices for electricity. These prices fluctuate up and down every hour.

Be Aware! When retailers knock on your door, here are some questions to ask:

- ❖ *Do you have a license from the Ontario Energy Board?*
- ❖ *How long does the contract last and is there a penalty for canceling?*
- ❖ *Can the retailer cancel the contract?*
- ❖ *What charges are included in the rate?*
- ❖ *What is the price per kilowatt-hour, and will it vary over the length of the contract?*
- ❖ *Are there any additional charges?*
- ❖ *What happens if I move?*

For a detailed explanation of the your energy options (both hydro and natural gas) call the Ontario Energy Board at 1-877-632-2727 (toll-free) Website www.oeb.gov.on.ca/html/en/consumers/energyoptions/index.htm

If you are having difficulties with your energy retailer you are encouraged to first:

Attempt to resolve concerns with the retailer directly. If unsuccessful, consumers can file a complaint with the Ontario Energy Board:

Phone..... 314-2455 Toll-Free: 1-877-632-2727

E-mail:..... complaints@oeb.gov.on.ca



Consumers have a wide range of options when it comes to financial services. Appropriate care must be exercised when making financial transactions of any kind. Here are three types of financial scams:



This type of con is often directed at seniors. The scammer will contact you and introduce him/herself as a bank inspector or police officer. They advise you that they are trying to trap a dishonest employee at the bank where you have your account. You could be asked to withdraw money from your account and give it to the con for use as “evidence”.

You will be asked to maintain the utmost secrecy so as not to alert the bank employee. You will never see the fraudster or your money again.



There are several versions of ATM fraud. Some involve theft of your card by deception -“is that your \$20 bill on the ground, sir?” and, as you pick up the bill, the con takes your card out of the machine. Another, more sophisticated scam, involves capturing your pin number using a camera when you make a purchase. For this scam the con does not even need your card. ALWAYS cover the keypad with your hand when punching in your PIN number – even at an ATM!



Mortgage fraud has been a growing problem in Canada and has recently hit Brant County. Mortgage fraud encompasses several types, mostly fraud involving borrowers defrauding banks, but one type of fraud involves criminals defrauding homeowners. In this type of fraud you may not even know you have been defrauded until it's all over and you no longer “own your home” and are forced into an expensive legal battle to regain it. To protect yourself from mortgage fraud, police fraud investigators recommend you do the following, contact your bank and ask them to ‘flag’ your mortgage for enquiries. You then should be alerted to anyone seeking information about your mortgage. Also, you can contact Equifax Canada Inc., Consumer Relations Department Box 190 Jean Talon Station, Montreal, Quebec H1S 2Z2 requesting that your account be flagged. You will then be alerted to any enquiries into your credit information. This will help protect you from identity theft.



Sometimes thieves will pose as public utility employees to gain access to your home. While they are inside your home, they may keep you occupied

while an accomplice enters the home and searches for valuables, medications or information about you.

Be Aware! *Utility companies will make appointments before sending anyone to your home – usually far in advance. You may then call the utility company back to confirm that this appointment is legitimate. Never let strangers into your home!*

Shady
Antique Buyers



In this scam someone shows up at your door claiming to be an antiques dealer. They know seniors may be thinking about downsizing and may wish to part with a few items. However, once inside, they use high-pressure tactics to buy up all the valuables in your home – and for not very much money! You may not realize what is happening until it is too late as it all happens so fast. Never sell any antiques or valuable collectables without an unbiased appraisal.

Theft by Person
Holding Power of
Attorney



A Continuing Power of Attorney for Property allows your attorney to make decisions about your property such as:

Finances, home and possessions, banking, signing cheques, buying or selling real estate, or buying consumer goods. Any person who misuses or commits theft while holding Power of Attorney may be subject to charges under the Criminal Code of Canada.

Be Aware! *Power of Attorney is an extremely important document. It may be a good idea to consult with a lawyer before making a final decision to ensure the document reflects your wishes.*



A current scam underway involves someone contacting you through e-mail asking for help in cashing counterfeit or photocopied money orders and cheques. Assisting with or attempting to cash these documents will generate a police investigation and possibly criminal charges.

Be Aware! Remember, you are in control. If you feel pressured, say, “No, thank you. I’m not interested.” Be firm. Even a legitimate sales person can be intimidating. After all, they work on commission and are eager to make a sale. You can always call them back after you have done your research and you no longer feel pressured. ***Buyer Beware!***

Do not rush into any agreement or contract. Get more than one opinion and always get a written estimate. If it sounds too good to be true – it is! Avoid “Get rich quick schemes”.

Always read the fine print. Ask questions and get answers. Have someone you trust review the contract before you sign.

Report suspicious offers to the police immediately -before the suspect finds other victims. Note what the person was wearing and what they were driving.

Never, EVER turn over large amounts of cash for any reason, no matter how good the deal sounds.

Never give out any personal information, bank or credit card numbers over the telephone unless you have initiated the call to a reputable business.

RESOURCE NUMBERS

Brantford Police Service519-756-7050

[GoogleMap](#) 

Fraud Section: 519-756-0113, ext. 2261 or 2267. Ask for Detective Ed Sanchuk or Detective Jeff Spencer.

Phone Busters Toll Free:.....1 888-495-8501

Toll Free Fax: 1 888-654-9426

E-mail:info@phonebusters.com

OPP in Brant County..... 519 442-2241

[GoogleMap](#) 

Burford Community Policing..... 519 449-5831

Mt. Pleasant Community Policing..... 519 484-2733

Onondaga Community Policing..... 519 759-1143

St. George Community Policing..... 519 448-1997

Brant-Brantford Crime Stoppers – Tip Line 519 750-8477

Ministry of Consumer & Business Services1 800 268-1142

Replacing Lost or Stolen Identification

Birth Certificate and OHIP (Ontario Health Cards)

To make an appointment locally in either Brantford (at the Sanderson Centre) or Paris (at the Willett Hospital), call 1-888-376-5197. Forms are also available from the Service Canada office at 58 Dalhousie Street in Brantford or online at

Website.....www.gov.on.ca



SIN (Social Insurance Card)

Contact Service Canada at 519-751-6500 or call the SIN Call Centre at:

..... **1-800-206-7218**



Old Age Security Card

**Apply by mail to: Human Resources
Development Canada – Chatham Office,
65 William Street South, P.O. Box 2020,
Chatham, ON N7M 6B2
Phone: 1 800 277-9914
Note: You must include your full name,
address and Social Insurance Number.**

Canadian Passport

**Canada Post Office – Brantford Main Station
58 Dalhousie St., PO Box 1962 Phone:**

..... **1-800-267-1177**

Note: There is a \$15.00 processing fee from Canada Post for this service.

Canadian Passport Office

**Hamilton, Ontario office
Standard Life Building, 120 King St. W.,
Suite 330, Hamilton.**



Phone:.....1-800-242-2100

Website.....<http://www.ppt.gc.ca/index.aspx?lang=e>

Ontario Driver’s License

**Vehicle Driver Issuing Office
325A West Street, Suite 103, Brantford, ON N3R 3V6**

Phone:..... 519-753-0352



Legal Aid Services

**Legal Aid Office – Brantford
18A Darling Street, Brantford, ON N3T 2K2**

Phone:..... 519-759-4250

Website:..... www.legalaid.on.ca



Legal Aid is available through the certificate program. A legal certificate allows you to receive advice and representation from a private lawyer. You must qualify legally and financially through the Legal Aid Office.

Duty Counsel - Help in the Court Room.

Duty Counsel is a lawyer assigned to courts to provide free assistance to accused persons who do not have a lawyer and who are financially eligible. There is a Family Court Duty Counsel, Criminal Court Duty Counsel and Tenant Duty counsel.

Family Law Information Centre (FLIC)

**Ontario Court of Justice 44 Queen Street, Brantford, ON N3T 6A8 Open
Wednesday 9:00 a.m. – 1:00 p.m. and
2:00 p.m. – 4:00 p.m.**

 [Google Map](#)

Family Law Information Centre at all the Family Courts can help you get information and help with family law matters including separation, custody, access, and financial support.

Service Canada

Carries forms for seniors including forms for Old Age Security. The Guaranteed Income Supplement and the Allowance, a benefit for low-income seniors between 60 and 64 years of age. They also have forms for Disability Benefits through CPP.

The Service Canada - Brantford office also has a FREE courier service to the Canada Pension office in Chatham. Correspondence must be at the Service Canada office before 2:00 p.m. Service Canada can also verify and photocopy identification for Canada Pension Plan documentation

 [Google Map](#)

The Better Business Bureau of South Central Ontario

100 James Street South

Hamilton, ON L8P -2Z2 Phone.....[905 526-1111](tel:905-526-1111)

Website.....www.thebbb.ca

E-mail:.....info@thebbb.ca

Revenue Canada Charities Division

.....[1 800 267-2384](tel:1-800-267-2384)

Ontario Energy Board

.....[1 877 632-2727](tel:1-877-632-2727)

ADVICE LAWYER

Ontario Court of Justice

44 Queen Street, Brantford, ON N3T 6A8

Clients can receive assistance from the Advice Lawyer located at the Court. The Advice Lawyer will provide advice and assistance and review documents.

Monday 2:00 p.m. – 4:00 p.m.

Lawyer Referral Service (LRS)

Crisis Line:.....1-800-268-8326

Lawyer Referral Line1-900-565-4577

The LRS is a service of the Law Society of Upper Canada, which will supply you with the number of a local lawyer who can deal with your issue. You will receive up to 30 minutes of free consultation. If you are in a crisis situation, or in custody you may dial the Crisis Line directly. For all other inquiries dial the 1-900 number listed above. A \$6.00 fee will be added to your phone bill for the referral.

Discrimination & Harassment Counsel

If you have experienced discrimination or harassment by a lawyer, law firm or legal organization you can contact this Counsel for advice and support:

1-877-790-2200

Community Legal Clinic of Brant, Haldimand Norfolk

Phone: 519-752-8669 1100 Clarence Street South, Suite 203

**The Community Legal Clinic offers free legal services to low income residents who meet eligibility requirements. Major areas of practice include workers compensation, referral service, human rights, employment, residential tenancies, income maintenance, and disability issues. Call for details on these and other services offered by the clinic.
Community Legal Education Ontario (CLEO)**

Tel: 416-408-4420 119 Spadina Avenue, Suite 600, Toronto, ON M5V 2L1

CLEO is a community legal clinic dedicated to providing low-income and disadvantaged people with the legal information they need to understand and exercise their legal rights. This service provides information on areas of

law, including social assistance, tenants' rights, immigration and refugee law, workers' rights, family law, elder abuse and youth justice.

The new Grand River Community Health Centre (GRCHC)
Will provide accessible, primary health services and health promotion to under serviced populations in Brantford and Brant County. Working in partnership with local healthcare and health related agencies the GRCHC will provide a holistic approach to patient care.

Contact: Helen Mulligan

Phone..... (519) 448-1729

Fax.....(519) 448-1390

e-mail..... helenmulligan@execulink.com

**For more information on Community Health Centres visit the Hamilton
Niagara Haldimand Brant Local Health Integration Network (LHIN)**

Website at:..... www.hnhblhin.on.ca

HEALTHCARE AND HEALTHY LIVING

What determines the health of a Community



The determinants of health in Brant County span a range of factors including income and social status, education level, access to health services, social support networks, incidence of disease, environmental considerations and other features of our social makeup that determine how healthy we are now or may become in the future. Seniors are no different than the rest of the population in one important respect when it comes to health: seniors respond positively to efforts to improve health and prevent disease and injury. Maintaining an active lifestyle, a healthy diet, regular medical checkups and a good social network can all improve your health and quality of life. Take a moment to reflect on your health and what you might do to promote a healthy lifestyle. This section of the guide will help you seek out resources to improve your quality of life by providing information on where

you can go to improve your health, protect yourself from injury, seek medical attention, link-up with social networks or get relief from abuse or addiction problems.

Healthcare Service Providers and Programs

The Brant County Health Unit is an agency that focuses on the prevention of disease and the promotion of health within our community. Programs and services aim to prevent illness, disease, and injury so that residents of Brantford and Brant County can enjoy an optimal level of health.

The Brant County Health Unit plays an important role in education and health promotion and can be a point of first contact for information about resources available in the community and how to prevent injury, illness, and/or disease. For example, in relation to seniors, falls are the leading cause death from complications resulting from the fall, despite the fact that the majority of falls are both predictable and preventable. Education plays an important role in preventing falls and the Health Unit has many resources on this topic as well as other topics that affect seniors.

Brant County Health Unit

194 Terrace Hill Street, Brantford, ON N3R 1G7

The following is a list of programs and services offered by the Brant County Health Unit that may be of interest to seniors. For additional information about these programs, please contact the Health Information Line at 519-753-4937 extension 259. The Health Information Line is staffed by a Public Health Nurse from 8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m., Monday to Friday. Questions can also be sent to email@bchu.org.

Health Information line and Seniors Safety Info.....519-753-4937 ext. 259

Fax:519-753-5942

Early detection of cancer and cancer prevention

.....519-753-4937 ext. 459

Tobacco use and prevention

.....519-753-4937 ext. 456

Healthy weights & heart health

.....519-753-4937 ext. 458

Physical activity.....519-753-4937 ext. 457

Tobacco use and prevention

.....519-753-4937 ext. 460

Programs and Services at the BCHU

Safe Medication Use – “Keep Track and Take it Back!”

