

Hastings and Prince Edward Counties

***Community Resource Directory for
Stroke Survivor and Care Partners***

March 2014

STROKE NETWORK
of Southeastern Ontario

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Personal Care and Home Help

The organizations listed below provide help with activities such as bathing, dressing, housekeeping, meal preparation, shopping and escorts to appointments. They may also have registered nursing staff that can provide nursing care or foot care. Some organizations provide other services that are listed in other sections of this directory.

In some cases services are provided at no cost to the recipient. If you require personal care or home help, your first step is to call your local **Community Care Access Centre (CCAC)** (310-2222) to determine if you are eligible for services. If you or your spouse is a veteran, check with **Veteran's Affairs Canada** (see p.19 for contact information) to find out if the services you need can be covered. If you have an extended health insurance plan, check with the company to see if your policy will cover any part of the cost for services you pay for. Remember to keep receipts for any care that you pay for; if you qualify for the *Disability Tax Credit* (see p. 19), you may be able to claim these expenses on your income tax.

Non-Profit Service Providers

Ontario Community Support Association

www.ocsa.on.ca – please follow the ‘carefinder’ link

1-800-267-OSCA

The Ontario Community Support Association represents not-for-profit agencies in the province. These agencies provide a wide variety of services to help people continue to live in their homes.

South-East Community Care Access Centre (CCAC)

www.se.ccac-ont.ca

470 Dundas Street East, Belleville ON, K8N 1G1

229 Hastings Street North, Box 1449, Bancroft, ON K0L 1C0

310-2222 (CCAC) Toll free number, no area code required. This will call the office nearest to where you are calling from.

- In home and community based health care and personal support.
- Admission and placement into all Long-Term Care Homes
- Information and Referral to health and related support services

Canadian Red Cross

www.canadianredcross.ca

88 Parks Drive Belleville, ON K8N4Z5

613-966-0730

- Provides personal care and home support services, including meal preparation, housecleaning, laundry, light yard work and caregiver respite.
- Fee for service although there may be financial assistance available.

Cheshire Homes

www.cheshirehpd.ca

41 Pinnacle St S, Harbourview Plaza, Belleville, ON K8N 3A1

613-966-2941

- Serves Hastings & Prince Edward
- Provides attendant care services to individuals 16 years and older who live with a permanent physical disability and require assistance with their personal care.
- Services are provided either in the person's own home or in our supportive housing sites in Belleville and Picton.
- Referrals may be made by the individual, an agency, doctor etc.

Community Care for Centre Hastings

www.ccch.ca

115 Durham St N, Box 310 Suite A, Madoc ON, K0K 2K0

613-473-9009 or toll free: 1-800-554-1564

- Non-profit volunteer based agency for seniors and adults with physical disabilities
- Provides programs and services that assist our clients to reside in their own homes and improve the quality of life by assisting them in better utilizing community resources.

Community Care for South Hastings

www.ccsch.ca

470 Dundas St E, Belleville, ON K8N 1G1

613-969-0130

- Community Care for South Hastings is a non-profit agency for seniors and adults with physical disabilities
- We provide programs and services that assist our clients to remain in their own homes with dignity and respect for as long as possible.
- Volunteers are the heart and soul of our agency. Our programs succeed because of our volunteers.

Who is Eligible: Seniors aged 60+ * adults 18+ with physical disabilities

Pathways to Independence

www.pathwaysind.com

289 Pinnacle Street St, Belleville, ON K8N 3B3

613-962-2541

- Supported living non-profit agency
- Offers residential and vocational support, 24 hour staffing or staffing assistance, supported employment, counselling, respite care for families under stress, and a psychiatric clinic on site once a month.

Prince Edward County Community Care for seniors Association

www.communitycareforseniors.org

The Armoury, Suite 3A, 206 Main Street, Picton, ON K0K 2T0

613-476-7493

- Non-profit agency for seniors and adults with a physical disability
- Mission is to assist older adults to live in a home environment in reasonable independence.
- Services include delivery of hot and frozen meals; escorted transportation; foot care clinics; home maintenance; respite; homemaking; reassurance programs; and social/recreational programs.
- Serves the entire County of Prince Edward.

Victorian Order of Nurses

www.von.ca

80 Division St, Trenton, ON K8V 5S5

613-392-4181 or toll free: 1-888-279-4866

- Services provided include: Community and visiting nurse services, foot care, Community Assisted Respite and Enrichment (CARE) Program, Adult Day, homemaking, wellness and flu clinics, SMART seniors exercise program, meals on wheels, congregate dining, volunteer transportation, volunteer visiting, and telephone reassurance.

Private Service Providers

All private service providers charge a fee, which can vary widely between providers. If you are hiring a health care service provider privately, you may wish to ask the following questions:

1. Ask if the health care agency is accredited with [Accreditation Canada](#), which sets rigid national quality standards.
2. Ask if the health care agency is a member of the [Ontario Home Care Association \(OHCA\)](#).
3. Ask if the health care agency's staff are bonded, insured, criminal record and referenced checked, and covered by the [Workplace Safety and Insurance Board \(WSIB\)](#).
4. Ask about staff qualifications and training. You may wish to see copies of certification.
5. Is there access to 24 hour service?

Bayshore Home Health

www.bayshore.ca

81 Millennium Parkway, Unit 3, Belleville ON, K8N 4Z5

613-962-7229 or toll free: 1-866-986-0097

- Home health care provider, Licensed/Regulated, visit nursing services, assisting clients with activities of daily living,
- assisting clients to attain their highest level of independence,
- Assisting the family/caregiver to sustain or expand their capability to care for their client.
- Apply through the South East Community Care Access Centre *for those not covered by the CCAC, apply directly*

ParaMed Home Health Care

www.paramed.ca

Quinte Mall Office Tower, 100 Bell Blvd, Unit 330, Belleville, ON K8P 4Y7

613-969-5258 or toll free: 1-800-267-4354

- Services offered include: Nursing Services, personal support services, foot care, wellness, clinics, flu clinics, CPR, respite.

Rivera

www.riveraliving.com

106 Pinnacle St., Belleville, ON K8N 5P5

613-968-3477 or toll free: 1-877-929-9222

- Services include (but not limited to): Home & Personal Support, Nursing, Physiotherapy, Occupational Therapy, Social Work and Speech Language Pathology.

Meal Services and Grocery Delivery

In general, there are two kinds of programs that provide meals: community support organizations may deliver hot or frozen meals to your home or you can attend a group dining program that provides a healthy meal and social activity on a pre-arranged day. Some community support and private home support organizations will provide meal preparation and grocery shopping services for a fee – see section on *Personal Care and Home Help* (p. 4-8) for a complete listing. If you are a Veteran, you may qualify for funding assistance for these services through **Veterans Affairs Canada** (see p.18 for contact information).

Meals on Wheels and Diner's Clubs

Community Cares- Meals on Wheels

Belleville – **613-969-0130**, www.ccsn.ca

Bancroft – **613-332-4700**, www.ccch.ca

Prince Edward County – **613-476-7493**, www.communitycareforseniors.org

Sidney/Frankford – **613-392-5369**

Quinte West - **613-392-4181**, www.von.ca

A hot or frozen, nutritious meal delivered to your own home. Volunteers deliver at noon. Restricted or special diets are accommodated if possible. Call for delivery days in your area. These agencies also offer **congregate dining meals** in central locations throughout the geographical area. Transportation to the location can be arranged. Call for days in your area.

Quinte Helping Hands

www.quintehelpinghands.ca

Kevin Martin RR#5 , Trenton, ON K8V 5P8

613-394-9944

- Offering services to busy families, seniors and people with special needs in the Quinte area.
- Services include (but are not limited to): transportation and accompaniment to appointment, shopping and social activities; errand running services; light housekeeping; respite care and caregiver relief; home and yard maintenance; and meal preparation.
- Individualized service plans available to meet each client's specific needs.

