Directory

AGING WELL IN DUFFERIN

A Directory For Persons 55+, Their Families and Caregivers

Resources Available In Dufferin County

March 2020

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Police/Fire/Ambulance 911
Ontario Poison Centre 1-800-268-9017
Telehealth (free medical advice) 1-866-797-0000
Enbridge Gas (24 Hour Service) 1-877-362-7434

NON-EMERGENCY – COMMUNITY PARAMEDIC SERVICE

Dufferin County Community Paramedic Service 519-941-0509

NON-EMERGENCY - POLICE

Dufferin OPP (Shelburne) 519-925-3838
OPP (dispatch for anywhere in Ontario) 1-888-310-1122
OPP TDD (phone for the deaf) 1-888-310-1121
Orangeville Police 519-941-2522
Shelburne Police 519-925-3312
Crime Stoppers (Simcoe/Dufferin/Muskoka) 1-800-222-8477
Canadian Anti-Fraud Centre (Phone Busters) 1-888-495-8501

NON-EMERGENCY - FIRE

Grand Valley Fire Department 519-928-3460
Orangeville Fire Department 519-941-3083
Shelburne Fire Department 519-925-5111

HOSPITALS

Credit Valley Hospital (2200 Eglington Ave.) 1-905-813-2200
Guelph General Hospital 1-519-822-5350
Headwaters Healthcare Centre (Orangeville) 519-941-2410
South Lake Regional Health Centre (Newmarket) 1-905-895-4521
Trillium Centre (Mississauga Hospital) 1-905-848-7100
William Osler Health System 1-905-494-2120

CRISIS SERVICES & DISTRESS LINES

Caledon Dufferin Victim Services 1-888-743-6496
Canadian Mental Health Association
24/7 Crisis Support Peel / Dufferin 1-888-811-2222
Caregiver Help Line 1-833-416-2273
Distress Centres of Greater Toronto
(Multilingual Crisis Help Line) 1-289-569-1201
Dufferin Child & Family Services
(Child Protection Services) 519-941-1530
Family Transition Place (Domestic Abuse) 519-941-4357
24/7 crisis line 1-800-265-9178
Senior Safety Line 1-866-299-1011
Sexual Assault Centre (Headwaters Hospital) ..... 519-941-2410 x 1

ACTIVE LIVING IN YOUR COMMUNITY

COMMUNITY CENTRES

Centre Dufferin Recreation Complex (Shelburne) 519-925-2400

Grand Valley District Community Centre 519-928-2830

Orangeville Parks and Recreation 519-940-9092

Alder Street Arena

Tony Rose Memorial Arena

North Dufferin, Honeywood Arena 519- 925-6616

EXERCISE & FALL PREVENTION

Home and Community Care offers free exercise classes.

Information and registration ..... 1-888-733-1177, x 7744

Caledon Meals on Wheels offers Friendly Visiting/Wellness Program (Caledon, Orangeville & Surrounding Communities) ... 905-857-7651

Osteoporosis Canada 1-800-463-6842

LIBRARIES

Grand Valley Public Library 519-928-5622
Orangeville Public Library
(Alder Street / Downtown) 519-941-0610
Shelburne Library 519-925-2168

SENIORS RECREATION

Centre Dufferin New Horizon's Club, Shelburne 519-925-2140

Dufferin County Community Support Services, Adult Day Program
..... 519-925-5452

Orangeville and District Senior Centre 519-941-6012
V.O.N Alzheimer's Day Program of Dufferin 519-941-1050
Westminster United Church, Orangeville 519-941-0381

VOLUNTEER OPPORTUNITIES

Alzheimer Society of Dufferin County 519-941-1221
Caledon Meals on Wheels (Orangeville area).....905-857-7651
Dufferin County Community Support Services 519-925-5452
Hospice Dufferin 519-942-3313
Hospital Auxiliary
(Headwaters Health Care Centre) ..... 519-941-2410 x 2268
Orangeville and District Seniors Centre 519-941-6012
TeleCheck-Dufferin Senior Support
(Reassurance & Safety Check-in Phone Call) 519-415-3764
Volunteer Dufferin ..... www.volunteerdufferin.ca