This program is designed to help seniors taking several medications to keep track of what they are taking and when. It also encourages seniors to take back leftover and/or expired medications to their pharmacies. Local pharmacies are aware of the program and can supply seniors with a Medication Record Booklet and help keep it updated. This booklet is very useful and contains valuable information that could save a life, especially if the person ever needs unexpected urgent medical attention. Seniors are encouraged to keep an updated Medication Record with them at all times.

Access to Primary Health Care

Primary Health Care (PHC) is the first level of contact that people have with the health care system. Examples include a visit to your family doctor, nurse, pharmacy, health unit, clinic or community health centre (Grand River Community Health Centre). Primary Health Care focuses on promoting wellness, preventing illness and injuries and to some extent managing chronic conditions. Another feature of PHC is to provide access to the right health care at the right time. Close to 40% of Canadians have visited an emergency department (ER) in the last two years. Most of these visits (57%) were for medical conditions that did not require urgent care (such as sore throats or earaches). Offering access to appropriate primary health care in the community when people need it can take some of the load off of the emergency department. In addition to providing cost-effective care, this may also improve access to ERs for people with urgent medical problems and reduce waiting times.

Prevent Osteoporosis – “Break Through to Better Bone Health”

This presentation includes useful information and advice on how to prevent the onset of osteoporosis. One in eight men and one in four women over the age of 50 have this disease. There are concrete steps that people can take to lower their risk of getting this disease. To learn more, seniors can attend a two-part educational series offered in the community.

My Turn My Time My Plan

This program is designed for women aged 50-64. It provides resources and information on how women this age can care for themselves and take time to create a plan to be more physically active.

The benefits of physical activity are endless and include weight control, increased energy, improved mood, and better sleep. Of particular benefit to older adults, physical activity improves posture, increases muscle strength, bone density, flexibility, and coordination. All of this translates into better balance and a decrease in falls. Enjoy life to the fullest and make time for physical activity!

Contact the Health Information Line (extension 259) for information about other programs and services offered at the Health Unit.

Brant Community Healthcare System (BCHS)

The Willett Hospital in Paris and the Brantford General Hospital are partners in The Brant Community Healthcare System. This community-wide medical system provides programs and services, including urgent care emergency services. The following is a list of health promotion and disease prevention programs available at the Brantford General and the Willett.

Brantford General Hospital (BGH)

Brantford General Site, 200 Terrace Hill Street, Brantford, ON N3R 1G9 Phone: 519-751-5544

<http://www.bchsys.org/>



Willett Hospital ("The Willett")

238 Grand River St., North, Paris ON N3L 2N7

Phone: 519-442-2251

<http://www.bchsys.org/futurewillett.htm>



**The Willett Hospital
(1922)**

(Click the picture or link below to View the History of the Willett Hospital)

http://www.bchsys.org/int_html/News/HistoryWillett.html

Adult Recreation Therapy Centre (ARTC) Satellite at the Willett

The Adult Recreation and Therapy Centre (ARTC) offer adult day programs that include social, recreational and therapeutic activities for those with compromised health such as stroke, Parkinson's Disease, Multiple Sclerosis, Frail Elderly, early dementia or early Alzheimer's.

Brant Community Cancer Clinic BGH site

Cancer Clinic..... 519-751-5585

Cancer clinic New Patient Referrals..... 519-751-5589

http://www.bchsys.org/int_html/Services/AmbCancerClinic.htm

This is a satellite of the Hamilton Cancer Centre and has a medical oncologist and a radiation oncologist on-site for a half day a week. Chemotherapy treatment is given on-site. Patients needing radiation treatment are sent to Hamilton.

Community Respiratory Services (CRS) BGH site

Phone..... 519-751-5868

http://www.bchsys.org/int_html/Services/CommRespiratoryService.htm

Office hours: 8:00 a.m. to 4:00 p.m. with a 24-hour on-call service. This is a Ministry of Health approved Home Oxygen Program (HOP) and Assistive Devices Program (ADP) vendor for respiratory equipment. Ontario residents must meet specific medical criteria in order to receive HOP or ADP funding. CRS respiratory therapists assess client eligibility. A complete line of equipment is offered to provide oxygen in the home.

Community Well-Being Teams – a Rural Health Initiative

Phone..... 519-442-2251 ext. 6349

Website http://www.bchsys.org/int_html/Services/WHIWellBeingTeamsA.htm

Community Well-Being Teams are made up of local volunteers who work with community partners to improve rural access to health services. Well-Being Teams organize and host information sessions and workshops on a range of topics including nutrition, caregiving, men's health, West Nile Virus, anger management, farm safety, first aid and heart health, as well as programs for teens. There are programs in Burford, Oakland/ Scotland, Onondaga, Paris, Princeton and St. George. To become a volunteer or to set up a Well-Being Team call:

Phone..... 519-442-2251 ext. 6349

Diabetes Education Centre – BGH & The Willett sites

Phone: (all program bookings)..... 519-751-5544 ext. 4267

Website.....http://www.diabetes.ca/Section_Regional/brantford_ext.asp

The diabetes programs offered through the BCHS have a self-referral policy and interested individuals may call the number provided here to make an appointment. There are group and individual programs and basic classes as well as education programs for those using insulin therapy. In addition, for those who have been identified as at risk for contracting the disease, there is a Community Prevention and Motivation Program in which a multidisciplinary team of healthcare professionals, dietitians and fitness instructors share information about lifestyle change over a two-session workshop. (See next.)

Motivate Workshop Series – Diabetes Prevention

This two-part series provides older adults with information, take-home tips, skills, and resources to develop a healthier lifestyle and reduce their risk of developing Type 2 diabetes. For more information or to register for this series- Call –Brant Community Healthcare System

Phone.....[519-751-5544](tel:519-751-5544) ext 4267

Website:... <http://www.bchu.org/Default.bchx?tabid=18&topic=nutri&id=68>

(A modest fee will apply)

Discharge Planning – BGH site

Phone:.....[519-751-5544](tel:519-751-5544) ext. 2610 or 2611

Website..http://www.bchsys.org/int_html/Services/DischargePlanning.htm

Discharge Planners provide services to discharged patients returning to a community facility (or moving to one for the first time) or returning home. They provide access to community support services by planning a timely discharge and becoming a key coordination link for members of the care team. Services include a Quick Response Service, the goal of which is to prevent unnecessary admission to the hospital as well as to prevent visits to the Emergency Department. The population it serves is mostly seniors. Discharge Planners work in collaboration with the Community Care Access Centre (CCAC) to provide community service coordination and allow patients to remain in the home or care facility for as long as possible.

District Stroke Centre – BGH site

Phone..... [519-751-5544](tel:519-751-5544), ext 4451

Website.....http://www.bchsys.org/int_html/Services/DistrictStroke.htm

Brant is above the provincial average for risk factors leading to stroke. The District Stroke Centre at BGH provides support to Brant, Haldimand and Norfolk Counties as part of a coordinated stroke network. Staff members participate in ongoing education/ training in stroke care in order to provide

access to best practice stroke care. An important mandate of the local district strategy is to ensure access to TPA (Tissue Plasminogen – Activator), a ‘clot buster’ that can be used to treat strokes caused by a clot for all stroke patients in this area. Because it must be administered within three hours of symptom onset by a special medical team, patients showing signs and symptoms of a stroke need to be transported to the nearest District Stroke Centre that provides TPA. There, the doctor will decide if the medication is appropriate and, once treatment has been administered, the patient will be transferred to the hospital closest to home within 24-48 hours.

Geriatric Assessment – BGH & Willett sites

Phone: (All program bookings).....519-751-5544 ext. 2026

A Geriatric Assessment is a complete health examination that looks at a person’s physical, social, cognitive, emotional and environmental needs and abilities. The assessment usually begins with a home visit and, if necessary, can be followed up with a visit to the outpatient geriatric clinic at the Willett Hospital. The program is available to older adults living independently, or in a nursing home, retirement home or in hospital in Brantford or Brant County. Website.....

.....http://www.bchsys.org/int_html/Services/WHIGeriatricAssessment.htm

Lifeline/Kiwanis Brant County Lifeline BGH site

Phone.....519 751-5820

E-mail kwlifeline@bchsys.org

24-hour personal emergency response system. Individuals can call for help at the touch of a button carried on a pendant or wristband. Seniors or individuals who perhaps live alone and are worried that, should they have a fall, they might not be able to get to a phone, can access this system for a monthly fee of \$40.00 plus an initial set-up fee of \$45.00. Some societies that advocate on behalf of persons with specific diseases (MS Society for example) or Veteran’s Affairs Canada may cover the cost of this system. (Not covered by O.H.I.P.)

Anxiety Disorders Program -BGH

Phone:519 751-5544

Website.....http://www.bchsys.org/int_html/Services/MHAnxiety.htm

This program is run by a Mental Health practitioner and focuses on successful management of anxiety, panic attacks and phobias through a variety of means. During the group sessions, contributing factors will be examined and a number of ways to manage or treat disorders will be suggested. To enter the program individuals must fill out a self-referral

form available at the Community Mental Health Centre (5th floor).

Kool Kats Recreation Program -BGH

Phone Deb Court519 751-5544 at ext. 4314

Website:.....http://www.bchsys.org/int_html/Services/MHKoolKats.htm

This community-based recreational program provides team sport opportunities to individuals who are currently dealing with or have dealt with mental health issues. The teams consist of consumers of mental health services. Leisure and recreation activities are arranged in the community helping participants to reintegrate into community recreation by providing a safe and supportive transitional environment in which to learn. A doctor or psychiatrist can refer participants to the program, although self-referral is also possible.

Mental Health Counseling Program BGH site

Phone519 751-5544, ext 2671

Fax..... 519-751-7146

Website:....http://www.bchsys.org/int_html/Services/MHCounselling.htm

The Brant Mental Health Counseling Service believes that the negative stigma that is sometimes associated with mental health concerns is unfair and that, through counseling, people can be helped to effectively enhance their own mental well being. This service is delivered by a group of highly skilled professional therapists who are trained to work with individuals, couples, families, and groups. Therapists are able to assume counseling, advocacy, education and consultation functions. This service is appropriate for adult residents of Brant County, age 16 or older, who are seeking assistance for a mental health related problem. A referral from a physician or psychiatrist is required. There is no fee to the client.

Mental Health Day Program – BGH site

Phone..... 519-751-5530

Fax..... 519-751-5543

Website:.....http://www.bchsys.org/int_html/Services/MHDayProgram.htm

This is a twelve-week program offered free of charge. The comprehensive five-day a week program consists of therapy groups, teaching groups, recreation and leisure activities designed to enhance people's skills in communication, assertiveness training, problem solving, stress management, anger management and self esteem. Anyone can make a referral by completing a referral form available at the Brant Community Mental Health Centre or through the Brant Community Healthcare System

website. This program is most appropriate for residents of Brant County who are sixteen years of age or older and who are seeking assistance for a serious mental health problem. Persons with a primary concern of criminal involvement, anger management, or substance abuse will be asked to seek treatment for those issues prior to day treatment.

Vocational Incentive Program (VIP) BGH site

Phone..... 519-751-5530

Website.....http://www.bchsys.org/int_html/Services/MHVIP.htm

This program offers opportunities for mental health consumers to enhance their marketable skills and enables them to test these newly acquired skills in a therapeutic, non-threatening environment. There are opportunities to gain hands-on experience in many work areas as well as group instruction in life skills such as humor in the work place, conflict resolution, and goal setting. This program is appropriate for residents of Brant County who are 18 years of age or older, who are graduates of the Day Program or under the care of a psychiatrist. Referrals are accepted from mental health medical staff and other mental health professionals. Clients must complete an application and go through an intake and assessment procedure. Successful candidates then enter a three-day orientation to the program and begin the mandatory three-month probation period.

(There is no cost to attend)

Ontario Breast Screening Program (OBSP) – BGH sit site

Phone..... 519-751-5599

Website.....http://www.cancer.ca/ccs/internet/standard/0,3182,3543_314724_langId-en,00.html

This is a breast cancer-screening program operated through Cancer Care Ontario and funded by the Ontario Ministry of Health and Long-Term Care. The mission is to reduce deaths from breast cancer by delivering high-quality breast screening for women. Breast screening includes a breast x-ray (mammogram) and a physical exam of the breast by a trained health care provider, such as a doctor or an OBSP Nurse Examiner. The OBSP encourages all women aged 50 to 69 to have a screening mammogram and clinical breast exam every 1 to 2 years. Mammograms are not universally recommended for woman 40 to 49 or over 74 years of age. Women should discuss their situation with their doctor or health care provider.

Orthopedic Clinic – BGH site

Phone..... 519-751-5544 ext. 2500

Website.....http://www.bchsys.org/int_html/Services/OrthoClinic.htm

Orthopedics is the medical specialty devoted to the diagnosis, treatment, rehabilitation and prevention of injuries and diseases of the body's musculoskeletal system. This complex system includes the bones, joints, ligaments, tendons, muscles and nerves and allows people to move, work and be active. Many types of fractures can have complications reaching beyond the fractures themselves. For example, 50% of patients who have an isolated lower limb fracture have some form of disability a year later. Such disabilities can lead to many limitations to a person's regular activities. Treatment may involve medical counseling, medication, casts, splints and therapies such as exercise or surgery. This is an outpatient clinic. All referrals are done through the family doctor, including those individuals that may be candidates for joint replacement or other form of orthopedic surgery.

Outpatient Rehabilitation Programs in partnership with Rehab Health Inc.