Grocery Delivery

Done Right Deliveries, Belleville ON **613-827-5349**

Foodland, Madoc ON **613-473-4240**

Foodland, Stirling, ON **613-395-2493**

Foodland, Wellington, ON **613-399-2076**

Reids Dairy, Belleville, ON **613-969-1700**, www.reidsdairy.com/aboutdairy_delivery.cfm

Smylies, Your Independent Grocery Store, Trenton, ON **613-392-0297**

Sobeys Grocery Store, Picton, ON **613-476-3246**, www.sobeys.com

Equipment

Special equipment can be borrowed, rented or purchased, new or used. Some non-profit organizations loan or give away used equipment. It is important that equipment meets the specific needs of the person using it. For assistive devices (e.g. walkers and wheelchairs), that are required on a long-term basis, an assessment by a physiotherapist or occupational therapist is recommended and may enable you to access government funding (through the *Assistive Devices Program* – Ministry of Health and Long Term Care) for the purchase of equipment. Funding for equipment may be available; Refer to funding resources listed at the end of this section.

Call your local **Community Care Access Centre** (see p. 4) to inquire if you qualify for CCAC services and short-term equipment rentals.

Adaptive Clothing by Silverts

www.silverts.com

18-3280 Steels Ave. W, Concord, ON L4K 2Y2

1-800-387-7088

- Supplies clothing and footwear designed for people with physical disabilities
- Order through catalogue or online: retail store in Concord

Bell Canada

www.bell.ca

Special Needs

1-800-268-9243

- Provides a list of suppliers of adaptive telephone equipment e.g. special handsets

Canadian Medic Alert Foundation

www.medicalert.ca

2005 Sheppard Ave E, Suite 800, Toronto, ON M2J 5B4

1-800-668-1507

- A registered charity that provides emergency responders with 24-hour immediate access to members' medical information
- Membership provides a custom-engraved bracelet or necklet and a membership card that outlines additional vital medical information and emergency contacts
- Register on-line or obtain a registration form from a doctor's office, hospital, pharmacy or by calling the toll-free number.

- There is a one-time registration fee and annual membership fee. Cost depends on the level of membership purchased as well as the cost of the bracelet or necklet. Fee assistance available for eligible applicants through the Member Assistance Program.

Canadian Red Cross

www.redcross.ca

Belleville Branch

613-966-0730

- Home health equipment (e.g. wheelchairs, walkers, crutches, bath benches, commodes etc.) available for short-term loan
- A doctor's note or prescription is required before items can be rented
- Fee for service

Life Call

www.lifecall.ca

228 Matheson Blvd E, Mississauga, ON L4Z 1X1

1-800-661-5433

- Personal help button is worn around the neck or wrist ,
- Whenever help is needed, simply touch the button on the pendant, A signal is sent through the two-way voice communicator in the client's home to one of the trained professionals at the 24-hour Emergency Response Centre , Clients can hear them and they can hear the client, The help needed will be dispatched whether it's a family member, a neighbour, paramedics, police or fire fighters,
- Installation is done through local authorized dealers and LifeCall also offers a complimentary self-install for those who have a family member to assist.

Medigas

www.medigas.com

125 Church St S, Belleville, ON K8N 5E8

613-969-4450

- Dealing in oxygen, sleep therapy and home medical equipment

Motion Specialties

www.motionspecialties.com

479 Dundas St., Belleville, ON K8P 1B6

613-966-6300

- Provides mobility and respiratory services that maintain/improve mobility and independence for daily living.
- Services include in home assessments to determine client requirements, equipment demonstrations, 24/7 on-call service technicians, private assessment and fitting rooms and CPAP and Oxygen therapy.
- Offers a large selection of new, used and rental equipment.

Ontario March of Dimes

DesignAbility® Program

www.marchofdimes.ca

1-866-765-7237

- Assists individuals with physical disabilities to increase their personal mobility and community accessibility through provision of devices
- provides financial assistance for device repair and equipment purchase and brokerage services to help consumers acquire appropriate equipment, devices include wheelchairs, braces, mobility aids and communication aids for non-verbal consumers

Philips Lifeline Medical Alarm Service

www.lifeline.ca

1-866-784-1992

- Personal response system that is available and easy to use 24 hours/day
- Users have a device attached to their phone and wear a button on a cord around their neck or on their wrist which allows them to call for help
- Installation and monthly monitoring fee

Shoppers Home Health Care

www.shoppershomehealthcare.ca

150 Sydney St, Belleville, ON K8P 5E2

613-967-0782

- Sales, rentals and repairs
- Wide variety of mobility equipment and devices

Funding for Equipment Needs

- There is funding in Ontario to help purchase certain types of equipment through the **Ministry of Health and Long Term Care's Assistive Devices Program**; information listed below
- Remember to check your personal health insurance policy for funding for rehabilitation and equipment needs.
- If you are employed, check with your employer about workplace disability insurance program and equipment purchase through your insurance.
- If you are a veteran, contact the **Department of Veterans Affairs** for possible assistance: 1-866-522-2122.
- If you are receiving disability benefits through a government program (i.e. CPP, ODSP), check with the program to see if your equipment needs are covered.

Ministry of Health and Long-Term Care, Assistive Devices Program

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

5700 Yonge Street, 7th Floor, Toronto, Ontario, M2M 4K5

1-800-268-6021

- Funds up to 75% of the cost of necessary equipment and supplies for people with physical disabilities, regardless of income
- Applicants must have had a physical disability for at least six months and be assessed by a physiotherapist or occupational therapist.
- You must be approved before you can purchase equipment from an ADP Registered Vendor.

Ontario March of Dimes

Assistive Devices Program

www.marchofdimes.ca/EN/programs/adp/Pages/Adp.aspx

291 King St., 3rd Floor, London, ON N6B 1R8

1-866-765-7237

- Provides partial funding for the purchase and maintenance of specified equipment
- Eligibility is based on income as well as the impact the device will have on a person's independence
- Application form can be downloaded from the MOD website

Funding and Support for Home or Vehicle Adaptations

Canada Revenue Agency

www.cra-arc.gc.ca

1-800-959-8281

- Cost of home renovation, purchase of an adapted vehicle or vehicle modification may qualify as medical expenses on your income tax return

Canada Mortgage and Housing Corporation- Home Accessibility Assistance Programs

www.cmhc.ca

100 Sheppard Ave E, Suite 300, Toronto, ON M2N 6Z1

1-800-668-2642

RRAP FOR PERSONS WITH DISABILITIES (RRAP-D):

Financial assistance to modify the home for people with disabilities

HOME ADAPTATIONS FOR SENIORS' INDEPENDENCE (HASI):

Financial assistance for minor changes to the home for older people

HOMEOWNER RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM (Homeowner RRAP):

Financial assistance to low-income homeowners for essential home repairs.

- Financial assistance in the form of a loan, which does not have to be repaid if the person stays in their home for the term of the loan
- Homeowners or landlords may apply
- Eligibility depends on the income/house value of the tenant or homeowner
- Pre-application tool is available on-line

Ontario March of Dimes - Home and Vehicle Modification Program

www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx

1-877-369-4867, press "2" to speak with an Intake Counsellor

- One-time grants of up to \$15,000 for basic home modifications and up to \$15,000 every ten years for vehicle modifications
- Complete Applicant Assessment for
- on-line or request by telephone

Income Assistance

Financial assistance is delivered by different levels of government. Federal and provincial governments have service centres to provide one-stop access to information and applications for assistance, in addition to other government programs.