CLINICS

5th Avenue Walk in Clinic & Family Practice 519-942-0040
50 Rolling Hills Dr #5, Orangeville

Denture Clinic 519-941-3880

Diabetic Clinic - Orangeville ..... 519-941-2702 x 2525

Dufferin Area Family Health Team 519-938-8802

Foot Clinic (Biscaia) 519-942-4705

Good Doctors Walk-In Clinic 226-916-1350
128 Main Street East (Caravaggio Drug Store), Shelburne

Grand Valley Medical Dental Centre 519-928-5652

Headwaters Walk-In Clinic 519-307-1201
170 Lakeview Court, #2, Orangeville

Health Plus Walk-In Clinic 519-307-7100
14 5th Ave. Unit 700, Orangeville

Highland Health Network Family Physician Clinic 519- 941-7575

Life Labs Orangeville 1-877-849-3637

Mind Forward Brain Injury Services (Dufferin) 519-942-0111

My Health Centre Orangeville 1-888-230-0695

North Dufferin Wellness Centre (Shelburne) 226-259-9000

Orangeville Family Medical Centre 519-938-8000

Orangeville Hearing Clinic 519-942-2005

Orangeville Medical Imaging 519-942-3101

Orangeville Pain Care Clinic 226-780-7246

Rapid Access Addiction Medicine Clinic
(CMHA Peel Dufferin) 1-877-451-2123

Services and Housing in Province Intake Clinic 519-307-8700

Shelburne Centre for Health 519-925-0017

Urgent Care Family Practice 519-938-9997
33 Broadway, Orangeville

PHARMACIES THAT DELIVER

Caravaggio IDA Pharmacy, Shelburne 519-925-2729

Fifth Avenue Pharmacy, Orangeville 519-941-9921

Jeffers' Pharmacy, Orangeville 519-941-1230

Shoppers Drug Mart,
Orangeville Mall 519-941-5433
25 Broadway (Townline/Broadway) 519-941-2900
475 Broadway (C-Line/Broadway) 519-941-8986

Town Pharmacy (Shelburne & Orangeville) 519-306-5500

FINANCIAL SUPPORT

BDO – Credit / Debt 519-372-0188

Dufferin County Community Services 519-941-6991
Ontario Works 519-941-6991
Ontario Disability Support Program (Guelph) .. 519-822-7500

Ontario Association of Credit Counselling Service ... 1-905-945-5644

Salvation Army Family Services 519-941-2570

Veterans Affairs Canada 1-866-522-2122

GOVERNMENT

Assistive Devices Program 1-800-268-6021
Canada Child Tax Benefit 1-800-387-1193
Canada Pension 1-800-277-9914
(TTY): 1-800-255-4786
Canada Post Customer Service 1-866-607-6301
Canada Revenue Agency for Hearing or Speech Impaired
(TTY) 1-800-665-0354
Central West Local Health Integration (LHIN) 1-888-733-1177
Developmental Services Ontario
Toll Free 905-453-2747
Dufferin / Peel 519-821-5716
CRA Business Enquiries (GST / HST) 1-800-959-5525
Health and Long Term Care (Service Ontario) 1-800-268-1153
Health card Replacement (Service Ontario) 1-800-267-8097
Health Cards (Service Ontario) ..... 1-888-376-5197 x 1
Health Care Connect (How to find or change a family doctor or nurse practitioner) 1-800-445-1822
Landlord and Tenant Board (Provincial) 1-888-332-3234
Seniors Safety Line 1-866-299-1011
MBR of FED PARL Dufferin/Peel (Kyle See back) 1-866-941-1832
MBR of PROV Parliament (Sylvia Jones) 519-941-7751
Municipal Affairs and Housing 1-416-585-7041
Old Age Security & CPP 1-800-277-9914
Ombudsman Ontario 1-800-263-1830
Ontario Disability Support Program 519-822-7500
Ontario Drug Benefit Program (Service Ontario) ... 1-800-268-1154
Public Guardian and Trustee 1-800-891-0502
Service Canada: 1-800-622-6232
(TTY) 1-800-926-9105
Service Ontario 1-866-532-3161
Service Ontario: Ministry of Senior Affairs & Accessibility
..... 1-888-910-1999
Telehealth (free medical advice from Registered Nurse)
..... 1-866-790-0000
Trillium Drug Plan (Special Benefits Insurance Services)
..... 1-800-667-0429

HOUSING – FINDING A PLACE TO LIVE

Dufferin County Community Services:

Housing Programs & Service Dufferin 519-941-6991
Provides rent geared-to-income and market housing to seniors, adults over the age of 16, families of people with disabilities.