(Brantford & Willett Rehab Centres)

Book an appointment.....519-751-5523

Website.....http://www.bchsys.org/int_html/Services/RehabAboutUs.htm

Rehab Health offers rehabilitation and education programs at both the Willett and BGH sites. The multidisciplinary outpatient rehabilitation services offered include physiotherapy, occupational therapy, massage therapy, acupuncture, home assessments and a driver's assessment program. Motor vehicle accident patients, WSIB claims, extended health and personal insurance claims are accepted.

Active at Any Size – The Willett site

Phone:..... 519-442-2251 ext. 6404

http://www.bchsys.org/int_html/News/WillettWatchMay31,06.html

Active at Any Size provides fitness and counseling for obese individuals, with the goal of improved health status and quality of life. The program team consists of a kinesiologist, dietician and occupational therapist who provide customized physical activity plus nutritional, leisure and psychosocial education and counseling.

Cardiac Rehabilitation Exercise Program – BGH site

Phone: 519-751-5523

Website.....http://www.bchsys.org/int_html/Services/RehabCardiac.htm

The Cardiac Rehab Program is a supervised exercise and education

program for people with heart disease. It is designed to help individuals recover from a cardiac incident and develop a heart healthy lifestyle. The program is supervised by a physiotherapist and a kinesiologist.

Community Rehabilitation Program (CRP) – BGH site

Phone: 519-751-5523

Website... http://www.bchsys.org/int_html/Services/RehabCommunity.htm

The Community Rehabilitation Program provides multidisciplinary outpatient rehabilitation services to patient populations with diverse diagnoses and complex needs. The multidisciplinary team is comprised of a physiotherapist, occupational therapist, speech language pathologist, registered nurse, physiatrist, physiotherapist and occupational therapist assistants, a prosthetist and an orthotist. The main treatment streams include neurological (stroke, acquired brain injury, parkinson's, multiple sclerosis etc.), complex geriatrics, musculoskeletal, and amputee.

Driver Assessment Program The Willett site

Phone: 519-751-5506

Website.....
..... http://www.bchsys.org/int_html/Services/WHIDriverAssessment.htm

The Driver Assessment Program is unique. It gives individuals who have been ill or who have suffered an injury or a disability an opportunity to have a comprehensive, professional evaluation of driving skills that meets the regulations of the Ontario Highway Traffic Act. There are fees attached to this program as it is not currently covered by O.H.I.P. or the Ministry of Transportation

Ever Active – The Willett site

Phone: 519-442-2251 ext. 6404

Website... http://www.bchsys.org/int_html/News/WillettWatchMar29,06.html

Ever Active is a fitness and education program for older adults who suffer from complex medical/physical conditions and is designed to promote optimum health, wellness and independence.

Never Too Late Fitness – The Willett site

Phone: 519-442-2251 ext. 6404

Website..... <http://www.bchsys.org/pdfs/WillettProgramsFeb06.pdf>

This fitness class is a one-hour exercise program designed for older adults, incorporating a cardiovascular component as well as resistance strength training.

Outpatient Physiotherapy The Willett site

Phone: 519-442-2251 ext. 6332

Website:.....<http://www.bchsys.org/futurewillett/programs.htm>

Outpatient rehabilitation services are provided to individuals with acute musculoskeletal disorders, including pre-operative and post-operative total joint replacement procedures.

Outpatient Rehabilitation – BGH site

Phone: 519-751-5523

Website:http://www.bchsys.org/int_html/Services/RehabCommunity.htm

Outpatient rehabilitation services include physiotherapy and occupational therapy and are provided to individuals with acute musculoskeletal disorders, including pre-operative and post-operative total joint replacement procedures. An acute Sports Injury Program and Hand Program are also offered at the BGH site.

Pain Self-Management Program The Willett site

Phone: 519-442-2251 ext. 6404

Website:.....http://www.bchsys.org/int_html/News/WellnessFeb6-06.htm

This multidisciplinary program combines education and exercise for individuals with chronic pain. The goal of the program is to enable those with chronic pain to better manage their pain and improve their quality of life.

REEACH Program – The Willett site

Contact “The Wellness Program” at:.....519 442-2251 ext. 6404

Website:http://www.bchsys.org/int_html/News/WillettWatchFeb15,06.html

The REEACH program provides rehabilitation services to individuals with on-going chronic conditions such as stroke, Cerebral Palsy, Multiple Sclerosis, Parkinson’s Disease, Arthritis, Frail Elderly, etc. The goals of the program are to promote independence, maintain optimal function and achieve personal goals. A physician’s referral is required and clients must not be receiving therapy from other community agencies at the same time. REEACH

stands for Rehabilitation Exercise and Education Achieves Continued Health.

Stroke Prevention Clinic Willett Site

Phone:..... 519-442-2251 ext. 6373

Website.....http://www.bchsys.org/int_html/News/WillettWatchMar1,06.html

The Secondary Stroke Prevention Clinic is an outpatient clinic for people who have had signs or symptoms of a recent stroke or transient ischemic attack (TIA) or “ministroke”. A physician’s referral is required to be seen in the clinic. The goal of the clinic is to reduce the incidence of stroke by providing: rapid access to diagnostic tests, early assessments and appropriate interventions and education to patients and their families about what they can do to reduce the risk of another stroke.

Willett Odd Job Squad

To register call: 519-442-2251, ext. 6348

Website.....http://www.bchsys.org/int_html/Services/WHloddJobSquad.htm

This FREE program assists seniors in Paris and surrounding area with Odd Jobs outside the home including cutting grass, pulling weeds, shoveling snow, raking leaves, and taking out the garbage. The program is available to those 55 years of age or older who register in advance.

Volunteer Driving Programs Willett Site

Phone:..... 519-442-2251 ext. 6348

Website.....<http://www.bchsys.org/futurewillett/FAQ.htm>

The Volunteer Driving Program and the Shop and Drive Program serve seniors in Paris and surrounding rural communities. The Volunteer Drivers program provides rides to appointments such as doctor visits, legal advice and financial consulting. Volunteers are able to lend a hand by helping people in and out of the vehicle and walking them to their door. Clients pay volunteers for their gas costs at 30 cents per kilometer (subject to change), with a \$3 minimum per person out of town or \$3 round trip per person in town.

Hamilton Niagara Haldimand Brant (HNHB) Community Care Access Centre

274 Colborne Street , Brantford ON N3T 2H5 Phone:519 759 7752

Toll Free:.....1 866 759 7752 Fax:.....519-759-2855

Website:..... www.hnhb.ccac-ont.ca

Community Care Access Centres (CCACs) provide access to government-funded in-home health care and community services as well as long-term care homes. They also provide information about local community support service agencies and can link people with these agencies.

Anyone can make a referral to a CCAC: a person requiring service, a family member, caregiver, friend, physician, or other health care professional.



Who might call the CCAC

- ❖ *Individuals recently released from hospital after a serious surgery or illness*
- ❖ *Individuals who need a little extra help to cope at home.*
- ❖ *Children who need the support of a health professional at home or in school.*
- ❖ *Individuals ready to move into a long-term care home.*

These are just a few of the reasons someone might turn to a Community Care Access Centre. CCACs are the local point of access to community-based health care services. CCACs are funded by the Ministry of Health and Long-Term Care and were created to coordinate a variety of health services to maintain an individual's health, independence and quality of life.

CCAC staff work in partnership with clients, families, care providers, hospitals, long-term care homes and others to ensure that the right care is available at the right time and place. Normal hours of operation are from 8:30 a.m. to 4:30 p.m. The phones will be answered until 7:00 p.m. on extended hours.

Adult Recreational Therapy Centre

408 Henry Street, Brantford, Ontario ON N3S 7W1

Phone:.....519-753-1882

Website:..... www.artc.ca

The Adult Recreational Therapy Centre (ARTC) offers services to adults with compromised health including those that have suffered a stroke, Parkinson's, MS, Frail Elderly or those in the early stages of Alzheimer disease or other progressive cognitive disorders associated with aging. ARTC facilitates community integration and many of their clients are now working as volunteers (under supervision) at community agencies in Brantford.

ARTC runs therapeutic activities, kinesiology exercises and caregiver support programs including respite care. The Aphasia program has been successful in helping those with language impairment, as a result of stroke or brain injury, strengthen their social, physical and emotional wellbeing while developing communication skills. The Centre works closely with the Community Care Access Centre (CCAC) to determine eligibility. There is a nominal fee per half day (3 hours or less), and per full day (5.5 hours). The Centre is open Monday to Friday 8:30 AM – 4:00 PM. The programs are well attended and space is limited. Call for an appointment.

Aberdeen Health & Community Services, Brant-Norfolk-Haldimand

446 Grey St., Suite 204, Brantford, ON N3S 7L6

Phone:..... 519-759-7750

Fax:519-759-7866

E-mail aberdeen@aberdeenhealth.ca

Website www.aberdeen.ca

Aberdeen Health & Community Services provides homecare services that strive to enhance quality of life. Clients wishing to access services at Aberdeen Health should first contact the Community Care Access Centre for a needs assessment. Aberdeen Health provides the following services in our community. Please note: Some of these services may be provided by St. Joseph's Hospital in Hamilton or ComCare as determined by the CCAC depending on your home location.

Wellness Services

- ❖ **Visiting Nurses: Professional (RN and RPN)**
- ❖ **Enterostomal Therapy Services**
- ❖ **Health Maintenance Services**
- ❖ **Visiting Homemaking Services**
- ❖ **Volunteer Visiting Services**
- ❖ **Alzheimer's Respite Services (Haldimand and Norfolk only)**
- ❖ **Shift Nursing and Homemaking Services paid for by client or client's insurance**
- ❖ **Foot Care Clinics**
- ❖ **Nurse Practitioner Clinics**
- ❖ **SMART In-home seniors fitness program**
- ❖ **SMART In-class seniors fitness program**

Comcare Health Services

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

Phone.....519-756-4606

Fax:.....519-756-7589

E-mail:.....brantford@comcarehealth.ca

Website..... www.brantford.comcarehealthnetwork.ca

Comcare provides nursing, personal and home support, therapy and rehabilitation and other services such as wellness promotional programs. Clients wishing to access services at Comcare should first contact the Community Care Access Centre for a needs assessment. Comcare provides the following services in our community. Please note: Some of these services may be provided by St. Joseph's Hospital or Aberdeen Health Services as determined by the CCAC depending on your home location.

Wellness Services

- ❖ **Diabetes Care**
- ❖ **Wound & Ostomy Management**
- ❖ **Respiratory Care**
- ❖ **Palliative and End of Life Care**
- ❖ **Caregiver Relief/Respite Care**
- ❖ **Home Intravenous (IV) Therapy**
- ❖ **Mental Health Care**
- ❖ **Foot Care**
- ❖ **Personal Support Services**
- ❖ **Home Support Services**
- ❖ **Caregiver Relief/Respite Care/ Companion Services**
- ❖ **Physiotherapy**
- ❖ **Occupational Therapy**
- ❖ **Speech Language Pathology**
- ❖ **Social Work**
- ❖ **Nutrition and Dietetics**

Canadian Mental Health Association (CMHA) – Brant County Branch

203-44 King St., Brantford ON N3T 3C7 Phone:.....[519-752-2998](tel:519-752-2998)

The Canadian Mental Health Association is a non-profit organization that offers support services to persons with serious mental illness. Vocational Support Services assist persons with a serious mental illness to obtain and maintain employment, education and volunteer opportunities. Community Support Workers are available to assist individuals to set goals in a variety of areas. This includes helping those on Community Treatment Orders to maintain stability in the community. The CMHS offers Life Skills sessions in a group setting to help individuals with their recovery. The Alternatives Activity Centre provides a range of social and recreational activities that assist with the development of personal resources and/or skills. Rent geared-to-income housing for men and women with serious mental illnesses is provided in Brantford. Lyons Avenue is a cooperative, home-like setting for 8 adults. Affordable housing is also available at Phoenix Place in one and two-bedroom apartments for adults with a serious mental illness who are homeless or at risk of being homeless. Rent is set at the maximum allowed by Ontario Works or O.D.S.P.

Family Counseling Centre of Brant

54 Brant Avenue, Brantford, ON N3T 3G8 Phone.....519-753-4173

Offers family counseling, credit counseling, family relief services, and developmental services. Fee for service, however some programs may be subsidized for those on social assistance.

Geriatric Mental Health Outreach Program

99 Wayne Gretzky Parkway, Brantford, ON N3S 6T6

Phone.....519-752-3636

St. Joseph's Lifecare Centre serves the geriatric psychiatric population locally through the Geriatric Mental Health Outreach Program. A physician referral is required to enter the program. As endorsed by the Ministry of Health and Long-Term Care, the populations to be served by this specialty geriatric service are those older individuals with:

- ❖ Behavioral and mental health problems associated with cognitive impairment*
- ❖ Late onset psychiatric illness*
- ❖ Long standing psychiatric disorders with age-complicated dysfunction*
- ❖ Alcohol and substance misuse*
- ❖ Families/caregivers who provide care*

Guthrie & Associates Inc.

217 Terrace Hill Street, Brantford, ON Phone:.....519-752-8280

Guthrie and Associates offers individual, marriage, and family therapy as well as financial counseling. Fee for service, however some programs may be subsidized. See Advertisement in the Guide for more information.