Service Canada

Canada Pension Plan (CPP), Toronto and Area Office

Old Age Security (OAS) Programs

Guaranteed Income Supplement

www.hrsdc.gc.ca/eng/oas-cpp

PO Box 5100, Station D, Scarborough, ON M1R 5C8

1-800-277-9914 (basic recorded information 24/7; Press "0" to speak to an agent)

- **CPP** is a monthly retirement pension available at 65 years (or between 60 and 64 years if earning requirements met during initial qualifying period) CPP disability benefits for under 65, plus allowance for dependent children
- **Old Age Security (OAS)** Monthly pension to persons 65 or over regardless of income, must be a legal resident of Canada for at least 40 years to receive full pension or meet other requirements for residency
- **Guaranteed Income Supplement (GIS)** is added monthly to Old Age Security for those with limited or no income, amount of supplement is adjusted quarterly, reapply when income taxes are filed (end of April), not payable outside Canada beyond a period of 6 months
- Apply 6 months before becoming eligible (not automatic), application forms available online, by phone or in person at Service Canada sites

Employment Insurance

www.servicecanada.gc.ca/eng/sc/ei

1-800-206-7218

- Temporary financial assistance due to unemployment for specific reasons, including illness
- Claimants must have worked a minimum number of hours in a specified time frame to qualify for benefits
- Benefit rate is a percentage of maximum insurable earnings
- Records of Employment from previous employers should be submitted immediately after employment has ended , the first 2 weeks of the claim are a waiting period for which no benefits are paid
- Application forms available online, by phone or in person at Service Canada sites

Local Social Service Offices

Belleville - **613-966-8032**

Bancroft - **613-332-3410**

Madoc - **613-473-5258**

Trenton - **613-392-1387**

Picton - **613-476-2842**

Services include:

- **Employment supports:** including training and skills development, academic upgrading and work placements
 - Employment Start-Up Benefit** -- covers costs related to starting a job or work placement,
 - Community Start-Up Benefit** -- help with housing or moving costs
- **Families with Children** -- newborn child allowance, back to school allowance for dependent children, child care start-up costs, basic dental care for children,
- **Health-Related Benefits** -- may include dentures, emergency dental services, eyeglasses, special diet allowance, health care supplies, medical transportation funds, prosthetic devices, funerals and burials

Outreach Program

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

Centre Hastings

1-800-622-6232

One-stop service delivery for a wide range of federal programs and services, Internet access, labour market information, assistance locating and applying for Employment Insurance, Social Insurance Numbers, Canada Pension Plan, Old Age Security, passports (see separate entries for program details), Apprenticeship Incentive Grant, Canada Education Savings Grant, Pleasure Craft Licences and others

Ontario. Ministry of Community and Social Services

Ontario Disability Support Program (ODSP)

Ontario Works (OW)

www.mcsc.gov.on.ca

416-326-1234 or toll free: 1-800-267-8097

- ODSP provides Income and Employment support to persons with disabilities. Income support is for adults who are in financial need and have also been determined to be disabled under the Ontario Disability Support Program Act. Eligible persons receive a monthly living allowance, drug, dental and other basic benefits.
- Apply by phone, letter or in person, applications for Employment Support are also available on web site. Persons in need of immediate financial assistance should apply for Ontario Works.
- Financial interview with ODSP or Ontario Works will submit referral to Disability Adjudication Unit

Ontario. Ministry of Revenue

Client Accounts and Services Branch, Guaranteed Annual Income System

www.ontario.ca/revenue

PO Box 624, 33 King St W., Oshawa, ON L1H 8H5

1-866-668-8297

- Open to seniors 65+ who qualify for both the Guaranteed Income Supplement (GIS) and the Old Age Security (OAS) Pension
- Seniors do not have to apply for GAINS benefits; if the OAS/GIS residency and other eligibility requirements are met, the senior will be automatically eligible for GAINS

Veterans Affairs Canada

www.veterans.gc.ca

1-866-522-2122

- Provides services to veterans and their dependents which include disability pensions, allowances, and health care
- Open to qualified Veterans, Canadian Forces members, serving and discharged members of the RCMP, certain civilians; and their families
- Assessment required for some benefits

Funding Assistance for Prescription Medications

Ontario. Ministry of Health and Long-Term Care

Ontario Drug Benefits (ODB) Program

www.health.gov.on.ca

5700 Yonge St, 3rd floor, Toronto, ON M2M 4K5

General Information: **1-866-811-9893**

Seniors Information Line: **1-888-405-0405**

- Financial assistance for approved drug products, some nutrition products, diabetic testing agents, certain allergy products. Items must be prescribed by an authorized prescriber. See website for list of items
- Open to Ontario residents with a valid Ontario Health Card and belong to one of the following groups:
 - * people 65 years of age and older
 - * residents of long-term care facilities
 - * people receiving professional services under the Home Care program
 - * social assistance recipients (Ontario Works or Ontario Disability Support Program)
- Seniors do not need to apply for this benefit. With receipts, they can be reimbursed for any listed drug expenses as of that date (not including the co-payment fees). Others who meet the conditions can apply but are NOT AUTOMATICALLY slotted into the \$2 co-payment plan. Forms are available at local pharmacies.

Ontario. Ministry of Health and Long-Term Care

www.health.gov.on.ca

Trillium Drug Program

1-800-575-5386

- People who are not otherwise eligible for the Ontario Drug Benefits (ODB) program and who have high drug costs in relation to their income may qualify to receive Ontario drug benefits through this program. Applicants pay an annual deductible (paid in quarterly instalments) based on their household net income and number of household members before becoming eligible, and then pay up to \$2 per prescription.
- Open to people who: A) have a valid Ontario Health Card, B) do not have an insurance plan that covers prescription drugs or does not cover all of their prescription drugs AND C) spend a large part of their income on prescription drugs
- Application forms are available at local pharmacies or online

Tax Benefits

You may qualify for non-refundable tax credits or deductions due to a disability. You must have your doctor complete a form to apply for the *Disability Tax Credit*. If you are deemed eligible, you may be able to claim attendant care and other medical expenses that require certification. In addition, a family caregiver may qualify for the *Caregiver Tax Credit*.

Detailed information is available in Revenue Canada's (CRA) "Medical and Disability-Related Information" guide that includes the Disability Tax Form at:

<http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/menu-eng.html>

Canada Revenue Agency

www.cra-arc.gc.ca

1-800-959-8281

Community Income Tax Clinics

Trained volunteers assist low-income households with their income tax return during tax season. Appointments are required. There is no fee for the service, but donations are accepted.

Pensioners Concerned

www.pensionersconcerned.ca

470 Dundas Street East, Unit 38, Belleville, ON K8N 1G1

613-962-6657

Pensioners Concerned is an established organization of volunteers who provide tax return preparation and other assistance to senior citizens, physically, academically, developmentally challenged and low income people

Prince Edward County Community Care for Seniors Association

www.Communitycareforseniors.org

The Armoury, Suite 3A, 206 Main St., Picton, ON K0K 2T0

613-476-7493

Community Care has participated in the Canada Revenue agency Volunteer Income Tax Program since 1981, completing income tax returns for seniors and people on low income who live in Prince Edward County. There is no charge, however, donations are accepted. Home visits can be arranged for people who are shut in.

Transportation

Accessible/Escorted Transportation – by Region

Centre Hastings

Community Care for Central Hastings

www.ccch.ca

115 Durham St N Box 310, Madoc, On K0K 2K0

613-473-9009 or toll free: 1-800-554-1564

Serves Madoc, Stirling, Tweed and surrounding area

Volunteer drivers are available for long distance and local trips. Escorted transportation includes kitchen table to kitchen table service. If needed, volunteers will wait with you during your appointment. A nominal cost applies. Volunteers generally are not able to manage wheelchairs. They will assist with other mobility aids.

Escort Mobility Van – is available and compliments the existing service but is capable of transporting wheelchairs, other devices and passengers.

- Riders must register for these services in advance information to match the correct driver and vehicle.
- Rides must be booked at least 2 business days in advance.

Centre Hastings Support Network - Public Transit

www.chsninc.ca

108 Russell St. N, Madoc, ON K0K 2K0

613-473-5255

North Hastings

Bancroft Community Transit

www.bancroftcommunitytransit.com

33 Station St. Unit B, Bancroft, ON K0L 1C0

613-332-2732 or 1-866-787-4907

- Non-profit organization dedicated to providing transportation to individuals in need.
- For a small, pre-arranged fare, they will drive eligible people to important things like business meetings, medical appointments, work placements and daycare, but they will not offer transportation to liquor stores or hotels.