March of Dimes (Shelburne) ..... 519-925-1048 x 5512
For adults with physical disabilities who require full assisted living housing.

Services and Housing in the Province (SHIP) 519-307-8700
Dufferin - Housing and health services for 16 years of age and older, assessed as required services by SHIP; require support for living, learning, working.

Community Living Dufferin 519-941-8971

LONG TERM CARE FACILITIES (Nursing Homes)

Avalon Care Centre 519-941-5161
Dufferin Oaks 519-925-2140
Shelburne Residence 519-925-3746
Long Term Care Complaints 1-800-268-1154
Long Term Care Home Action Line 1-866-434-0144

RETIREMENT HOMES

Avalon Retirement Lodge 519-941-3351
Bethsaida Retirement Home 519-941-7115
Chartwell Montgomery Village 519-943-5575
Lord Dufferin Centre 519-941-8433
Shelburne Residence 519-925-3746
Retirement Home Complaints & Information Services
..... 1-855-275-7472

HOME SUPPORT – KEEPING YOU SUPPORTED IN YOUR HOME

Dufferin County Community Paramedic Service 519-941-0509
A non-emergency, community service with a focus on health promotion, system navigation and injury prevention. Services provided, scheduled wellness checks, safe home assessments, in-home blood work, urine tests, person-centred care and in consultation with physician, administration of medication for various conditions.

Central West Local Health Integration Network (CW LHIN) Home and Community Care 1-888-733-1177
Central West Local Health Integration Network (CW LHIN) arrange all government-funded services for people living at home. LHINs are responsible for deciding who receives care, the level of care you need and for how long. No referral required. Care Coordinators are regulated health professionals with expertise in **nursing, social work, occupational therapy, physiotherapy or speech therapy**, who work directly with patients in hospitals, doctor's offices, communities, schools and in patients' homes. Care Coordinators use assessment skills to understand your individual needs, making recommendations based on your needs and goals. A care plan can include nursing care, meal delivery, a day program, or help finding a family doctor.

Health Services for Central West .... www.centralwesthealthline.ca

Dufferin County Community Support Services 519-925-5452
Transportation, Home Help, Respite, Adult Day Programs, Friendly Visiting, Home Maintenance, Meals on Wheels, and Foot Care. A modest fee is applied. Home visits are made to every new client to discuss their needs and develop a more personalized service plan.

Services and Housing in the Province (SHIP) 519-307-8700
Dufferin - Housing and health services for 16 years of age and older, assessed as required services by SHIP; require support for living, learning, working.

TeleCheck - Dufferin Seniors Support 519-415-3764
A pre-scheduled telephone wellness check-in call, social connection, medication reminders 7/365 day service. No Fee.

HOMEMAKER SERVICES / PERSONAL SUPPORT

(FEE FOR SERVICE)

Bayshore Home Health 1-888-446-8319
Caring for Seniors in Dufferin Inc. 1-833-779-2273
Care Partners 1-866-748-0837
Comfort Keepers 519-942-9101
Home Instead Senior Care 1-888-361-1543

MEALS /EMERGENCY FOOD

MEALS

Meals on Wheels
Caledon Meals On Wheels
(Caledon, Orangeville & Area) 905-857-7651
Dufferin County Community Support Services ... 519-925-5452
Grand Valley Meals on Wheels 519-928-2258

Lighthouse (Orangeville) 519-942-0736

EMERGENCY FOOD

Dufferin Food Share Grand Valley 519-415-9400
Orangeville Food Bank 519-942-0638
Salvation Army (Orangeville) 519-943-1203
Shepherd's Cupboard (Shelburne) ..... 519-925-2600 x 350