Long Term Care Facilities and Retirement Homes

Charlotte Villa

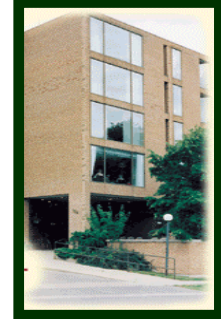
Take a tour.....Click picture or the link below

<http://www.retirementresidences.com/homes/205/tour.asp>

120 Darling St., Brantford, ON N3T 5W6 Phone:....519-759-5250

Fax:519-759-8403

[Google Map](#) 



Charlotte Villa is a retirement residence that offers private or semi-private accommodation, from single to executive suites. All are equipped with four-piece en suite bathrooms, ample closets, wall to wall broadloom, nurse call bell systems, and draperies. Telephone and cable television are available in each room if desired. Each room features individually controlled heating, and common areas are air-conditioned. Services include 24-hr. nursing supervision, Independent Living Program, Assisted Living Program, housekeeping & linen services, hairdresser/barber services, secured Alzheimer area, lounges & kitchenettes, full service dining room, and organized activity program. Various care packages are available.

Hardy Terrace

612 Mt. Pleasant Rd., RR2 Brantford, ON N3T 5L5

Phone:.....519-484-2431

Fax.....519-484-2590

Website:..... www.diversicare.ca

[Google Map](#) 



Hardy Terrace long-term care facility is located just south of Brantford in Mount Pleasant. Hardy Terrace is owned and operated by Diversicare Canada Management Services Co., Inc. Hardy Terrace offers nursing care 24 hours a day and has regular scheduled physician visits, dental care, registered dietician services, restorative care, palliative care, speech therapy, physical and occupational therapy and programs for residents with cognitive impairment, along with several other services, including hairdressing and foot care. There are three gardens on the grounds and horticultural therapy is available to residents. There is a range of accommodations available including private and semi-private rooms along

with specialty rooms for seniors with cognitive impairment.

Individuals wishing to apply to Hardy Terrace should contact the CCAC (Brant Community Care Access Centre) at

Phone.....519-759-7752

John Noble Home

97 Mount Pleasant Street, Brantford, ON N3T 1T5



Phone:.....519-756-2920

Fax:.....519-756-7942

Website..... <http://www.jnh.ca/index.html>



The John Noble Home is a non-profit, municipally owned and operated long-term care facility. The Home is situated on approximately 25 acres of land in west Brantford on Mount Pleasant Street. Two beautiful courtyards are maintained and landscaped through many generous donations from residents and former residents' families as "in memoriam" contributions. All applications to the Home are co-coordinated by the Community Care Access Centre (CCAC). Currently the John Noble Home is a 156-bed facility including two respite beds and three dedicated veterans' beds. Renovations are currently underway to make 26 affordable apartments for seniors available before the end of 2007. With its two landscaped courtyards, sunlit common room and Country Nook, the home has a philosophy of providing a home-like environment for residents. Private, semi private and standard or ward accommodation is available. The Home is comprised of four nursing units, each staffed to meet the care level of the persons who reside in the unit. Two units have a secured entrance to assist in maintaining cognitively impaired residents in a safe environment.

Respite Program/Supportive Care

The Respite Program is designed to provide relief for caregivers who are providing care for disabled or chronically ill family members or friends. An individual is entitled to 60 days at any one time and a maximum of 90 days per year at any long-term care facility offering Respite Care.



The Supportive Care Program has been designed to provide an environment for persons to recover strength and endurance so they may return to a community setting. Supportive care is not active rehabilitation

but a supportive program that will facilitate recuperation. An individual is entitled to 60 days at any one time and a maximum of 90 days per year at any long-term care facility offering Respite Care.

The Day and Stay Program offers evening and overnight stays. The day program operates Monday to Friday and provides respite for the caregiver and therapeutic programs for the client. The overnight program begins on Friday at 4:30 p.m. and ends on Saturday at 3:00 p.m. Clients attending either the day program or the overnight program participate in activities and outings specially designed to meet the needs of the client with dementia. This program can serve as a transition toward full time residency.

Leisureworld Caregiving Centre

389 West Street, Brantford, ON N3R 3V9

Phone:519-759-4666

Fax:519-759-0200

Website:www.leisureworld.ca

GoogleMap 

Leisureworld Caregiving Centres operate 19 provincially regulated long-term care facilities in Ontario, including the one in Brantford. The Brantford facility has 122 beds and two respite beds. The facility has bingo, social teas, and spa days and prides itself on its menu. The Centre is spacious with several rooms available for events and activities. Individuals wishing to apply to Leisureworld Caregiving Centre should contact the CCAC (Brant Community Care Access Centre) at 519-759-7752.

Park Lane Terrace

295 Grand River St N

Paris, ON N3L 2N9

Phone...519-442-2753

Fax....519-442-6176



Website..... www.parklaneterrace.ca

GoogleMap 

Park Lane Terrace is an accredited long-term care facility located in the north end of Paris on 30 acres of landscaped grounds. A walkway surrounds the building and there is an enclosed garden for the safety of those who may wander. The interior of the residence is spacious and features fireside lounges and many other areas for quiet conversation or relaxation. Park Lane strives to meet the physical, emotional, social, educational, psychological and spiritual needs of each resident. Four self-contained, furnished resident home areas offer basic, semi-private and private rooms

with ensuite washrooms. Couples suites are available to

meet the needs of married couples requiring the supportive care offered in a long-term care setting. Twenty-four hour nursing and medical care, advanced foot care and the services of a registered dietician are only part of the services offered to all residents. Park Lane has optional eye and dental care programs offered on site.

Religious programs, volunteer programs and restorative therapy compliment the recreational programs offered to residents. A physiotherapist is available for assessment and the Rehab Team works closely with residents and their families to assist in meeting residents' needs and goals. A tuck shop, chapel, library, family dining room, family laundry, family suite for overnight stays, and a cafe are also available. Compassionate and highly trained staff administer to the needs of all residents with staff receiving advanced training in palliative and dementia care. Park Lane Terrace invites interested individuals to call for a tour of their facility and see why Park Lane is a great place to live, work and volunteer.

St. Joseph's Lifecare Centre

99 Wayne Gretzky Parkway, Brantford, ON
N3S 6T6

Phone.....519-751-7096 Ext. 345

Fax:.....519-753-2388

[Google Map](#) 



St. Joseph's Lifecare Centre is a 205 bed state-of-the-art long-term care facility with an on-site medical director and laboratory. There are four floors of living and recreation space in a home-like setting. St. Joseph's is funded by the Ministry of Health and Long Term Care and from donations made to the St. Joseph's Lifecare Foundation.

There are three levels of room accommodation available, standard, semi-private and private. Standard rooms have a wait time of over one year and semi-private rooms have a wait time of between one and two months. There are special care home areas for residents with dementia and aggressive or disruptive behavior. There are approximately 150 nurses on staff with eight registered staff on site daily to attend to medical needs. Additionally there are personal support workers, a social worker, volunteers, recreation staff and pastoral care. There are activity rooms and state of the art tub rooms and spas. There are day programs as well as activities and programming in the evening and on weekends. Families are encouraged to spend time on-site and the facility is open to family members 24/7. Physiotherapy is

available as well as massage therapy for a modest fee. Individuals wishing to apply to St. Joseph's Lifecare Centre should contact the CCAC (Brant Community Care Access Centre)

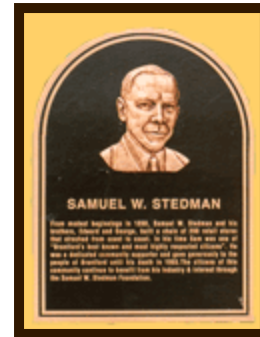
Phone:..... 519-759-7752

In partnership with McMaster University and St. Joseph's Healthcare Hamilton, the new Research and Academics Centre creates an environment for learning and applying knowledge for people at the home. A child day care centre offers inter-generational programming opportunities, bringing seniors together with children. The ultimate goal is to provide a whole host of programs and services that bring life to the Centre to help avoid feelings of loneliness or isolation for seniors who call St. Joe's home.

Stedman Community Hospice

99 Wayne Gretzky Parkway Suite 102, Brantford, ON
N3S 6T6 Phone..... (519) 751-7096 Ext. 2500

E-mail..... admin@stedmanhospice.ca



Stedman Community Hospice seeks to enhance the quality of life for those living with a progressive life-threatening illness. The hospice has six resident beds in a comfortable home-like environment for end-of-life patients. Registered nurses and personal support workers provide 24-hour care. A dedicated team of volunteers, all of whom are required to complete a 30-hour Hospice Palliative Care course, assist the staff to ensure high quality of care for patients and their families. The hospice has a Supportive Care Coordinator/Chaplain who works very closely with staff and volunteers to provide meaningful end-of-life experiences for patients and their family members. The Hospice also runs day programs for non-residents that offer support for patients faced with a life-threatening illness, caregivers, and bereaved family members – including children.

Telfer Place

245 Grand River St., N Paris ON N3I 3V8

Phone:.....519-442-4411

Fax:.....519-442-6724

Website:..... www.retirementresidences.com

[GoogleMap](#) 



Telfer Place is a retirement residence featuring four personal lifestyle options that provide a wide range of retirement living options. Apartments: For active residents who prefer to cook their own meals, there are bright apartment suites with full kitchens. Apartment Plus: Residents have the convenience of enjoying meals in the cozy dining room, while still being able to entertain casually in their own suites using the kitchenette. Retirement Lodge: Personal care with cheerful staff and a choice of private and semi-private rooms. Nutritious meals are served in the dining room. Short-term stays are available. Long Term Care: A family-like atmosphere offering quality of care, with private, semi-private and ward accommodations. Telfer Place offers an opportunity to make new friends through a wide range of activities, such as mini golf, indoor shuffleboard, cards, art programs, humor, pet and aroma therapy, bowling, intellectual and spiritual programs, and weekly shopping trips. Entertainment is provided on a weekly basis. Tailored physio and fitness are also available to residents. Various outings are planned to maintain community involvement for residents. A spacious atrium provides an area for family gatherings, special events and community functions.

Versa-Care Centre Brantford

[Click the picture and take a tour](#) 

425 Park Road North, Brantford, ON N3R 7G5

Phone:.....519-759-1040

Fax:.....519-759-5343

E-mail: vcbrantford@cplodges.com

[GoogleMap](#) 



Versa-Care Centre is a multi-level seniors' facility, which includes independent apartments, retirement living and a long-term care unit. Versa Care has large, bright common areas and lounges and has an on-site hair salon, chapel and "bistro-style" area. Suites are varied in size and can be personalized for residents. Nursing staff are on-site 24-hours a day. Delicious meals are prepared on site and served in our attractive dining

rooms. Family, guests and furry friends are always welcome. Respite care can be provided on a limited basis depending on availability. Retirement living admissions can be completed through the Resident Services Coordinator and long-term care admissions are facilitated through the Brantford Community Care Access Centre (CCAC).

Clinical Testing Laboratories



72 Brant Avenue, Brantford

Lab in basement – no elevator

Phone:.....519-753-8159

Hours: 7:00 a.m. to 6:00 p.m. Closed at 5:00 p.m on Wednesday

221 Brant Avenue, Brantford

Phone:.....519-752-8159

Hours: 8:30 a.m. to 5:30 p.m., Wednesday closed at 12:30 p.m.

217 Terrace Hill St., Brantford

Phone:.....519-752-7356

Hours: 8:30 p.m. to 5:30 p.m., Wednesday closed at 2:00 p.m.

353 St. Paul, Brantford

Phone:.....519-753-9640

Hours: 7:00 to 5:00 p.m., closed at 1:00 p.m. on Wednesday and Friday.

525 North Park North, Brantford

Phone:.....519-756-3544

Business Hours: 9:00 p.m. to 3:00 p.m., closed at 1:00 p.m. on Wednesday.

99 Wayne Gretzky Parkway

(Located inside St. Joseph's Lifecare) Phone:.....519-756-8836

Hours: 8:00 a.m. to 6:00 p.m., closed at 12:00 p.m. on Wednesday and Friday.

Brantford General Hospital Lab Services

200 Terrace Hill St., Brantford Phone: (ask for lab).....519-752-7871

Hours: 8:00 a.m. to 5:00 p.m. NOTE: The Lab at the BGH is not an outpatient lab and is not open to the public. Open to patients of the hospital and only under certain conditions.

Walk – In Clinics



Brantford Urgent Care

225 Fairview Drive, Brantford Phone:.....519-753-9581
Hours: 9:00 a.m. to 9:00 p.m. Monday to Friday and 9:00 – 5:00 p.m. on weekends and holidays.

AvenueWalk-inClinic

221 Brant Ave., Brantford, Ontario - Phone:.....519-753-8666
Hours: Monday to Thursday 5:00 – 8:00 p.m., Friday 2:00 – 6:00 p.m. and Saturday and Sunday & Holidays 10:00 a.m. – 2:00 p.m.

Smokers' Helpline

Toll Free 1-877-513-5333

The Smokers' Helpline can offer solid information and advice to those who want to quit smoking or are thinking about quitting. Canadian Cancer Society service.

MedicAlert™ Services

Toll Free 1-800-668-1507

MedicAlert™ provides access to personal medical information for emergency response providers in emergencies. People with medical conditions can have their health information known to healthcare professionals in an emergency and may benefit from registration in the Medic Alert™ database. This service is not covered by O.H.I.P

Ontario Drug Benefit Program

Toll-Free:1-800-268-1154
TTY:1-800-387-5559

The Ministry of Health and Long-Term Care covers most of the cost of prescription drug products for persons belonging to one of the following

groups of Ontario residents and having valid Ontario Health Insurance (OHIP): People 65 years of age and older; residents of long-term care facilities; residents of Homes for Special Care; people receiving professional services under the Home Care Program; Trillium Drug Program recipients. In addition, people receiving social assistance through Ontario Works or Ontario Disability Support Program (ODSP) are eligible for Ontario Drug Benefit coverage.