Bancroft – Trout

www.catchthetrout.ca

1 Manor Lane, Bancroft, ON L0L 1C0

613-332-4700 ext.28

- Fully accessible public transit service which provides: scheduled regional routes, door to door pickup and drop off, special destination rides and individualized service.

We urge you to '**Catch the TROUT**' and experience rural public transportation. Whether you are without your own wheels; want to spend more time viewing the beautiful landscape; are environmentally conscious or want to travel in a more social setting, the TROUT will get you where you need to go safely, efficiently and affordably.

Quinte West

Quinte Access Public Transit System

www.quinteaccess.org

97 Front St., Trenton, ON K8V 3P7

613-392-9640 or 1-855-283-9640

- Transportation service for seniors and persons with disabilities within the City of Quinte West, and Brighton areas.
- Service is available to people who are unable to climb or descend stairs; walk a distance of 175 meters; are physically and/or mentally challenged or those who need assistance.
- Fares depend on point of pick up and drop off.
- Accommodates wheelchairs and other walking devices.
- Offer both curb to curb and door to door service.
- Please contact with as much notice as able to arrange transit.

VON Community Care Quinte West

www.von.ca

80 Division St., Trenton, ON K8V 5S5

613-392-4181 or 1-888-279-4866

- Volunteer drivers are available for long distance and local trips.
- Escorted transportation includes kitchen table to kitchen table service.
- If needed, volunteers will wait with you during your appointment.
- A nominal cost applies.
- Volunteers generally are not able to manage wheelchairs. They will assist with other mobility aids.

- **Escort Mobility Van** – is available and compliments the existing service but is capable of transporting wheelchairs, other devices and passengers.
- Riders must register for these services in advance information to match the correct driver and vehicle.
- Rides must be booked at least 2 business days in advance.

South Hastings

Community Care for South Hastings

www.ccsht.ca

470 Dundas St. E, Belleville, ON K8N 1G1

613-969-0130

613-396-6591 – Deseronto office

- A support service that provides escorted transportation to medical appointments, and essential shopping. Volunteer drivers are available to provide long distance and local transportation to medical, dental and therapy appointments, for those who qualify. A nominal cost applies.
- Riders must register for these services in advance information to match the correct driver and vehicle.
- Rides must be booked at least 2 business days in advance.
- Volunteers generally are not able to manage wheelchairs. They will assist with other mobility aids.

Belleville Transit

www.belleville.ca

Robert E. Ladoucier Transit Centre, 165 Pinnacle St., Belleville, ON K8N 3A5

613-967-4938

- Buses in the Belleville area are accessible

Mohawks of the Bay of Quinte Home Support Program and Transportation Program

www.mbg-tmt.org

Community Wellness Centre

50 Meadow Drive, Tyendinaga Mohawk Territory, Deseronto, ON K0K 1X0

Home Support: **613-967-0122**

Medical Transportation: **613-967-3603**

Prince Edward County

The Prince Edward County Community Care for Seniors Association

www.communitycareforseniors.org

The Armoury, Suite 3A, Picton, ON K0K 2T0

613-476-7493

- Community Care provides escorted transportation for seniors to medical appointments and essential shopping.
- Volunteer drivers are available to provide long distance and local transportation.
- A nominal cost applies.
- Riders must register in advance so as to match the rider and the driver/vehicle.
- Volunteers will assist with other mobility aids.
- 2-3 days notice required.

Specialized Transit in Prince Edward County

www.pecounty.on.ca

1-866-992-9640 or 1-855-283-9640

Services for those in Prince Edward County, who have physical disabilities and seniors who require assistance. Service operates 4 days/week and fares depend on point of drop off and pick up.

- An application form is required before scheduling service. Forms are available online.
- Accommodates wheelchairs and other walking devices.
- Offer both curb to curb and door to door service.
- Please contact with as much notice as able to arrange transit.

All Regions

Via Rail Canada Inc

www.viarail.ca

Tickets and Information: **1-888-842-7245**

- Offers special services for travellers with disabilities, including priority boarding, staff assistance and in certain circumstances, free travel for a companion.
- Must call train station 24 hours in advance to book use of a Via Rail wheelchair

Quinte Patient Transfer Services

www.qpts.ca

P.O. Box 1255, Trenton, ON K8V 5R9

613-968-1945

- Offers transportation for appts., clinics, hospitals, residence, cottage, out of province,
- Patients are accompanied throughout appt, and never left unattended.
- Fees are generally covered by the individual

Driver Examination Centres

If your driver's licence was suspended for medical reasons and you want to get it back, you must follow the instructions in the letter that the Ministry of Transportation (MTO) sent to you. This could involve either submitting an updated Medical Report or being re-examined in order to have your licence reinstated. If you need to take a driver's test, you must attend an MTO approved driver assessment centre. The cost of the driving evaluation is set by the assessment centre and ranges between \$500 and \$800, which is not covered by OHIP. Detailed information about the MTO's Medical Review Section and link to a complete list of approved Ontario driver assessment centres is available on-line at:

<http://www.mto.gov.on.ca/english/dandv/driver/medical-review/faq.shtml>

Driver and Licence Bureau:

Bancroft - **613-332-3500**

Belleville - **613-962-3121**

Brighton – **613-475-2641**

Madoc - **613-473-5611**

Marmora - **613-472-2114**

Pictou - **613-476-6598**

Trenton - **613-965-1261**

Stirling – **613-395-5273**

Driver Assessment Centres

CBI Early Treatment Centre - Belleville Physiotherapy

www.cbi.ca

81 Millennium Parkway, Suite 4, Belleville, Ontario K8N 4Z5

613-967-9675 or 1-800-463-2225

- Services Offered: Medical Assessments

Centric Health Physiotherapy and Wellness

www.centrichealth.ca

790 Blackburn Mews, Unit 12, Kingston, Ontario K7P 2N6

613-389-2350 or 1-888-997-2298

- Services Offered: Medical Assessments, Vision Waiver Assessments

DriveAble DAC Medical – Vision

www.dacmedicalvision.org

101-11 Princess Street Kingston, Ontario K7L 1A1

613-544-0034 or 1-866-434-1122

- Services Offered: Medical Assessments, Vision Waiver Assessments

St. Elizabeth's Healthcare

Driver Assessment & Training including DriveAble

www.saintelizabeth.com

1471 John Counter Blvd, Suite 410, Kingston, Ontario K7M 8S8

416-398-1035 or 1-877-397-1035

- Services Offered: Medical Assessments

Accessible Parking Permit

Ontario Ministry of Transportation

Accessible Parking Permit Program

c/o Service Ontario Licence Renewals Unit

www.mto.gov.on.ca

PO Box 9800, Kingston, ON K7L 5N8

1-800-387-3445

- Individuals with a physical disability can obtain a special parking permit that can be used in any vehicle in which they are travelling. A health care professional (specified on application) must certify the applicant's condition.
- Applications can be downloaded from the website, picked up at any Driver and Vehicle Licence Issuing Office (see website for office addresses), or requested by mail

Medical Transportation

These companies provide non-emergency transportation by wheelchair or stretcher, and can monitor oxygen.

Quinte Patient Transfer Service

www.qpt.ca

PO Box 1255, K8V 5R9, Trenton, Ontario

613-968-1945

- QPT Service accompanies patients throughout the whole appointment and will accommodate a family member or escort. Patients are never left unattended.
- Fees for this service are generally covered by the individual.

Respite Care and Day Programs

A number of Community support organizations and private home health companies offer respite care, which is intended to give caregivers a rest and time away from their caregiver responsibilities. Some respite programs, including day programs, provide additional benefits to the stroke survivor (or person with a disability) such as social and mental stimulation, physical exercise, meals/snacks or personal care. Respite care can be for a few hours, or include overnight care, in-home or in a long-term care or retirement home. Please refer to the sections in this guide that pertain to long-term care homes and retirement homes for information about these respite options.