LEGAL / ADVOCACY

Advocacy Centre for the Elderly 416-598-2656
Canadian Human Rights Commission 1-888-214-1090
Capacity Assessment Office Ontario 1-866-521-1033
CMHA Peel Dufferin Mental Health & Justice Services
Dufferin 519-941-0465
Peel ..... 905-456-4700 x 5663 & x 5666
Community Legal Education Ontario 416-408-4420
Consent and Capacity Board 1-866-777-7391
Elizabeth Fry Society 905-459-1315
John Howard Society (Dufferin) 519-940-4656
Landlord and Tenant Protection Board 1-888-332-3234
Legal Aid Ontario, Orangeville 1-800-668-8258
Long Term Care Homes Action Line 1-866-434-0144
North Peel & Dufferin Community Legal Services .. 1-866-455-0160
Ontario Human Rights Commission 1-800-387-9080
Public Guardian and Trust 1-800-518-7901
Retirement Homes Regulatory Authority 1-800-361-7254
Seniors Info Line 1-888-910-1999
Your Legal Rights 1-416-408-4420

PALLIATIVE AND END OF LIFE CARE

Bethell Hospice Community Programs 1-800-305-7905
Hospice Dufferin 519-942-3313
Matthews House Hospice (Alliston) 1-705-435-7218

SAFETY AND REASSURANCE

Assistive Devices Program 1-800-268-6021

Emergency/Medical Alert Systems:
Help Call Emergency Alert System 1-866-839-0334
Lifecall 1-800-661-5433
Lifeline 1-800-543-3574

Ontario Home Health Home Oxygen & Respiratory Service
..... 1-800-661-1912

TeleCheck - Dufferin Seniors (55+) 519-415-3764
Pre-scheduled social, safety, medication reminder calls – No Fee.

SUPPORT

ABUSE
Catholic Cross-Cultural Services (Brampton) 905-457-7740
CMHA BSO Crisis Nurse 226-850-4005
Dufferin Child & Family Services 519-941-1530
Dufferin Sexual Abuse Helpline (Family Transition Place)
..... 519-942-1980

Elder Abuse
Seniors at Risk System Coordinator
Dufferin 226-850-4013
Family Transition Place 1-800-265-9178
Peel Elder Abuse Support Program 24/7/365
Caledon ..... 1-877-298-5444 x 3
Victim Services of Caledon / Dufferin 1-888-743-6496
Dufferin 519-942-1452
Caledon 1-905-951-3838

ADDICTIONS

Alcoholics Anonymous 1-866-715-0005

Al-Anon / Alateen 1-888-425-2666

Born to be Free – Good Friends Fellowship 519-942-0736

CMHA Peel Dufferin 1-905-451-2123

Community Alcohol & Drug Service (Homewood) 519-836-5733

Connex Ontario (Drug, Alcohol, Problem Gambling, Mental Health) Helpline 1-866-531-2600

Drug and Alcohol Helpline 1-800-565-8603

Family Transition Place 1-800-265-9178

Hope Place Centres/Men's Treatment Centre/Halton Recovery House Halton Hill 1 905-878-1120

Nar-Anon Helpline 1-877-239-0096

Punjabi Community Health Services 1-905-677-0889

William Osler Health System Addiction Counselling Services 1 905-796-3005

William Osler Health System Withdrawal Management Centre ..... 1-905-456-3500 x 23

COUNSELLING

Canadian Hearing Association 1-866-518-0000
(TTY) 1-877-215-9530
Canadian Mental Health Association
(Peel/Dufferin) 1-905-451-2123
Catholic Family Services of Peel Dufferin
Dufferin 1-888-940-0584
Peel 905-450-1608
Connex Ontario 1-866-531-2600
Coping Centre (Grief Support) Orangeville 519-943-1237
Dufferin Area Family Health Team 519-938-8802
Elizabeth Fry Society of Peel/Halton 905-459-1315
Family Transition Place (abuse & addiction counselling for women; all genders sexual assault counselling) 519-942-4122
Hospice Dufferin 519-942-3313
John Howard Society Dufferin 519-940-4656
Learning Disabilities Association 1-905-272-4100
MIAG - Multi Inter-Agency Group of Peel
(Centre for diverse women and families) 1-905-270-6252
Reconnect Community Health Services 1-416-248-2050