Senior Co-Payment Plan – Single seniors who make less then \$16,018.00 annually may apply for the lower co-payment plan and have their \$100.00 deductible fee waived and only pay a \$2.00 dispensing fee each time they fill a prescription. (The fee is capped at \$2.00.) Seniors in couples that make a combined income under \$24,175.00 are also eligible to register for the lower copayment plan. Application forms are available at most pharmacies.

Trillium Drug Program

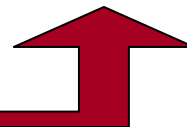
Toll-Free:1-800-575-5386

TTY:1-800-387-5559

Persons under age 65 can register in the Trillium Drug Program if they don't have private insurance coverage or if their private insurance does not cover 100% of prescription drug costs IF they have a valid Ontario Health Card and are a resident of Ontario; and they are not eligible for drug coverage in another category under the Ontario Drug Benefit (ODB) Program. (See above.) A deductible fee, paid quarterly, is assessed based on household income and household size. The program is designed for those people with high drug costs relative to household income. Application kits are available at pharmacies or on-line at:

.....www.forms.ssb.gov.on.ca

**Ontario Disability Support Program (ODSP)
Ministry of Community and Social Services – Income Supports
38 Darling Street, 3rd Floor
Brantford, ON N3T 6A8**



Click picture and go directly to the Webiste

Phone:.....(519) 756-5790

Toll Free:.....1-888-814-7005

TDD TTY:..... (519) 756-3693

Contact Name: Lorretto Leombruni

GET A FLU SHOT



According to the National Advisory Committee on Immunization (NACI), it is recommended that the following people (in the older adult category) should get the flu shot if not contraindicated: anyone 65 years of age or older; anyone with chronic heart or lung disease that requires medical or hospital care; anyone with chronic conditions such as diabetes, cancer, kidney disease, blood disorders or weakened immune systems; anyone who lives, works or volunteers in a nursing home, long-term care facility, chronic care facility, retirement home, hospital, or other healthcare setting; anyone who lives in the same household or is in contact with people at high risk of flu complication or anyone who provides home care to people at high risk. Flu shots are available seasonally at local walk-in clinics and some family health team offices.

The Active Senior

The Link Between Physical Activity and Health

Double click inside the green box for a surprise !!!!



Studies have shown that being physically active has significant benefits for seniors including reduced risk for heart disease, falls and injuries, obesity, high blood pressure, adult-onset diabetes, osteoporosis, stroke, depression, colon cancer and premature death. Wow! But that's not all! Moderate physical activity such as walking for 30-60 minutes a day can contribute to continued independent living, better mental health, improved quality of life, better posture, improved self-esteem, stronger muscles and bones, and a more relaxed life. What are you waiting for? An excellent resource for older adults interested in becoming more active is Canada's Physical Activity Guide which can be ordered free of charge by calling Phone.....[1-888-334-9769](tel:1-888-334-9769)

So how do you start on the road to a healthier lifestyle if you aren't there already? The trick, they tell us, is to build physical activity into your daily

routine starting slowly with easy stretching and walking. Talk to your doctor or nurse practitioner about any pre-existing condition you may have before engaging in moderate or strenuous exercise.

There are dozens of locations in the community where seniors can take part in physical activity, including the Wayne Gretzky Sports Centre, the YMCA and the Beckett Adult Leisure Centre. The hard part is taking that first step. You may find you sleep better and feel more relaxed generally once you become more physically active. Start slowly and work up to 30 to 60 minutes a day of moderate physical activity. Not sure if this is right for you? Consult a health-care professional.

Beckett Adult Leisure Centre

219 Colborne St., Brantford ON N3T 2H2

Phone:..... [519-756-3261](tel:519-756-3261)

Fax:..... [519-756-2857](tel:519-756-2857)

Seniors Clubs – Get involved!..... [519-756-4000](tel:519-756-4000)

Snow Buddy & Leaf Raking Program..... [519-756-4000](tel:519-756-4000)

Web

Address..... www.brantford.ca

The Beckett Adult Leisure Centre is a great place for seniors to go for companionship, to visit with old friends or make new ones. There are dozens of activities and programs to keep people moving, including fitness classes, snooker and dancing, yoga, clogging, walking and many more. The Centre has a cafeteria where reasonably priced lunches are served. Register for instructional programs, workshops, and special events or attend one of the many drop-in activities. The cafeteria is open from 9:00 a.m. to 4:00 p.m. for coffee/tea and healthy snacks and 11:30 a.m. to 1:00 p.m. for lunch.

Snow Buddies Program

Snow Buddies help seniors and special needs adults by raking leaves and/or shoveling snow. This is an important service to the community because it helps seniors to continue to live independently in their own homes.

Boys & Girls Club of Brantford Adult Fitness & Leisure Services

2 Edge Street, Brantford, ON N3T 6H1 Phone:..... [519-752-2964](tel:519-752-2964)

E-mail: franwelsh@bellnet.ca

Website:..... www.bgcbrant.ca

The Boys and Girls Club of Brantford has several programs for older adults and seniors who are serious about fitness. As well, the Club offers The Community Recreation for Adults with Disabilities (ComRAD) Program for adults with developmental challenges. Each

program has a nominal fee attached.

The 55+ Fitness & Wellness Program assists participants with building health and quality of life through exercise and education. Weight training, squash courts, indoor running track, personal training, aerobic classes and health seminars are available. Towel service, full sized lockers and special 55+ membership rates are available. Accessibility and Friendly. The upstairs part of the Club (there is an elevator) is for adults only with adults change rooms. The Club is located adjacent to scenic Lion's Park.

Com RAD Program Schedule:

Tuesday & Thursday

Coffee & Crafts.....9:00 a.m. to 11:00 a.m.

Recreation Fit..... 11:00 a.m. to 12:00 p.m.

Life Skills Program..... 1:00 p.m. to 2:00 p.m.

Wednesday

Woodworking9:00 a.m. to 11:00 a.m.

The 55+ Fitness & Wellness Program

Monday & Friday9:00 a.m. to 10:00 a.m.

Wednesday..... 11:00 a.m. to 12:00 p.m.

County of Brant-Parks & Recreation

Phone:..... [519-442-6324](tel:519-442-6324)

Aquatics & Active Living Coordinator..... [519-442-6324 ext. 3031](tel:519-442-6324)

Website:..... www.brant.ca

The County of Brant Parks & Recreation offers a variety of programs and services for all ages and abilities and provides recreational experiences and opportunities to suit everyone's interests. Parks & Recreation has several Active Adult programs, both registered and drop-in that are offered throughout the year. Active Adult Programs include drop-in volleyball (Burford & Paris) and drop-in badminton (Paris); program season runs from September to May. Fitness classes are also offered in Paris and Glen Morris and include Cardio Combo, Step & Sculpt, and Fitness Boxing & Pilates. Classes run mornings & evenings from September to June. Parks & Recreation also offers registered six & eight-week yoga programs throughout the year for both beginners and intermediate participants. For a full listing of all recreation programs and services watch for the County of Brant Leisure Guide, or visit the Brant County website, or contact Lesley Atkinson, Aquatics & Active Living Coordinator at

Phone.....[519-442.6324 x 3031](tel:519-442-6324)

E-mail..... recprograms@brant.ca

YMCA/YWCA of Brantford

143 Wellington St., Brantford ON N3T 3B2 Phone:..... 519-752-6568
Fax:..... 519-579-8431
Website..... www.ybrantford.com

The new “Y” in Brantford has fitness programs for adults as well as one specific to seniors. The Build Better Bones program runs every Monday, Wednesday and Friday from 10:00 a.m. – 11:00 a.m. and has been designed to help improve bone density.

The Wayne Gretzky Sports Centre

254 North Park St. Phone:..... 519-756-9900

E-mail.....
.....<http://www.city.brantford.on.ca/content/publishing.nsf/Content/Welcome>

Programs for seniors and older adults include the Warm Water Workout class held in the heated pool to help those with arthritis, back or bone problems. The class is designed to help with mobility issues and to build strength. There is also a Sit and Fit class and the Silver Sneakers class held that take place in the gym. The Sit and Fit class utilizes a chair as part of the exercise program. The Gretzky Centre is very popular with both men and women and you will find seniors swimming lengths or working out in the gym almost every day.

Silver Sneakers

Monday, Wednesday and Friday, 11:00 a.m.

Sit and Fit Class, Monday, Wednesday, Friday, 10:15 a.m.

Warm Water Workout, Monday to Friday, 9:15 a.m. and Monday, Wednesday, and Friday at 10:30 a.m.

Brant-Haldimand-Norfolk District Games

Brantford519-756-3261 or 519-756-4000

Brant: 519-442-6324

Six Nations: 519-445-4311 x 25

Join local adults 55+ participating in the Brant-Haldimand-Norfolk District Senior Games! Events run in May & June at various locations throughout the district. All people 55+ are invited to participate in the Games. The District Games promote physical & mental fitness and are also great fun! Events Include: Bowling, 9 Ball, Bid Euchre, Cycling, Carpet Bowling, Contract Bridge, Cribbage, Crokinole, Darts, Duplicate Bridge, Euchre, Golf, Hoss, Lawn Bowling, Mini Golf, Floor Shuffleboard, Snooker, Swimming, and Walking. The District Senior Games Committee is always looking for volunteers who would like to be committee members. For a description of committee member duties, please call your local Parks and

Recreation Department listed in this guide.

Welkin Wellness Centre and Yoga Studio

45 Dalkeith Drive, Unit 13, Brantford ON N3P 1M1

Phone:..... 519-751-1368

e-mail: info@welkin.ca

Website:..... www.welkin.ca

The Welkin Wellness Centre offers yoga therapy, classes, workshops, and retreats. It also provides psychotherapy, reiki, and other holistic health services. Yoga is excellent for managing conditions such as arthritis, osteoporosis, digestive trouble or loss of concentration/memory.

Adults Literacy

In 2005, Statistics Canada reported that the results of the 2003 International Adult Literacy and Skills Survey indicated that 42% of adult Canadians had low literacy levels. Nine million Canadians scored below level 3 -which is considered to be the minimum skills level suitable for coping with the demands of everyday life and work in a complex, advanced society. It denotes roughly the skill level required for successful secondary school completion and college entry. It requires the ability to integrate several sources of information and solve more complex problems. Those with literacy levels below level 2 have very poor literacy skills and may have difficulty interpreting prescription bottle labels for example. Good literacy skills can contribute to increased independence for older adults and seniors. There are several local resources that offer assistance to adults in this very important area. Many of these resources offer services to adults free of charge. Making that first step to improve literacy skills can be a difficult one for adults. Become a “Reading Buddy” for a friend or relative and help them make that first step. The following local organizations offer assistance to persons who want to improve their reading, writing and math skills.

Literacy Council of Brantford & District

173 Colborne Street, Brantford, ON N3T 2G8 Phone..... 519-758-1664

Fax..... 519-758-9394

Website.....www.brantliteracycouncil.com

E-mail info-literacy@bfree.on.ca

Offers adults 16 years of age and over, assistance with improving reading, writing and numeracy. The service is free. The only cost is for the

workbook (\$13.00 -\$22.00). There is no mandatory end date for a training period.

**Grand Erie District School Board
Adult Literacy and Basic Skills Program**

1st Level Market Square, 1 Market St., Brantford ON N3T 6E2

Phone..... 519-752-4253

Alternate Phone 519-759-5670

Fax..... 519-759-7246

Offers free and confidential part-time academic (Literacy and Numeracy) upgrading and workplace literacy/training, Monday to Friday 9 a.m. to 1 p.m. Computer-based literacy optional. Small group and individual instruction are available. Self-paced learning.

Mohawk College of Applied Arts and Technology

411 Elgin Street, N3T 5V2 Phone..... 519-758-6083

Fax..... 519-758-6043

There is a free program in English, math, computer literacy and employability skills offered in a classroom setting. Personal academic assessment included. Individual training plan, self-paced and goal-oriented learning.

Six Nations Achievement Centre

2160 Fourth Line Road, Ohsweken, ON N0A 1M0

Phone..... 519-445-2512

Fax..... 519-445-0406

A community-based agency whose mission is to provide free tutoring in basic math and English in a culturally sensitive manner. Offers part-time tutoring in basic math, English and computers for adults 16 years and older not attending any other educational institution. If an individual requires more than the maximum three-month training session, a new contract can be negotiated.

Literacy Link South Central (LLSC)

Phone 519-681-7307

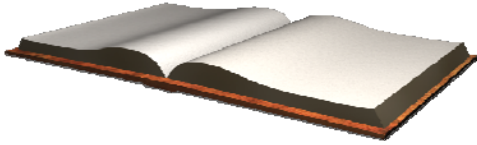
Toll Free..... 1-800-561-6896

e-mail llsc@bellnet.ca

Website..... www.llsc.on.ca

This is a literacy information and referral network servicing Brant, Haldimand, Norfolk, Oxford, Elgin and Middlesex counties. Refers those seeking literacy services to agencies that will best suit their individual needs.