The cost of respite care varies, and in some cases, services are provided at no cost to the recipient. If you require respite care, your first step is to call your local **Community Care Access Centre (CCAC)** (p. 5). CCAC will give you information and determine if you are eligible for in-home respite, short-stay respite in a long-term care home or a day program (CCAC referral is required for some day programs). If you or your spouse is a veteran, check with **Veteran's Affairs Canada** (see p.17 for contact information) to find out if the services you need can be covered. If you have an extended health insurance plan, check with the company to see if your policy will cover any part of the cost for services you pay for. Remember to keep receipts for any care that you pay for; if you qualify for the *Disability Tax Credit*, you may be able to claim these expenses on your income tax. For a listing of private service providers that provide respite care, refer to listing under *Personal Care and Home Help* p. 4

VON-Adult Day Program

www.von.ca

80 Division St, Trenton ON K8V 5S5

613-392-4181 or toll free – 1-888-279-4866

- Provides respite care for family caregivers and supports client health, ability and independence.
- Program sites in: Bancroft, Belleville, Brighton, Campbellford, Cobourg, Madoc, Picton, Trenton

Community Rehabilitation Resources

Rehabilitation services may be covered by OHIP with a doctor's referral, but material and administrative costs may be extra. Call your local CCAC to find out if you are eligible to receive rehabilitation services through CCAC (see p. 5/6 for contact information). Some extended health insurance plans provide additional coverage for rehabilitation needs. If you or your spouse is a veteran, call Veteran's Affairs to inquire about coverage.

Publicly-Funded Providers

Achieva Health-Quinte Physiotherapy Clinic

www.achievahealth.ca

77 College St W, Belleville, ON K8P 2G3

613-962-9999

- Physiotherapy clinic
- Assessment and treatment of problems such as chronic conditions, and work injuries
- Medical referral required for OHIP insured services.

Bancroft PhysioNorth

<http://physionorth.ca>

237 D Hastings St. N, Bancroft, ON K0L 1C0

613-332-1010

- Physiotherapy treatments include exercise prescription, manual therapy, taping, modalities, myofascial techniques
- Other services include acupuncture, laser, custom orthotics, arthritic hand treatments, COPD education classes, ergonomic assessments

Brighton Sport and Wellness Centre

www.brightonsportandwellness.com

92 Main St., Brighton, ON K0K 1H0

613-475-0606

- Physiotherapy clinic provides one on one assessment and treatment services
- Also offers chiropody, advanced foot care and massage therapy

Quinte and District Rehabilitation Services

www.quinterehab.com

Harbourview Business Centre 106 - 11 Bay Bridge Rd. Belleville, ON K8P 3P6

613-966-5015

- Provides assessment, treatment and education of movement problems that result from pain, disease, accident, injury, aging or life long disabilities.
- Includes pain management strategies for acute and chronic movement disorders, as well as functional mobility assessments.
- Through the use of exercises and modalities (such as heat, ice, TENS, laser and ultrasound), our Physiotherapists will help you re-turn or adapt to regular daily activities.
- Other services include dieticians, social work, occupational therapy, speech/language pathology

Quinte Health Care: Belleville General Hospital

www.ghc.on.ca

265 Dundas St. E., Belleville, ON K8N 5A9

613-969-7400 ext. 2633

Rehab Day Hospital (Occupational Therapy, Physiotherapy, Recreational Therapy, Speech and Language Therapy, Nursing)

- For outpatient occupational therapy and physiotherapy, a doctor's referral is needed.
- Quinte Health Care offers rehabilitation in the form of an outpatient therapy setting. Therapies offered include individual and/or group physiotherapy, occupational therapy, speech and language therapy and recreational therapy.
- Patients who are able to make their way into the hospital either by driving, having a caregiver drive them or by using a transfer service are referred to Rehab Day Hospital following discharge from hospital if therapy is required.
- The number of therapy visits per week and length of stay depends upon each individual's case and requirements.
- Authorized Assistive Devices Program (ADP) equipment assessments for walkers and wheelchairs
- Free

Quinte Physiotherapy Clinic

www.achievahealth.ca/clinics.html

77 College St. W, Belleville, ON K8P 2G3

613-962-9999

- Specific programs for stroke rehabilitation

Stroke Prevention Clinic

www.qhc.on.ca

613-969-7400 ext. 2871

- Specialized clinic that provides instruction to patients on stroke prevention including dietary, physical and other lifestyle changes.
- Doctor's referral required.
- Program fees for non-OHIP insured services.
- Timely medical assessment of stroke risk factors, case management and treatment/counselling to prevent stroke for those at high risk, e.g. those who have sustained transient ischemic attack (mini-stroke) or a mild stroke. Referrals to dietician for nutrition counselling and rehab day hospital if rehabilitation services are required.

Trenton Physiotherapy, Sports Medicine and Massage

www.pthealth.ca

241 RCAF Road, Suite 160, Trenton, ON K0K 3W0

1-888-996-4776

- Physiotherapy, occupational, massage, chiropractic and naturopathic therapies

Private Service Providers

All of the services listed below provide physiotherapy services to stroke survivors, and additional services are listed. In selecting a private physiotherapist, you may wish to inquire about extra clinical course work and experience in neurological physiotherapy. If you have benefits through an extended health insurance plan or Veteran's Affairs, check for physician referral requirements and coverage for rehabilitation needs including: physical therapy, occupational therapy, massage therapy, kinesiology, chiropractic treatments, and orthotics and prosthetics services. Fees vary. If you qualify for the *Disability Tax Credit* (p. 20), you may be able to claim some therapy services as a medical expense on your income tax.

Back 2 Function

www.back2functionphysio.com

30 College St W, Belleville, ON K8P 0A9

613-962-1612

- Physiotherapy, manual therapy, acupuncture, aqua-therapy, exercise prescription and massage therapy.

CBI-Early Treatment Centre-Belleville Physiotherapy

www.cbi.ca

81 Millennium Pkwy, Suite 4, Belleville, ON K8N 4Z5

613-967-9675

- Provides Physiotherapy and Occupational therapy in a clinic setting

Hitchon Physiotherapy

www.hitchonsphysiotherapy.com

320 Sidney St Bellville, K8P 3Z3

613-967-7991

- Physiotherapy services include manual, shockwave, and hydro therapies, exercise and active gym programs, acupuncture, traction and education

Joint Effort Rehabilitation

www.jointeffort.ca

163 Moira St E, Belleville, ON K8N 0A5

613-962-9738

- Physiotherapy assessment and treatment, functional capacity evaluations and ergonomic assessments
- Treatment is provided either in clinic or at clients residence
- Saturday hours

The Physio Centre

www.thephysiocentre.ca

30 King St, Suite 205 Trenton, ON K8V 6B1

613-392-7835

- Physiotherapy, musculoskeletal assessment and treatment, acupuncture, electrical and intramuscular stimulation, manual manipulation and massage therapy

Wellington Physiotherapy and Sports Injury Clinic

283 Main St., Wellington, ON K0K 3L0

613-399-3332

- Out patient Physiotherapy in a clinic setting

Leisure and Recreation

For more information on any of the following services or schedules, please visit the websites or call.

Belleville Recreation, Culture and Community Services

www.belleville.ca

265 Cannifton Rd, Belleville, ON K8N 4V8

613-966-4632

Copperfield Fitness and Rehabilitation Centre

www.copperfieldsfitness.com

421 Dundas St Trenton ON K8V 3S4

613-392-1825

- Aerobics, Aqua fit, Steam Sauna, Weights, Pool, Whirlpool.