FAMILY SUPPORT / SUPPORT GROUPS

Alzheimer Society of Dufferin County 519-941-1221
Bethel Hospice Community Program 1-800-305-7905
CMHA Peel Dufferin 905-451-2123
Dufferin Child and Family Services 519-941-1530
Hospice Dufferin 519-942-3313

CAREGIVER BREAK / SUPPORT – RESPITE CARE

Alzheimer Society of Dufferin County 519-941-1221
Home and Community Care 1-888-733-1177
Dufferin County Community Support Services - Adult Day Program 519-925-5452
Victorian Order of Nurses - Alzheimer Adult Day Program 519-941-1050

SUPPORT AGENCIES

211 Ontario (Community and Social Services Help Line) 211
ALS (Lou Gehrig's) 1-800-267-4257
Alzheimer Society of Dufferin 519-941-1221
The Arthritis Society 1-800-321-1433
Canadian Cancer Society 1-800-268-8874
Canadian Celiac Association 1-800-363-7296
Diabetes Canada 1-800-226-8464
Canadian Hearing Society 1-866-518-0000
Canadian Liver Foundation 1-800-563-5483
Mental Health Association Ontario 1-800-875-6213
Canadian National Institute for the Blind 1-888-275-5332
Caregiver Helpline 1-833-416-2273
Cerebral Palsy of Canada 1-416-244-9686
Crohn's & Colitis Foundation 1-800-387-1479
Epilepsy Ontario 905-738-9431
Heart & Stroke Foundation 1-416-489-7111
Hospice Association of Ontario 1-800-349-3111
Huntington Society of Canada 1-800-998-7398
Kidney Foundation of Canada.....1-800-387-4474
Multiple Sclerosis Society of Canada 1-800-268-7582
Ontario Association of Speech-Language Pathologists & Audiologists
..... 1-416-920-3676
Ontario Community Support Association
(Ontario Lung Association) 1-416-864-9911
Osteoporosis Society of Canada 1-800-463-6842
Parkinson's Society of Canada 1-800-565-3000
Schizophrenia Society of Ontario 1-855-449-9949
Spinal Cord Injury Ontario 1-416-241-1433
TeleCheck-Dufferin Senior Telephone Reassurance ... 1-519-415-3764
Vision Loss Rehab Ontario 1-888-275-5332

TRANSPORTATION

Can-Ar Bus Transit 519-941-3081
Dufferin County Community Support Services 519-925-5452
Provides escorted assistance door-to-door to medical appointments, this includes in town and out of town appointments.

GO Transit 1-888-438-6646
Orangeville Local Transit ..... 519-941-0440 x 2210
Service Ontario 1-800-267-8097
Disabled Persons Parking Permit
Driver and Vehicle Licensing Call Centre
Drive Test

TAXI SERVICES

Call a Cab 519-942-3200
Shelburne Transporter (Medical Rides Only) 519-925-3634
Shivam's Shelburne Taxi (not wheelchair accessible) ... 226-200-1237
Call A Limo 519-943-4900
Orangeville Transporter (Medical Rides) 519-943-4900
Transportation for Cancer Patient 1-800-263-6750
Algarve Transport Services Solution 1-800-891-7775
RNR Patient Transfer Services 1-866-567-1001
Spectrum 1-866-527-9191
Canes Community Care 1-877-212-2637

UTILITIES

Enbridge Gas 1-877-362-7434

Hydro One

Power Outages 1-800-434-1235

Billing and Service 1-888-664-9376

Orangeville Hydro in Grand Valley 519-942-8000

Orangeville 519-942-8000

Notes

Aging Well in Dufferin, a group of community partners, meet regularly and are committed to raising awareness and providing information and resources that can help persons 55+, their families and caregivers in Dufferin County.

To request other directory formats; to request changes or updates to Directory for Persons 55+, their families and caregivers.

TeleCheck-Dufferin
519-415-3764

Supported by
County of Dufferin Community Grant