Brantford Public Library



Offers interest programs for all ages. The Brantford Public Library offers a Shut-in Service that delivers books to seniors. The library runs programs throughout the fall/winter/spring seasons on various topics with many programs of interest to older adults and seniors including interior decorating, gardening and health-related topics. Books may be donated and will either be sold at the book sale or added to the library collections. Check with your branch or the website for more information.

Main Branch

173 Colborne Street, Brantford, ON N3T 2G8 Phone:.....519-756-2220

Website..... www.brantford.library.on.ca

Brantford Public Library-Home Delivery Service for Shut-ins

173 Colborne Street, Brantford, Ontario Phone:.....519-756-2220 ext: 323

Website: www.brantford.library.on.ca

Weekly delivery and pick up of such items as regular and large print books, talking books. Service is free in the city of Brantford. There is an information form to be completed before first delivery.

St. Paul Avenue Branch



441 St. Paul Avenue, Brantford, ON N3R 4N8

Phone:..... 519-753-2179

website..... www.brantford.library.on.ca

County of Brant Public Libraries



Burford Public Library 120 King Street West, Burford, ON N0E 1A0

Phone:..... 519-449-5371

Fax: 519-449-5371

Glen Morris Branch



474 East River Road, Glen Morris, ON N0B 1W0

Phone:..... 519-740-2122

Fax: 519-740-2122

Paris Branch



12 William Street, Paris, ON N3L 1K7 Phone:..... 519-442-2433

Fax: 519-442-7582

Scotland-Oakland Branch



281 Oakland Road, Scotland, ON N0E 1R0 Phone:..... 519-446-0181

Fax:..... 519-446-0077

St. George Branch



78 Main Street North, St. George, ON N0E 1N0 Phone:..... 519-448-1300

Fax: 519-448-4608

ELDER ABUSE



Elder abuse is about power and control. The abuser seeks to exert power over someone through mistreatment. This can include physical or sexual violence, verbal and psychological abuse or financial abuse.

There are other forms of abuse including spiritual, racial and institutionalized abuse. Some forms of abuse are criminal acts, such as any form of physical force, including being forced to perform sexual acts. Death threats are also a crime in Canada. Only in the last decade or so has elder abuse made it into the public consciousness. As more people become aware of the extent of the problem, it becomes more likely that resources will be made available to address the abuse of seniors. Take all reported cases of abuse seriously. If you know, or suspect, that you or someone else is being abused, seek help immediately!

What are the signs of abuse?

Abusers often try to isolate their victims. Seniors who have a network of regular contacts are less vulnerable. Watch for unexplained injuries such as burns, fractures and bruises. Poor hygiene or grooming can be signs of depression related to abuse, as is someone who is dehydrated or refuses to eat, is thin, listless, pale or tired all the time. Someone who rarely ventures out of the house or who is not allowed to speak on his or her own behalf may be suffering from abuse. Not everyone who is tired all the time is being abused, of course, but being aware of the typical signs of abuse may help you identify those around you who may need help and prevent some victims of abuse from being overlooked.

Steps to Take to Avoid Financial Abuse:

Be careful about bequeathing property to relatives on a promise to “look after you”. Exercise great care when signing legal documents. Wills should

be revised with a lawyer before retirement and prior to second marriages. List all assets and regularly check inventories of valuables. Encourage troubled younger relatives to live independently.

What to do when Senior Abuse Occurs

If you know that an elderly person is being seriously abused (beaten, treated roughly or where theft is involved), call the police. Remove the elderly person from harm's way. If the elderly person is being verbally abused, or being abused by neglect, change the primary caregiver (if that's an option). Even though this abuse may not seem as harmful, it may have long-term negative health effects on the elderly person. If appropriate, involve the faith community in the healing process. Surround the elderly person with your love and support. Hold the abuser accountable.

Responding to the Abused

Deal with safety issues first. If there is immediate danger, call the police. Otherwise alert the victim to available community resources. Believe them. Reassure them that it is not their fault. Recognizing and responding to abused persons may mean doing some investigation rather than assuming it couldn't be that bad, especially if the person who may be offending is involved in the community or church.

Sometimes we find it hard to believe that someone we think we know and respect could actually harm his or her own parent, relative or elderly friend. The elderly abused person should remain the decision-maker whenever possible. Be aware that she/he will often be more concerned about the welfare of the person doing the abusing than about him/herself.

Community Resources

*Nova Vita Domestic Violence Prevention
59 North Park Street in Brantford, ON N3R 4J8*

Services (24-hour Line)519-752-4357

Nova Vita provides confidential support and advice to victims of domestic violence. Those concerned about a friend, co-worker, family member or client can contact Nova Vita for help, direction and support. Victims of domestic violence are encouraged to contact Nova Vita for sound confidential advice and support.

Ganohkwasra Family Assault Support Services

1781 Chiefswood Road, Ohsweken 24-hour Crisis Line.....519-445-4324

Ganohkwasra provides shelter and support for Native men, women and children who are affected by family violence. There is a walk-in service and emergency shelter for adults and their children. Ganohkwasra has a number of programs to help families move on from family violence including advocacy, referrals and next-step housing.

Victim Services of Brant

344 Elgin Street (in Brantford Police Station) Business hours line

Phone.....519-752-3140

After Hours (Brantford Police Services)..... 519-756-7050

Victim Services of Brant is a non-profit community-based agency, which assists police, fire and other emergency services in providing emotional and practical assistance to victims of crime, tragic circumstances and disaster. Clients can be referred through police and other emergency services or may be self-referred. Assistance is available 24 hours a day, seven days a week. Services are free and confidential.

Sexual Assault Centre of Brant

211 Brant Avenue, Brantford, Ontario Phone.....519 751-1164

24-Hour Crisis Line 519 751-3471

Provides individual counseling and support groups for women of all ages. Services are available for victims of sexual assault or harassment both immediate and from past experience. Staff on the 24-hour Crisis Line can help arrange for an advocate on your behalf to accompany you to hospital, police or court. The Sexual Assault Centre maintains a list of counselors and other services in Brant County. A Resource Library is also available. A Public Educator and Outreach Worker are available to speak to groups upon request. The 24-hour Crisis Line is staffed by trained volunteers.

Ontario Victim Support Line

Phone..... 1-888-579-2888

The Victim Support Line is a province-wide, toll-free information line providing a range of services in English and French to victims of crime. Seniors, or people calling on their behalf, can get help by calling the Victim Support Line and speaking to information counselors who have been trained to provide referral services on elder abuse.

VOICES Against Elder Abuse

Phone:519-751-3331

website.....www.voicesagainstelderabuse.com

VOICES Against Elder Abuse is comprised of a dedicated group of volunteers who bring life and career skills to the community to help stop elder abuse. This grassroots organization is made up of ordinary people, whose most valuable skills are honesty, integrity, compassion and the ability

to listen in a non-judgmental manner. Groups and organizations wishing to have representatives from VOICES Against Elder Abuse speak to their members are encouraged to call and book an engagement.

Additional Resources

Brant Elder Abuse Committee (Victim Services of Brant)

344 Elgin Street

Brantford, ON N3T 5T3

GoogleMap 

The Brant Elder Abuse Committee acts as a public educator as well as a resource facilitator for those choosing to help prevent abuse or rebuild non-abusive lifestyles. The Committee is made up of agencies and volunteers in the community who work together to run workshops and produce a newsletter that contains useful information on preventing abuse in easy to read large text. You can request a copy of their newsletter by contacting

Penny McVicar at Victims Services..... [519-752-3140](tel:519-752-3140)

or e-mail Penny vcars@on.aibn.com

Website..... <http://www.victimservicesbrant.on.ca/>

The Ontario Network for the Prevention of Elder Abuse

222 College St., Suite 106,

Toronto, M5T 3J1

Phone:.....[416-978-1716](tel:416-978-1716)

E-mail: onpea.info@utoronto.ca

The National Clearing house on Family Violence

Health Canada 7th floor, Jeanne Mance

Building, Tunney's Pasture, Ottawa, K1A 1B4 Toll Free:.....[1-800-267-1291](tel:1-800-267-1291)

website:..... www.hc-sc.gc.ca/nc-cn

Division of Aging and Seniors, Population Health

Directorate

Address Locator: 1908A1, Ottawa Phone:.....[613-952-7606](tel:613-952-7606)

e-mail: seniors@hc-sc.gc.ca

Elderly Advocacy Centre, Toronto

Phone:.....[416-598-2656](tel:416-598-2656)

Social Services and Assistance Programs

Service Canada Programs

58 Dalhousie Street, Brantford, ON, N3T 2J2

Phone:.....519-751-6500

Website: www.gov.on.ca



Everything you ever wanted to know about the Canada Pension Plan can be found at:.....www.hrsdc.gc.ca/en/gateways/topics/cpr-qxr.shtml

or by calling the local *Service Canada office in Brantford:*

Phone.....519-751-6500

(Also, see section of Disabilities for more information on Service Canada programs.)

Allowance Program and the Allowance for the Survivor Program

Phone:..... 1-800-277-9914

(TDD) 1-800-255-4786

The Allowance for the Survivor Program provides a monthly non-taxable benefit to low-income widowed spouses who are not yet eligible for the Old Age Security (OAS) pension. You must be 60-64 years of age and be a Canadian citizen to qualify. You may qualify for the Allowance if your spouse or common-law partner receives the Guaranteed Income Supplement.

Public Health, Safety & Social Services– Ontario Works

220 Colborne St., P.O. Box 845, Brantford, ON N3T 5R7

Phone:.....519-759-3330

Website:.....<http://www.brantford.ca/content/publishing.nsf/Content/Ontario+Works>



Ontario Works is a social assistance program administered by the City of Brantford. It combines financial assistance with requirements to enter into employment activities. Ontario Works helps people get back into the job market and on the road to financial independence. Seniors with limited resources may access Ontario Works expertise in sourcing agencies and programs that provide for seniors at all levels of government. Social Services also administers Social Housing for the City of Brantford.

For information on obtaining Social Housing contact: Ann DeRosse, Tenant Placement Coordinator Ontario Works.....519-759-3330 ext. 6250

Housing Resource Centre – Ontario Works Brant

Phone:.....519-759-3330

Hours: 8:30 a.m. – 4:30 p.m. Monday through Friday

The Housing Resource Centre provides help in finding and keeping suitable and affordable accommodation by offering a listing of available apartments, town homes and houses in the private market. They also provide basic information on the Tenant Protection Act and related legislation along with advocacy for tenants with housing issues.

The Outreach Program helps individuals and families who are homeless by providing time-limited shelter as well as advocacy and case management services. Clients are provided support in accessing food programs, temporary and permanent housing and other needed services available in the community.

The Rent Bank program provides mediation and/or loans to qualified tenants who are at risk of losing their housing due to shelter arrears. Rent Geared to Income (RGI) tenants are not eligible for the Rent Bank. Other restrictions apply. Call for details.

Brantford Food Bank

Brantford Food Bank 1100 Clarence St. South Suite102 Brantford, ON

Phone:.....519-751-4357

E-mail:foodbank@crs-help.ca

 Google Map 

The food bank is open Monday to Friday from 1 – 3:45 p.m. Food can be dropped off at the food bank from

8:00 a.m. -4:00 p.m.

Salvation Army -Paris

19 Broadway St., Paris ON N3T 5N3 Phone:.....519-442-3432

website.....www.salvationarmy.ca

 Google Map 

The Salvation Army in Paris runs a food bank available to clients every month on Mondays from 1:00 p.m. to 3:00 p.m. and Thursdays from 12:30 p.m. to 4:00 p.m. They also run anger management programs, financial

counseling, emergency financial assistance and budgeting workshops.

Salvation Army – Brantford

23 West St., Brantford ON N3T 5N3 Phone:.....519-752-7814

Fax:.....519-752-4996

GoogleMap 

The Salvation Army in Brantford runs an emergency food assistance program available to clients every three months. Clothing vouchers may be issued to those in need in certain circumstances (catastrophic loss due to fire, or for a job interview).

Limited financial assistance is available as is credit and financial counseling. Hours of Operation: Monday, Wednesday and Friday 1:00 p.m. – 4:00 p.m.

**Salvation Army – Brantford Booth Centre
187 Dalhousie St., Brantford ON N3T 2J6**

Phone:.....519-752-4193

Fax:.....519-753-3698

E-Mail..... don_oakley@can.salvationarmy.org

Website..... <http://www.salvationarmybrantford.zip411.net/>

GoogleMap 

The Brantford Booth Centre provides emergency shelter accommodation (when available) to men over the age of 18 and provides meals and referral services on a short and long-term basis while clients seek alternative living arrangements.

Veterans Affairs Canada (VAC)

Toll Free.....1-866-522-2122

Website..... www.vac-acc.gc.ca

GoogleMap 

Veterans Affairs Canada (VAC) provides services and benefits including

disability pensions, War Veterans Allowance, home care services, long-term care, treatment benefits, counseling, personalized case planning, medical

needs assessment, advice, information and referral, legal help with pension or allowance matters, help with the cost of funerals and burials, and commemoration of those who gave their lives.