One to One Health and Fitness Centre

www.onetoonefitness.ca

269 Palmer Rd Belleville ON K8N 5V1

613-962-2032

- Offers personal training, athletic training and various fitness classes

Prince Edward County Community Care for Seniors Association

www.communitycareforseniors.org

The Armoury, Suite 3A, Picton, ON K0K 2T0

613-476-7493

- Social and recreational programs such as a Walking program in Picton and Wellington
- Call for details

Quinte Sports and Wellness Centre

www.quintesportsandwellnesscentre.ca

265 Cannifton Rd, Belleville, ON K8N 4V8

613-966-4632

- Provides programs geared to individuals with cardiac and stroke related issues
- Land and water fitness options
- Please call or visit the website for a full list of activities and schedules

Quinte West Recreation, Culture and Community Services

www.city.quintewest.on.ca

7 Cresswell Dr, Trenton, ON K8V 5R6

613-392-2841

YMCA of Belleville

www.bellevilleyymca.ca

433 Victoria Avenue, Belleville, ON K8N 2G1

613-966-9622

- Provides programs geared to individuals with cardiac and stroke related issues.
- Land and water fitness options
- Please call or visit the website for a full list of activities and schedules.

YMCA of Quinte West

www.bellevilleyymca.ca

50 Montgomery Place, Trenton ON K8V 6S3

613-394-9622

- Provides programs geared to individuals with cardiac and stroke related issues
- Land and water fitness options
- Please call or visit the website for a full list of activities and schedules

Friendly Visiting and Telephone Reassurance

Friendly visiting and telephone reassurance programs provide a regular visit or call to seniors or adults with physical disabilities who are socially isolated. Volunteers are screened and trained and matched based on shared interests or availability. All services are free.

Community Care for Central Hastings

www.ccch.ca

115 Durham St N, Madoc, ON K0K 2K0

613-473-9009

- Serves Central Hastings

Community Care for North Hastings

www.ccnh.ca

Professional Services Building

1 Manor Lane, Lower Level, Bancroft, ON K0L 1C0

613-332-4700

- Serves North Hastings

Community Care for Prince Edward

www.Communitycareforseniors.org

The Armoury, Suite 3A, 206 Main St, Picton, ON K0K 2T0

613-476-7493

Serves Prince Edward County

Community Care for South Hastings

www.ccsch.ca

470 Dundas St. E, Belleville, ON K8N 3A1

613-969-8862

- Serves South Hastings Area

Community Care Northumberland

www.commcare.ca

46 Prince Edward St. Brighton, ON K0K 1H0

613-475-4190

- Serves Northumberland County

Mohawks of the Bay of Quinte

www.mbq-tmt.org

50 Meadow Dr. Deseronto, ON K0K 1X0

613-967-3603

- Must live within the Tyendinaga-Mohawk Territory

VON Community Care

www.von.ca

80 Division St, Trenton, ON K8V 5S5

613-392-8852

- Serves Quinte West

Private Service Provider: Friendly Visiting and Telephone Reassurance

Wise Owl: Services for Seniors

<http://wiseowlhastings.com/owlsonline/HOMEPAGE.html>

613-827-7084 or 613-827-5061

- Provides daily phone check in, friendly visiting, service management, Life's Lock document storage and assisted outings for errands or pleasure
- Fee for services

Support, Counselling and Advocacy Services

Psychotherapy services are not covered by OHIP. However, if you have an extended health insurance plan, it may cover psychotherapy. Check your policy for limitations on the qualifications of the therapist and amount you can claim. The support services listed in this section are all not-for-profit and most are free of charge.

Canadian Mental Health Services

www.hastings-cmha.org or www.ontario.cmha.ca

Century Place, 199 Front St, Suite 530, Belleville, ON K8N 5H5

613-969-8874

- Serves Hastings and Prince Edward

Community Care for South Hastings Stroke Support Services

www.ccsb.ca

470 Dundas St. E, Belleville ON K8N 3A1

613-962-3180

- Monthly support groups for Stroke Survivors, Caregivers and Couples
- Offers Individual support as well as referral to community resources
- No fees for service

Counselling Services of Belleville and District

www.csbd.on.ca

12 Moira St E, Belleville, ON K8P 2R9

613-966-7413

Gateway Community Health Centre

www.gatewaychc.org

41 McClellan St, Tweed ON

613-478-1211

- Gateway Community Health Centre (CHC) offers individual / group counselling for mental health, addictions and relationship issues.

Links to Health Centre

www.linkstohealth.ca/centre.html

91 Chemaushgon Rd, Bancroft, ON K0L 1C0

613-332-3115

- Links to Health is an approved employment support provider under the Ontario Disability Support Program. We also provide counselling services.

Quinte and District Rehabilitation

www.quinterehab.com

11 Bay Bridge Rd. Ste. 106, Belleville, ON K8P 3P6

613-966-5015

- Assists clients in coping with illness, life adjustments, marital/family dynamics, and long term planning

Quinte Counselling Service

www.gxplora.com

208 John St. Belleville, ON K8N 3G1

613-966-4262

- EAP program, extended health benefits or fees for service

Vocational Rehabilitation

If you are receiving a disability pension from the government (e.g. CPP, ODSP) or an employer, inquire about employment supports that may be available to help you get training, accommodate disabilities or find work.

Academy of Learning College

www.academyoflearning.com

Bayview Mall 470 Dundas St E, Unit 16 Belleville, ON K8N 1G1

613-967-8973

- Private vocational school, business office skills, accounting, hospitality, Information Technology, Home Inspection retraining, office administration
- customized programs, flexible hours

Community Living Quinte West

www.clqw.ca

11 Canal St. Trenton, ON K8V 4K3

613-394-2222

CLQW believes that all persons have the right to live, work and play as valued and integrated members of their community. A variety of services and supports are offered to adults who are developmentally challenged and their families. These include residential supports, supported independent living options, employment skills training, educational and leisure programs. We also offer supports to Transitional Aged Youth aged 14 – 18, to help prepare them for entry into the community.

Community Care Prince Edward

www.clpe.on.ca

67 King St Unit#1 Picton ON K0K 2T0

613-476-6038

- CLPE is a non-profit agency who's Goal and Vision states "That all persons live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively". Staffs, along with volunteers, are committed to supporting people with an intellectual disability and their families.
- Comprehensive programs include: Residential Supports in community residences, Supported Independent Living, Associate Family Homes and Family Relief and Respite.
- Vocation Supports: Supported Training and Employment, This and That Workshop, Heart of the County, Splash Works, CLPE Property Maintenance.
- Day Supports: Rick Hotston Centre and Dimension in Living; Planning and Case Management; Resource Consultants and Family Support and Support Groups.

Mental Health and Support Network-Hastings and PE County

www.mhsn.ca

350 Front St Suite C-2, Belleville ON K8N 5M5

613-969-0122

- Offers Peer Support, Employment and Education Opportunities, Social and Recreational Activities,
- Resources – Library, Computer/Internet access and Advocating with/for people.

Meta Employment Services

www.metaemploymentservices.com

161 Bridge St. W. #8, Belleville, ON

613-966-9069

- Services are client focused
- Knowledge of disability accommodation
- Extensive knowledge of local labour market
- Offices in Belleville, Marmora and Stirling

North Hastings Community Integration Association

www.nhcia.ca

2 Alice St Bancroft ON K0L 1C0

613-332-2090

- Adult Supports include: Supported Independent Living, Shared home living, Family Home, Adult respite, Day options support, Employment support, connecting to our community, planning to achieve goals
- Assistance to access funding, referrals and resources.

Northern Lights Employment Resource Centre

www.northernlightscanada.ca

183 Pinnacle St. Belleville, ON K8N 3A5

613-969-7423

- Provides assessment, client centred and collaborative case management and job search strategies

Pathways to Independence

www.pathwaysind.com

289 Pinnacle St. Belleville ON K8N 3B3

613-962-2541

- Supported living non-profit agency, residential and vocational support, 24 hour staffing or staffing assistance, supported employment, counselling, respite care for families under stress, psychiatric clinic on site once a month

Quinte Vocation Support Services

www.qvss.on.ca

50 Hanna Court Bellville ON K8P 5J2

613-968-5211

- Formerly ARC Industries of Bellville and District
- Provides vocational and recreational opportunities to assist persons achieving their employment goals.
- Provides Direct employment via in-house manufacturing, cleaning, training and lamination production.
- Provides community placements services for more independent individuals.

