

# Directory



**A Directory For Persons 55+,  
Their Families and Caregivers**

**Resources Available In Dufferin County**

**March 2020**

# Table of Contents

(Government, Health, and Social Services)

**EMERGENCY ..... 6-7**

Emergency – Fire, Police, Ambulance 911

Non-Emergency, Community Paramedic Service, Police, Fire,  
Hospitals, Crisis Services & Distress Lines

**ACTIVE LIVING IN YOUR COMMUNITY ..... 8-9**

Community Centres

Exercise & Fall Prevention

Libraries

Seniors Recreation

Volunteer Opportunities

**CLINICS ..... 10-11**

Family Physicians (Health Teams/ Walk-In Clinics)

Foot Clinic

Hearing Clinic

Labs

Mind Forward Brain Injury Services

Pain Clinic

Pharmacies that Deliver

Rapid Access Addiction Medicine Clinic (RAAM)

**FINANCIAL SUPPORT ..... 11**

Credit Counselling

Dufferin County Community Service

Ontario Disability Support Program

Ontario Works

Veterans Affairs Support

# Table of Contents

<b>GOVERNMENT – GENERAL INFORMATION .....</b>	<b>12</b>
Central West Local Health Integration Network (CW LHIN)	
Developmental Services Ontario	
How to Find/change doctor	
Health Card replacement	
Ombudsman	
Service Canada/Service Ontario	
Telehealth – Free medical advice	
<b>HOUSING – FINDING A PLACE TO LIVE .....</b>	<b>13</b>
No Income, Rent Geared to Income and Market Living	
Long Term Care Facilities (Nursing Homes)	
Retirement Homes	
<b>HOME SUPPORT .....</b>	<b>14-15</b>
Dufferin County Community Paramedic Service – Non-Emergency	
Home & Community Care (nursing, social work, occupational therapy, physiotherapy, speech therapy).	
Homemaker Services and Personal Support Workers (fee based)	
Light Housekeeping / Home Maintenance / Respite	
Food Banks	
Meals on Wheels	
Telephone Reassurance and Support Service	
<b>LEGAL / ADVOCACY .....</b>	<b>16</b>
Advocacy Centre for the Elderly	
Public Guardian and Trust	
Seniors Info Line	

**PALLIATIVE AND END OF LIFE CARE ..... 16**  
 Bereavement  
 Bethell House  
 Hospice Dufferin

**SAFETY AND REASSURANCE ..... 17**  
 Assistive Devices  
 Emergency and Medical Alert Systems  
 TeleCheck - Dufferin Telephone Reassurance (Adults 55+,  
 safety check and social connection, medication reminders –  
 No Fee).

**SUPPORT ..... 17-20**  
 Abuse Agencies / Hotlines  
 Addiction Agencies  
 Counselling Services  
 Caregiver Break / Support (Respite Care)  
 Family Support Agencies  
 Support Agencies

**TRANSPORTATION SERVICES / DRIVING ..... 21**  
 Rides to Medical Appointments  
 Public Transit and Taxi Services  
 Accessible Persons Parking Permit  
 Driver and Vehicle Licensing Call Centre  
 Drive Test

**UTILITIES ..... 22**  
 Gas  
 Hydro

## EMERGENCY INFORMATION

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 Eglinton 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 .....	<a href="http://www.volunteerdufferin.ca">www.volunteerdufferin.ca</a>



## 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](http://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**

Concern, Grand Valley ..... 519-928-3131  
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



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