First Nations Community Services

**Click picture to view history
about Brantford and The
Six Nations**



Aboriginal Health Centre

28 King St., Brantford ON N3T 3C4

Phone:.....519-752-4340

Fax:.....519-752-6096

e-mail:info@aboriginalhealthcare.com

Website:..... www.aboriginalhealthcare.com

[Google Map](#)

The Aboriginal Health Centre offers services to Aboriginal people – Status, Non-Status, Metis and Inuit. The Centre offers Primary Health Care services including assessment, diagnosis and treatment services. Naturopathic medicine, diabetic foot care clinics and traditional healing programs are also offered. Traditional Healing Programs serve clients through doctoring, counseling, healing and teaching circles. Traditional teaching and knowledge are provided to the community and staff. Traditional herbal remedies are offered as are sweats and other ceremonies in demand. Advocacy Programs take a holistic approach to assessment of client/patient needs. Cultural sensitivity training and a library are also offered at the site. Outreach programs evaluate services in the community and work to develop capacity within the system through coordination of services and relationship building within agencies and groups.

Agape Food Bank

R.R.#1, Ohsweken, ON N0A 1M0 Phone:.....519-445-0442

The Agape Food Bank is open Monday and Thursday

Website.....<http://www.csdccs.edu.on.ca/>

Brantford Native Housing

318 1/2 Colborne Street, Brantford, ON N3S 3M9 Phone:519-756-2205

Fax:.....519-756-1764

website:.....www.brantfordnativehousing.com

 Google Map 

Offers subsidized housing to Status, Non-Status, Metis and Inuit families with low income. Note that there is a long waiting period for the limited number of single units.

Ganohkwa Sra Family Assault Support Services

1781 Chiefswood Rd., Ohsweken ON N0A 1M0

Phone:.....519-445-4324

Fax:519-445-4825

E-mail: ganohkwasra@sixnations.com

Website:.....www.ganohkwasra.ca

 Google Map 

Offers services to community members who suffer from abuse, are abusive, or are at risk for abuse. Ganohkwa Sra offers programs for men and women, including counseling, housing support and community education programs. Community members can participate through an active volunteer program - Completion of Family Violence Prevention Training course required.

Indian and Northern Affairs Canada Brantford Business Centre

58 Dalhousie St., 3rd Floor, Brantford, ON N3T 5W5

Phone:.....519-751-2200

Fax:.....519-751-2666

 Google Map 

The local office has information regarding eligibility for registration and application for status. Status cards may be obtained by appointment only. Call (519) 751-6462. Information regarding Health Care Coverage, Social Assistance and Welfare Services is also available.

Iroquois Lodge

1755 Chiefswood Rd., Ohsweken, ON N0A 1M0

Phone:.....519-445-2224

Fax:.....519-445-4180

 Google Map 

Long-term care facility with 50 beds owned and operated by the Six Nations' Band Council.

maamwi – gnawending, Mississaugas of the New Credit First Nation Human Services

R.R. #6 Hagersville, ON N0A 1H0 Phone:.....905-768-1181

Fax:.....905-768-0404

Email:.....CFNHS@Hotmail.com

Provides confidential counseling and a broad range of services. Programs include Home Support for the Elderly and Disabled. This includes transportation, light housekeeping, and Meals on Wheels. The Welfare Caseworker/Employment Counseling Program provides community members with assistance completing paperwork for Canada Pension Plan, Old Age Security and other government programs.

Six Nations' Health Services

1745 Chiefswood Rd., Ohsweken, ON N0A 1M0

Phone:.....519-445-2418

[GoogleMap](#) 

Offers healthcare services for community members through a range of programs and services, including ambulance, community health clerks, dental services, health promotion and disease prevention, health services nurses, healthy babies/healthy children programs, long-term care/home & community care, maternal child centre, medical transportation, mental health services, New Directions program and social development.

Ambulance

29 Veterans Lane, Ohsweken, ON N0A 1M0

Phone:.....519-445-4000

Fax:.....519-445-0991

Gane Yohs Community Health Centre

1769 Chiefswood Rd., Ohsweken, ON N0A 1M0

Phone:.....519-445-2251

Fax:.....519-445-4679

[GoogleMap](#) 

Healthcare services for community members of Six Nations of the Grand River. Community health clerks, dental services, health promotion and disease prevention, health services nurses, medical transportation, and New Directions programs. Diabetic foot care is available by referral. There is a

pharmacy on site.

Dental Services

1265 Chiefswood Rd., Ohsweken, ON N0A 1M0:

Phone:.....519-445-2221

Fax:.....519-445-4679



Offers services in general dentistry for registered band members. The office places priority on the care of school children from Six Nations and New Credit Schools. Dental services are also available for the elderly and emergency treatment is provided for patients of all ages. Non-regular patients may be asked to see a dentist off the reserve due to the demand on the service.

Six Nations Long Term Care / Home and Community Care Program

P.O. Box 5000, Ohsweken, ON N0A 1M0 Six Nations Personal Support

Services Phone:.....519-445-0077

Fax:.....519-445-4914



Community Support Program Services

Phone.....519-445-4055

Fax:.....519-445-0249

This agency provides a range of services to seniors on a case management basis. Registered nurses, physiotherapists, occupational therapists, community advocacy workers, speech therapist, dieticians, traditional healers, and physicians provide health services to the community.

Six Nations Personal Support Services are provided to all Six Nations band members based on individual need. Personal care, meal planning/preparation, ambulation, exercise programs, respite care, and home management are available.

Community Support Program Services provides service to seniors (65+) and disabled band members of Six Nations. Assists the frail and elderly with limited services available to those less than 65 years of age who have physically challenging conditions, but still live in their own homes. Programs include: Meals-on-Wheels, transportation, home maintenance and repairs, home help, friendly visiting, and telephone reassurance.

Six Nations Housing

67 Bicentennial Trail, Ohsweken ON N0A 1M0

Phone:.....519-445-2235

Fax:.....519-445-2778



This department of the Six Nations Council offers house inspections, home renovation and building loans and housing assistance for victims of fire. Also manages rental accommodations for seniors 60+ (50+ if in receipt of disability) -apartments and detached dwellings.

Six Nations Welfare Department

P.O. Box 340 Ohsweken, ON N0A 1M0 Phone:.....519-445-2084



Supplies income support services for native people including seniors who have no other source of financial support. Employment services.

Services for Seniors with Disabilities

This section lists organizations that cater to seniors with special needs

Arthritis Society

460 Brant St., Suite 11, Burlington, ON L7R 4B6 Toll Free

Information..... 1-800-321-1433



Regional Office

Toll Free.....1-866-273-2229

Website..... www.arthritis.ca

People with a confirmed diagnosis can call to access services including Physiotherapy, Occupational Therapy or Social Worker. Arrangements can be made when individuals call the regional office. There are two clinic sites in Brantford and the physiotherapist comes to Brantford each Tuesday. Home visits can be arranged if appropriate. The physiotherapist can call in the occupational therapist if required. The social worker is part-time and conducts telephone or in-office appointments.

Canadian Cancer Society – Brant Norfolk Unit

98 Paris Road, Unit #2, Brantford, Ontario Phone:.....519-753-2566
Cancer Information Service..... 1 888 939-3333

Peer Support Program: 1-800-263-6750

Fax:519-758-8911

E-mail: brant@ontario.cancer.ca

Website: www.cancer.ca



Offers emotional support: Free one-to-one, telephone & group support services. Volunteer program offers support at local hospital cancer clinic. Volunteer drivers transport cancer patients to treatment, free of charge. Information available at the office Monday to Friday 9 a.m. to 5 p.m. or check the website. Volunteer opportunities available in fund raising, support services, information outreach and administration.

Canadian Council of the Blind – Robert Troughton Memorial Chapter

233 Colborne St., Lower Level, Brantford, ON N3T 2H4

Phone:.....519-756-0697

Fax:.....519-756-8102

Website:..... www.ccbbrantford.ca

Serves the needs of the visually impaired, blind and deafblind of Brantford and Brant County. Peer support group, social and recreational programs, safety and learn-to work programs are available.

Canadian Diabetes Association

St. Joseph Lifecare Centre, 99 Wayne Gretzky Pkwy, 5th Fl., Brantford
ON N3S 6T6

Phone.....519-756-9131

Fax.....519-756-4262

E-mail: cdabrantford@bellnet.ca

Website:..... www.diabetes.ca



Resource Centre – Open Monday to Friday

9:00 a.m. to 4:00 p.m. (Call before coming in to confirm that they are open.) Offers literature and educational material, speakers and support groups.

The Canadian Hearing Society

139-225 Colborne St., Brantford, ON N3T 2H2

Phone:.....519-753-3162

Fax:.....519-753-7447

Website:..... www.chs.ca



Provides services that enhance the independence of deaf, deaf-blind and hard-of-hearing people and that encourage the prevention of hearing loss. Services include: sign language interpreter services; technical devices for

The hearing impaired; counseling services and mental health assessment as well as hearing care counseling in which seniors are assisted with communications difficulties due to hearing loss.

**Canadian National Institute for the Blind
67 King St., Brantford, ON N3T 3C8**



**Phone.....519-752-6831
Fax:.....519-752-4920**



The CNIB offers a range of services for the visually impaired and legally blind and deaf-blind, including rehabilitation and adjustment to blindness programs, daily living skills and seniors programs. The institute in Brantford has an extensive talking book and talking magazine library as well as publications in Braille. The CNIB also has consumer products and technology such as Braille watches and software.



Canadian Red Cross Society

**25 William St., Brantford ON N3T 3K3 Phone:.....519-753-4189
Fax:.....519-753-1012**



The Canadian Red Cross mission is to improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world. Locally, the Red Cross runs the voluntary Meals on Wheels program here in Brantford that prepares and delivers over 80 meals four times a week. They deliver hot or frozen meals right to your door. To use this service, you must be an adult with major physical or mental challenges who has difficulty preparing meals, or be over 60 years of age and have difficulty preparing meals, or suffer from an illness that prevents you from preparing your own meals. Contact the Red Cross for further details regarding eligibility. The Red Cross in Brantford offers First Aid and CPR training, water safety training and boat licensing through certified agencies in

Brantford and Brant County. The Red Cross Transportation Service provides low cost door-to-door transportation service to individuals who are frail or frail elderly, have disabilities or to those with inadequate financial resources. Transportation is provided by volunteers. The Red Cross could not operate without the kind support of their many volunteers – many of whom are seniors.

**To register as a volunteer contact Judi Mikolich..... [519-753-4189](tel:519-753-4189)
E-mail Judi..... judi.mikolich@redcross.ca**

Contact Brant

164 Colborne Street West, Suite 1 Brantford, ON N3T 1L2

Phone: [519-758-8228](tel:519-758-8228)

Toll free: [1-866-663-3667](tel:1-866-663-3667)

Fax: [519-758-9507](tel:519-758-9507)

Email:..... information@contactbrant.net

Website: www.contactbrant.net

[Google Map](#) 

Contact Brant is funded by the Ministry of Community and Social Services and the Ministry of Children and Youth Services (MCSS/MCYS). Contact Brant serves as a single point of access for families and individuals who require MCSS/MCYS funded children’s mental health services and developmental services (all ages). Developmental service agencies provide services to children and adults who have a developmental disability (intellectual disability).

Contact Brant provides information about services available in Brantford and Brant County; their motto, “If you don’t know who to call, call Contact Brant”, says it all. Caregivers looking for agencies that serve the needs of developmentally challenged adults can access services through Contact Brant.

Community Living Brant



366 Dalhousie Street, Brantford, ON N3S 3W2

Phone.....519-756-2662

Fax:519-756-7668

Email: communitylivingbrant@clbrant.com

[Google Map](#) 

Community Living Brant offers a wide variety of services and support for individuals with a developmental challenge and their families. Respite care is offered on a limited basis to families and caregivers and can be arranged through Contact Brant. Community Living Brant also provides a number of out-of-home living options. Sharing a house with three or four others, with staff support (up to 24 hours) is one option. The Association owns or rents 12 homes and supports more than 50 individuals within this model. Each home is designed to meet the specific needs of the people residing there. Some of the residential homes have been designed to accommodate individuals who use wheelchairs. The association also coordinates a literacy program and a Supportive Employment Program, and facilitates an Associate Family program that puts developmentally challenged individuals into the homes of people willing to take on this responsibility.

The Community Activity Program

Includes individualized support for previously diagnosed people with developmental challenges. The focus is on leisure and recreational pursuits in and around Brantford and Brant County. Participants take part in a variety of activities, including, delivering Meals on Wheels, volunteering at Telfer Place, making crafts and projects, participating in musical interests and cooking classes, participating in sports such as bowling and swimming, going on outings and attending festivals such as Heritage Day celebrations.

Supported Living Program

For individuals living on their own and requiring minimal support, Community Living Brant provides assistance. More than 80 individuals currently use this service. Staff provides help on an “as needed” basis in areas such as budgeting and money management landlord/tenant issues, home and lifestyle maintenance, and active listening.

Community Living Brant can only support those individuals who have been diagnosed with a developmental challenge

Office hours are Monday through Friday, 8:30 a.m. until 4:30 p.m. Existing clients can call.....519-756-2662

All new intakes are arranged through:

Contact Brant

164 Colborne Street West, Suite 1 Brantford, ON N3T 1L2 Phone:

Phone.....519-758-8228

Fax:..... 519-758-9507

Dell Pharmacy

[Click photo for Dell information](#) ▶▶



260 St Paul Avenue, Brantford, Ontario Phone.....519-756-6363

Website..... www.dellpharmacy.com

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

Specialist on staff

L. Tara Hooper and Associates Inc.

321 Rawdon Street, Brantford, ON N3S 6H7

Phone:.....519-752-2000

Fax:.....519-752-4292

E-mail:lhooper0521@rogers.com

Website:.....www.ltarahooperandassociates.com

L. Tara Hooper and Associates Inc. provide a variety of services for persons with disabilities including, job development services, job placement services, resume and interview skills development, one-on-one job counseling, on-site job support when required, business plan development and mentoring support. L. Tara Hooper and Associates Inc. is an approved service provider through ODSP and Service Canada and funding may be available to qualified applicants. Clients interested in these programs are encouraged to call L. Tara Hooper and Associates directly.