Information Resources

Fraud Prevention Resources

Canadian Marketing Association (CMA)

Do Not Contact Service

www.the-cma.org

(416) 391-2362

- The CMA's Do Not Contact Service is offered free of charge to consumers to reduce the number of marketing offers they receive by mail from CMA Members
- Register on-line to have your name removed

National Do Not Call List

www.lnnte-dncl.gc.ca

1-866-580-3625

- Reduce the number of telemarketing calls to your residential or cell phone by registering your number on the National Do Not Call List
- Register on-line or by fax: 1-888-DNCL-Fax (888-362-5329)

Ontario Securities Commission

www.osc.gov.on.ca/en/Investors_protect-yourself_index.htm

1-877-785-1555

- Provides protection to investors from unfair, improper or fraudulent practices

Phone Busters

www.antifraudcentre.ca

1-888-495-8501

- Central agency in Canada that collects information on illegal mass marketing, consumer fraud via mail, telephone or internet, advanced fee fraud letters and identity theft complaints

Information Resources

Government of Canada. 1 800 O Canada

www.canada.gc.ca

1-800-926-9105

- Main telephone and internet access point for up-to-date information on Government of Canada programs and services

Hastings County

www.hastingscounty.com

Bancroft: **613-332-3410**

Belleville: **613-966-1319**

Madoc: **613-473-5258**

Trenton: **613-392-1387**

- Provides Ontario Works, Childcare, Subsidized Housing, Long Term Care, and Land Ambulance services to residences of Hastings County

Hastings & Prince Edwards Counties Health Unit

www.hpechu.on.ca

Belleville: Main Office

179 North Park St, Belleville, ON K8P 4P1

613-966-5500

Central Hastings

108 Russell St. N, Madoc, ON K0K 2K0

613-473-4247

North Hastings

1 Manor Lane, Unit #1, Bancroft, ON K0L 1C0

613-332-4555

Prince Edward County

74A King St. Picton, ON K0K 2T0

613-476-7471

Quinte West

499 Dundas St. W, Trenton, ON K8V 6C4

613-394-4831

Heart and Stroke Foundation

www.heartandstroke.ca

121 Dundas St. E, Belleville, ON

613-962-2502

- Information about health, research and advocacy related to heart disease and stroke
- Supporting Prince Edward, Hastings, Marmora, Quinte East, Trenton, Tweed, Madoc, Bancroft, and Marmora Lake

Service Ontario

www.ontario.ca/serviceontario

Brighton: **613-475-2641**

Belleville: **1-800-267-8097**

Madoc: **613-473-5611**

Marmora: **613-472-2114**

Picton: **1-800-267-8097**

Trenton: **613-965-1261**

Services include:

- Drivers licences, parking permits
- Vehicle registration, stickers, licence plates, vehicle records
- Health cards, organ and tissue donation registration
- Address change, land registration
- Ontario photo card, newborn registration, birth, marriage, and death certificates, name change, sex designation change
- Education and training
- Outdoor cards, fishing and hunting licences

Telehealth Ontario

www.health.gov.on.ca

1-866-797-0000/24h

- free, confidential telephone service where callers can get health advice or general health information from a Registered Nurse
- can help clients decide whether to care for themselves, make an appointment with their doctor or go to a hospital emergency room

Volunteer & Information Quinte

www.viq.ca

Century Place 199 Front St. Suite 121, Belleville ON K8N 5H5

613-969-8862

- Offers a free, confidential helpline for information about programs, services and activities available in Eastern Ontario. Self-serve information is available through an online, searchable database on the website

On-Line Resources

Canadian Stroke Network

www.canadianstrokenetwork.ca

- Presents new information about stroke prevention, treatment and rehabilitation

Seniors Info

www.seniorsinfo.ca

- Access to information, programs and services from all levels of government

Stroke Engine

www.medicine.mcgill.ca/Strokingengine/

- created by a group of experts in stroke rehabilitation, provides scientific evidence about stroke rehabilitation

Stroke Network

www.strokingnetwork.org

- An online stroke support network of stroke information
- Message board and online chats for stroke survivors and stroke caregiver support

Stroke Recovery Canada

www.marchofdimes.ca/dimes/national_programs/national_programs/src/

- A program of the March of Dimes Canada offering post-recovery support, education and community integration programs for stroke survivors, their caregivers, families and health care providers

Stroke Strategy of Southeastern Ontario

www.strokingstrategyseo.ca

- Website has a listing of community services available to stroke survivors and their families across the continuum of care from prevention to discharge.

Non-Profit Housing and Seniors Apartments

Non-profit housing offers subsidized (rent-geared-to-income – RGI) units. An application and income assessment are usually required and waiting lists vary. For subsidized units, application must be made through the **Hastings County Social Housing Registry** or the **Prince Edward, Lennox and Addington Social Services**. These are centralized lists for social housing in Hastings County, and Prince Edward, Lennox and Addington County. For market rent (not subsidized) units, application may be made directly through the housing provider.

Hastings County Social Registry

www.hastingscounty.com

15 Victoria Ave. 2nd Floor, Belleville, ON K8N 1Z5

613-968-3465 or 1-800-267-2804

- 1431 social housing units
- 274 rent supplement units
- 851 non-profit units owned by 15 different non-profit housing and cooperative corporations
- Units are available in Bancroft, Belleville, Deseronto, Madoc, Marmora, Stirling, Quinte West (Trenton & Frankford), Coe Hill, Tweed

Hastings Housing Resource Centre

www.hastingshousing.com

Belleville: **613-969-1748, ext.231**

Central Hastings: **613-473-0400**

North Hastings: **613-332-8156**

Trenton: **613-392-9157**

- A complete listing of available housing through Hastings County

Picton Ontario Works Office and Resource Centre

www.pelass.org/housing.htm

6A 206 Main St., The Armory, Picton, ON K0K 2T0

613-476-2842 or 1-866-476-2842

- 305 rent geared to income apartments
- 30 rent geared to income row houses
- 15 rent geared to income duplexes
- 4 rent geared to income scattered houses
- Units available in Picton, Napanee, Northbrook, Odessa, Tamworth, Wellington

Prince Edward, Lennox and Addington Housing Resource Listings

www.pelass.org/buildings.htm

Picton: **613-476-2842**

Napanee: **613-354-5695**

- A complete listing of available housing through Prince Edward, Lennox and Addington County

Trenton Ontario Branch 110 Legion Non Profit Housing

120 George St Trenton ON K8V 6S5

613-394-9973

- Trenton Ontario Branch 110 Legion Non-Profit Housing Inc. has 50 apartments available to seniors. There is both one and two bedroom units with wheelchair accessibility's in some units. Both market and rent geared to income are offered. Applicants must be 65 years or older to qualify.

Retirement Homes in Belleville	Residence	Phone	Capacity
Aldersgate Village Apartments www.aldersgatevillage.com	7 Aldersgate Dr. Belleville ON K8P 4W9	613-962-1192	87 units
Amica at Quinte Gardens www.amica.ca	30 College St W Belleville ON K8P 2G2	613-966-5815	250 beds
Bel Marine Retirement Residence	228 Dundas St. E Belleville, ON K8N 1E4	613-969-2200	110 beds
Bridge St Retirement Residence www.carerendersretirementliving.com	85 Bridge St. E Belleville ON K8N 1L9	613-968-7449	61 beds
Chartwell Bayview Retirement www.chartwell.com	435 Dundas St. W Belleville, ON K8P 1B6	613-966-6268	57 beds
Edan Place Retirement and Wellness Home www.edenplacebelleville.ca	38 Everett St. Belleville, ON K8P 3K2	613-968-8206 ext. 200	42 beds
Highland House	83 Highland Ave Belleville ON K8P 3R2	613-967-4663	10 beds
Maple Manor Residence www.maplemanorresidence.ca	132 Avonlough Rd Belleville ON K8P 5G3	613-962-7333	64 beds
The Richmond www.richmondretirement.ca	175 North Front St Belleville ON K8P 4Y8	613-966-4407	82 beds
Sunset on Quinte Home www.sunsetonquintehome.com	1223 Massassauga Rd Belleville, ON K8N 4Z7	613-661-4718	7 beds

Retirement Homes in Central and North Hastings	Residence	Phone	Capacity
Caessant Care Marmora Retirement www.caessantcare.com	58 Bursthall St. Marmora, ON K0K 2M0	613-472-3130	40 beds
Heather Brook Manor www.heatherbrookmanor.ca	RR#2 Tweed, ON K0K 3J0	613-478-6135	8 beds
LaCole Manor	167 Lawrence St. E Madoc, ON K0K 2K0	613-473-4209	27 beds
Riverstone Residence www.riverstoneresidence.com	34 Hastings St. S Bancroft, ON K0L 1C0	613-332-3337	30 beds
Stirling Towers Retirement	63 West Front St. Stirling, ON K0K 2E0	613-395-2640	23 beds
Retirement Homes in Prince Edward County	Residence	Phone	Capacity
Carriage House (The)	1530 County Rd.#10 Cherry Valley, ON K0K 1P0	613-476-7277	17 beds
Fraser House Retirement Home	71 Queen St. Picton, ON K0K 2T0	613-476-7527	10 beds
Manor ON Loyalist Parkway www.mlpresidence.ca	13468 Loyalist Parkway RR#1 Picton, ON K0K 2T0	613-476-0444	36 beds
Maples Retirement Home	1133 County Rd.#5 Picton, ON K0K 2T0	613-476-6318	10 beds

Publow House Retirement www.publowhouse.com	73 King St. Picton, ON K0K 2T0	613-476-1103	10 beds
Retirement Homes in Trenton and Quinte West	Residence	Phone	Capacity
Applefest Retirement Lodge www.applefestlodge.com	120 Elizabeth St. Brighton, ON K0K 1H0	613-475-3510	66 beds
Carrington (The) – Retirement www.thecarringtonretirement.com	114 Whites Rd. Trenton, ON K8V 5P5	613-392-1615	38 beds
Crown Ridge (The) – Retirement www.crownridgehealth.ca	106 Crown St. Trenton, ON K8V 6R3	613-392-1289	63 beds
Golden Pond Retirement Residence www.goldenpondretirement.ca	387 Goodrich Rd. Codrington, ON K0K 1R0	613-475-4846	28 beds
Seasons Dufferin Centre www.seasonsretirement.com	344 Dufferin Ave. Trenton, ON K8V 5G9	613-965-1717	125 beds

Unlike long-term care homes, retirement homes operate without any government regulation. Costs, accommodation and services vary.

Ontario Retirement Communities Association

2390 Bristol Cir, Unit 6, Oakville, ON L6H 6M5

1-800-361-7254

www.orca-homes.com

- sets professional operating standards, inspects and accredits retirement residences in Ontario * not all retirement residences are ORCA approved, only those that meet and maintain ORCA's standards for accreditation
- Operates a toll-free, government- funded, Retirement Homes Complaints Response & Information Service that seniors and their families can call for information about the care options available and to get answers to questions or help resolving a complaint about any retirement residence in Ontario, not just those that are a member of ORCA
- "Tips on Choosing a Retirement Residence" available on website

Long Term Care Homes

Long term care homes are regulated and funded by the Ministry of Health and Long Term Care. They provide 24-hour supervision, personal support and nursing services. Applications for long-term care must be made through your local Community Care Access Centre (CCAC) (see p. 3 for contact information). Costs vary depending on type of accommodation selected, and a subsidy is available. The CCAC case manager can provide detailed information about services and waiting lists for long term care homes in your area.

Homes in Belleville	Address	Phone	Capacity
Belcrest Nursing Home - Belmont Long Term Care Facility www.chartwell.com	250 Bridge ST W, Belleville ON K8P 5N3	613-968-4434	128 beds short stay-no
E.J. McQuigge Lodge www.mcquiggelodge.com	38 Black Diamond Rd, Cannifton, ON K0K 1K0	613-966-7717	56 beds short stay-1 bed
Hastings Manor Long Term Care Facility www.hastingscounty.com	476 Dundas St W, Belleville ON K8N 5B2	613-967-0128	253 beds short stay-3 beds
Westgate Lodge Nursing Home www.crownridgehealth.ca/westgate-lodge	37 Wilkie St. Belleville, ON K8P 4E4	613-966-1323	88 beds Short stay-1 male bed

Homes in Central and North Hastings	Address	Phone	Capacity
Caressant Care www.caressant.com	58 Bursthall, Marmora ON K0K 2M0	613-472-3130	84 beds short stay-no
Hastings Centennial Manor www.hastingscounty.com	1 Manor Lane Bancroft, ON K0L 1C0	613-332-2070	110 beds short stay-2 beds
Moira Place www.moiraplace.com	415 River St. W Tweed, ON K0K 3J0	613-478-5524	128 beds short stay-no
Stirling Manor Nursing Home www.stirlingmanor.com	218 Edward St. Stirling, ON K0K 3E0	613-395-2596	75 beds short stay-no
Prince Edward County and Surrounding Area	Address	Phone	Capacity
Friendly Manor	9756 County Road #2 Deseronto, ON K0K 1X0	613-396-3438	60 beds Short stay-no
H.J. McFarland Memorial Home	603 Hwy 49, Picton, ON K0K 2T0	613-476-2138 ext.132	84 beds short stay-no Veterans-2 beds
Hallowell House LTC by Revera www.reveraliving.com	13628 Loyalist Parkway Picton, ON K0K 2T0	613-476-4444	97 beds short stay-2 beds

OMNI - Kentwood Park www.omniway.ca	2 Ontario St, Picton, ON K0K 2T0	613-476-5671	45 beds short stay-no
OMNI - West Lake Terrace www.onmiway.ca	1673 County Rd #12 Picton ON K0K 2T0	613-393-2055	47 beds short stay-no
Homes in Trenton and Quinte West	Address	Phone	Capacity
Crown Ridge Place www.crownridgehealth.ca	106 Crown St, Trenton, ON K8V 6R3	613-392-1289	116 beds short stay-1 female bed
OMNI Healthcare – Maplewood – Long Term Care Home www.omniway.ca	12 Maplewood Ave. Brighton, ON K0K 1H0	613-475-2442	49 beds short stay-no
Trent Valley Lodge Nursing Home www.tvlodge.ca	195 Bay St, Trenton, ON K8V 1H9	613-392-9235	102 beds short stay-no

Appendix: Non-Profit Organizations that Provide Personal Care and Home Help

Name	Area Served	Self-Referral accepted	Wheelchair accessible office	Personal Care	Home Help	Transportation	Respite	Other Services	Subsidized (may be part or full)
CCAC South-East 613-310-2222	H&PE	Yes	Yes	Yes	No	No	Yes	PT, OT, Speech, SW ¹	Yes
Canadian Red Cross 613-966-0730/	H&PE	Yes	No ²	Yes	Yes	No	Yes		Available
Community Care H&PE Counties (numbers on page 5&6)	H&PE	Yes	Yes	No	Yes	Yes	No	Form filling, visiting, Homemaking, meals on wheels, telephone support	No

¹ Physiotherapy, Occupational therapy, Speech therapy, Social Work

² Interviews can be arranged at accessible locations

Name	Area Served	Self-Referral accepted	Wheel-chair accessible office	Personal Care	Home Help	Transportation	Respite	Other Services	Subsidized (may be part or full)
Pathways to Independence 613-962-2541	H&PE	No	Yes	Yes	Yes	No	Yes	Vocational Support, supported employment, counselling, psychiatric clinic,	No
VON Community Care	Quinte West	yes	yes	yes	yes	yes	No	Home Maintenance, Diners Club, Telephone reassurance	Available