Medichair Cowell

750 Colborne Street,
Brantford. ON N3S 3S1



the home medical equipment specialists

Phone.....519-758-1000

Fax.....519-759-1916

Website.....<http://www.medichair.com/>

Equipment rentals, medical supplies, therapeutic hosiery, bathroom safety and mobility aids. See advertisement at the front of the guide for more details.

Ontario Brain Injury Association

P.O. Box 2338 St. Catharines, ON L2R 7R9 Helpline:

Phone.....1 800-263-5404

Website..... <http://www.obia.on.ca/>

The Ontario Brain Injury Association provides support, responses to questions about advocacy and referral services to ABI (Acquired Brain Injury) medical services. Reference and educational material is available upon request.

.....<http://www.obia.on.ca/>

Operation Lift

140 West St., P.O. Box 452, Brantford, ON N3T 5N9

Phone:.....519-756-2170

Fax:.....519-756-2147

Website:..... www.operationlift.com

[Google Map](#)

Operation Lift is a pre-booked specialized service which provides door to door, or curb to curb low floor transportation for eligible persons with disabilities within Brantford. Main Criterion for using the service:

Physically unable to go up or down stairs, walk 175 meters, use the conventional transit system. Physical disability and disease related circumstances are all contributing factors in the review of each application. Section C of the application which must be completed by a Registered Health Professional is designed to verify the applicant's disability status, but does not confirm approval; Operation lift is responsible for the final decision.

Operation Lift does not determine eligibility based on financial status.

Paris Transportation Services

130 Dundas St. East, Paris, ON N3L 3H6

Phone:..... 519-442-7873

[Click picture to view the History of Paris](#)



Fax:..... 519-442-7875

Website.. http://www.bchsys.org/int_html/Services/WHITransportation.htm

Offers transportation services to people in wheelchairs. Seniors require a doctors' note to register. 24-hour notice is required to book service. Offers service within Brant County and into and out of Brantford, but not within Brantford. Use Operation Lift for service within Brantford (see above).

Participation House Brantford

Residential Location and Main Office

10 Bell Lane, P.O. Box 2048, Brantford, ON N3T 5W5

Phone:.....519-756-1430 Ext. 224

Fax:.....519-756-0795

Participation House Supportive Housing -Community Living Project

11 West Street, Brantford, ON Phone:.....519-752-5199

Community Outreach Program

(Attendant outreach Program).....519-758-5377

Participation House offers supportive housing and care for adults up to age 65 with physical disabilities as well as in-home support services for those that live in their own homes. Life skills training and physical activities are available. 24-hour non-medical assistance including respite care, transportation and escort to and from appointments, augmentative communication, life skills and occupational therapy are available.

Service Canada



Income Security Programs Phone (English): 1-800-277-9914

Phone (French):.....1-800-277-9915

Phone (TTD/TTY).....1-800-277-9915

Website..... <http://www.servicecanada.gc.ca/>

Social Development Canada supplies information for people applying for CPP, CCP Disability Benefits, or Old Age Security (OAS).

Information is also available on Government Annuities and retirement planning

To receive the Services for People with Disabilities guide (Free)

Phone..... [1-800-622-6232](tel:1-800-622-6232)

TTY..... [1-800-926-9105](tel:1-800-926-9105)

This guide covers income benefits and taxes, housing, accessibility, advocacy, health and safety. Other publications with information on disability benefits and services are available free of charge through this number.

Ministry of Health and Long-Term Care Assistive Device Program



Toll-Free..... [1-800-268-6021](tel:1-800-268-6021)

TTY: [1-800-387-5559](tel:1-800-387-5559)

Website:.....
.....http://www.health.gov.on.ca/english/public/program/adp/adp_faq.html

The objective of the Assistive Device Program (ADP) is to financially assist Ontario residents with long-term physical disabilities to obtain basic, competitively priced, personalized assistive devices appropriate for the individual's needs and essential for independent living. ADP covers over 8,000 separate pieces of equipment or supplies and vendors must be registered with the Assisted Device Program. To access the program individuals must meet certain requirements and have an Ontario Health Card in their name. The individual must be diagnosed with a physical disability (learning or mental disability not applicable). Up to 75% of the cost of assisted devices may be covered at the time of purchase.

Six Nations Special Services for Special People

30 Cao Lane, (Chiefswood Road), Ohsweken, ON N0A 1M0

Phone:..... [519-445-4420](tel:519-445-4420)

Special Services for Special People operates a Day Program for developmentally challenged adults 18 and up as well as a female group home and supported independent living units.

Six Nations Mental Health Services

Village Plaza, Ohsweken (formally at 50 Generations Dr.)

Phone:.....519-445-2143

Mental Health Crisis Line 1-866-445-2204

The Mental Health Services on Six Nations has a full-time mental health nurse that caters to seniors on the reserve. They also have 24hour crisis response counseling.

St. Leonard's Community Services

For addictions services contact: 133 Elgin Street, P.O. Box 638 Brantford, ON N3T 5P9

(Main line):.....519-759-8830

Mental Health Crisis Line 1-866-811-7188

Help with Substance Abuse.....519-754-0253

Fax:.....519-759-8156

Website:..... www.st-leonards.com

For all other services contact: 466 Colborne St., Brantford, ON N3S 3N7

Odd Job Squad:.....519-751-3339

St. Leonard's offers justice services, mental health crisis support and substance abuse programs as well as employment and educational services. St. Leonard's also offers a program for seniors called Odd Job Squad that pairs youths with seniors to help with small jobs around the house including snow removal, lawn cutting and leaf raking among others. There is a fee for this service based on an hourly rate. Youth interested in earning extra money while helping seniors are encouraged to drop into the St. Leonard's office at 466 Colborne St.

Alcoholics Anonymous

P.O. Box 26010, Brantford, ON N3R 7X4 Phone:.....519-752-5981

Web Address:.....www.branterieaa.com

[Google Map](#)

AA offers recovery programs for individuals. Meetings are held at various locations throughout the community with meeting locations posted on their website at branterieaa.com. AA also offers public awareness and information through speaking engagements to groups by request.

Brantford Physiotherapy and Sports Medicine

Phone:.....519-756-5450

Web Address:..... www.physiocentres.com

[Google Map](#)

Provides physiotherapy, assessment and treatment for clients with physical challenges, including musculoskeletal, orthopedic including post hip and knee replacement therapy, spinal injuries and injuries resulting from motor vehicle accidents. Fee for service, some coverage may be available through

O.H.I.P., Extended Health Coverage or Veteran's Affairs. A Fall Prevention Program and assessment is available.

March of Dimes Assisted Device Program



Phone:..... 1-866-765-7237

E-mail: adp@dimes.on.ca

The Assistive Device Program (ADP) provides partial funding for the purchase and maintenance of equipment such as wheelchairs, walkers, braces, and communication devices. Contact the ADP to locate a prescribing therapist in your area to access this program.

Ontario March of Dimes Vehicle Modification Program

Toll-free:..... 1-877-369-4867

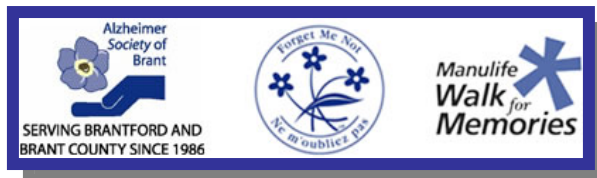
Fax:519-432-4923

E-mail: hvmp@dimes.on.ca

GoogleMap <>

The Vehicle Modification Program for persons with disabilities provides funding for persons who qualify. The application process was streamlined in 2004 after funding increases and changes to the application process. Funding is available to low-income persons with disabilities who can prove a need for the modification.

Alzheimer Society of Brant



101 Brant Ave., Brantford ON N3T 3H4 Phone:..... 519-759-7692

Fax:.....519-759-8353

Website <http://www.alzbrant.ca/>

Website..... www.geocities.com/alzbrant

GoogleMap <>

First Link

When it's more than just forgetfulness, find someone to talk to:

Phone:..... 519-759-6553

Office Hours 9:00 a.m. to 5:00 p.m. Monday -Friday

The Alzheimer Society of Brant is a non-profit organization whose mission is to improve the life for those persons in Brantford and Brant County with

Alzheimer's disease or a related dementia, and to assist their families and caregivers through support services, education, advocacy and research. The Society offers programs and services to assist caregivers in relieving some of the stress and challenges associated with caring for people with dementia, services for caregivers and patients such as Caregiver Relief Service, Advance Care Planning, and a Resource Library. The following programs and services are also offered:

Support and Counseling

Society staff provides confidential support/ counseling in the privacy of the client's or caregiver's home or the Society's office.

Support Groups

Meet regularly to offer opportunities to share problems and coping strategies for family, friends and spouses

Family Education Series

A free seven-week course offered part time. Introduces new caregivers to the Society, and provides a neutral environment in which to learn about the disease.

Community Worker's Education Series

Introduces home support workers and Long Term Care Facility staff to Alzheimer's disease and related dementias through a 5-week series.

The Grandchildren's Series

Helps grandchildren learn and understand dementia, and how it affects the family.

Volunteer Visiting Programs

This is a community-based program for clients in the early to mid stages of the disease.

Safely Home

Alzheimer Wandering Registry Confidential registries that provide police services with identification information to help them find the registered person and return them safely home.

Home Renovation Financial Assistance for Low-income Seniors and Persons with Disabilities For many seniors the decision to move into a long-term care facility is made either because they are no longer

able to maintain their homes, or are experiencing difficulty navigating through the home due to mobility issues. Funding may be available to low-income seniors or persons with disabilities to update the home with barrier-free modifications. There are two programs available including one administered locally through the City of Brantford and available to seniors who qualify for funding through the Canada Mortgage and Housing Corporation.

Housing Corporation (CMHC)

Residential Rehabilitation Assistance Program (RRAP)

Administration and Project Coordinator Brant Housing, City of Brantford

Phone.....519-759-3330 ext. 6292

Google Map 

The Residential Rehabilitation Assistance Program (RRAP) is geared to low-income persons with disabilities (including seniors) in which financial assistance for home renovation may be available for projects related to mobility and safety. This could include such things as lowering countertops, creating barrier-free zones in entranceways or shower stalls or other modifications specific to the disability.

Home Adaptations for Seniors' Independence (HASI)

Canada Mortgage and Housing Corporation (CHMC).....1 800-668-2642

Website:..... www.cmhc.ca

Google Map 

The CMHC program called Home Adaptations for Seniors' Independence (HASI) allows low-income seniors to apply for forgivable loans up to \$3,500.00 for minor renovation projects for such items as handrails, easy to reach storage areas, lever handles in doors, walk-in showers with grab bars or other projects that allow seniors to stay in their homes longer. NOTE: Work carried out before funding approval is not eligible.

Physiotherapy

The following is a list of OHIP funded physiotherapy clinics in Brantford:

Brantford General Site-Located in Brantford General Hospital

200 Terrace Hill, Brantford

Phone:519-751-5523

BGH-Willett Site

238 Grand River St., North, Paris ON N3L 2N7

Phone:.....519-442-2251

Greystone Physiotherapy Clinic

300-325 West Street, Brantford Phone519-752-3282

Scott Physiotherapy Clinic

35 Morrell St., Brantford

Phone:519-759-2155

Therapy Specialties

99 Wayne Gretzky Pkwy., Brantford Phone:519-750-0345

This service is accessed through the community care access centre (CCAC) for funding through OHIP.

Phone(CCAC).....519-759-7752

The following list is NON OHIP funded physiotherapy clinics in Brantford:

Brantford Rehab Centre – Located in Brantford

General Hospital (*private clinic*)

200 Terrace Hill, Brantford Phone:

.....519-751-5506



**Brantford Physiotherapy and Sports
Medicine Centre**

300-325 West Street, Brantford

Phone:519-756-5450

Website..... <http://physiocentres.com/>



Bridge Physiotherapy and Fitness Centre

300 Grand River Street. North, Paris Phone:519-442-5337

Can Health Physiotherapy

353 St. Paul Ave., Brantford Phone:519-720-0044

Essential Physiotherapy

330 West Street, Unit 5, Brantford located in the Women's Wellness Centre.

Phone:519-752-2151

Phone:519-752-5000

Fax:.....519-752-3491

E-mail:mp.jpp@sympatico.ca

Essential Physiotherapy also offers physiotherapy treatments for men and women with bladder and bowel disorders (incontinence), prolapse issues and pelvic pain.

A physician's consent is required for Pelvic Floor Rehab.

Fairview Physio and Wellness Centre Inc.

225 Fairview Dr. Phone:519-751-3771

OsteoPraxis

34 Dumfries, Paris Phone:519-442-3165

Parkway Physiotherapy

20 Autumn Road, Brantford Phone:519-720-9454

Parkway offers incontinence therapy, osteoporosis therapy and a falls prevention program for seniors.

St. George Physiotherapy

2 Sunnyside Dr., St. George Phone:519-448-3331

Universal Health Care

217 Terrace Hill Phone:519-753-1330

West Brant Physiotherapy and Massage Therapy

129 Colborne St. West, Brantford Phone:519-758-8458

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