

YORK REGION NAVIGATION GUIDE

Programs and Services for Seniors and Caregivers





Land Acknowledgement

"We acknowledge that York Region is located on the traditional territory of many Indigenous Peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis Peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community."



Make the Right Call

**Need assistance, but not sure who to call?
Help is just a call away and no area code is required
for three-digit numbers.**

211 for information on community, health, social and related government services

411 for local directory assistance

511 for travel information such as road and traffic conditions

711 for teletypewriter (TTY) Relay Services for speech and hearing impaired

811 for non-emergency health services and to connect to a family care provider

911 for Emergency Services – Ambulance, Fire and Police

988 for Suicide Crisis Helpline

1-866-876-5423 for non-emergency York Regional Police inquiries

1-877-464-9675 for information on York Region programs and services

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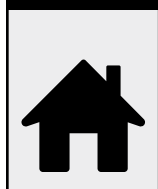


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About this Navigation Guide

York Region Navigation Guide: Programs and Services for Seniors and Caregivers (the Guide) was developed by York Region's Seniors Strategy Team with input from York Region seniors, pre-seniors, caregivers, York Region staff, local municipal staff and community organizations.

The Guide was designed to help seniors living in York Region find information and access programs and services to support their aging journey. Information is grouped in sections by topic and listed in alphabetical order (e.g. Health, Home and Community Supports, Housing, Recreation and others), with a Table of Contents to help find what you are looking for. Organizations or agencies that offer multiple programs and services may appear in more than one section of the Guide.

Information may change. Phone numbers and websites were accurate prior to publication. Calling ahead to make sure that a service is still offered is highly suggested. This Guide is a living document and will be updated periodically. Requests for additions, updates or changes can be submitted for consideration to **PlanforSeniors@york.ca**



Content in this Guide is for information purposes and is not an exhaustive list of resources. Inclusion of any agency or service does not constitute a York Region endorsement of the service.



Alternate formats or communications supports are available upon request by emailing **PlanforSeniors@york.ca**

OTHER GUIDES, DIRECTORIES AND RESOURCES FOR SENIORS



Government of Canada – Programs and Services for Seniors

Call: **1-800-622-6232**

canada.ca/seniors

Ontario Government – Guide to Programs and Services for Seniors

Call: **1-888-910-1999** – Ontario Seniors INFOLine

TTY: **1-800-387-5559**

Email: infoSeniors@ontario.ca

ontario.ca (Search “A guide to programs and services for seniors”)

York Region – Programs and Services for Seniors

york.ca/PlanForSeniors (Find under “Related Resources”)



For a high-level overview of which level of government is responsible for programs and services, see “A York Region Perspective of Government Structures and Services that can Support Seniors.”

york.ca/PlanForSeniors (Find under “Related Resources”)

211 Central – Serving Toronto, Durham, Peel and York Regions

Call or Text: **211**

TTY: **1-855-405-7446**

Email: gethelp@211ontario.ca

211central.ca



211Ontario.ca is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in more than 150 languages through telephone and online channels.

211Central.ca identifies over 20,000 community, health and related government services in Toronto and Durham, Peel and York Regions.

Central Healthline – Central Region

An online resource that provides information about health services in Central Region of Ontario (which includes York Region).

centralhealthline.ca

For additional information call **1-877-464-9675** or **211**



RESOURCES



Other guides that might be of interest:

- **Up Your Life: Living on a Limited Budget in York Region** is a community resource navigator for local services in mental health, addictions and developmental disabilities. Find information about the guide here: yssn.ca/uphub
- **Toronto: Directory of Services for Seniors and Caregivers**. Find the digital guide here: toronto.ca/seniors (Find link to Printable Directory under “Related Information”)
- **Halton: Older Adults’ Directory**. Find the digital guide here: halton.ca (Search “Older Adults Directory” and click on “Resources for Older Adults”)
- **Durham: Guide to Community Resource for Seniors and Older Adults**. Find the digital guide here: durham.ca (Search for “Guide for Seniors”)



Non-emergency Contacts

Police

York Regional Police

Call: **1-866-876-5423**

TTY: **1-800-668-0398**

Seniors Safety Team: **1-866-876-5423 ext. 6697**

yrp.ca

Ontario Provincial Police

Call: **1-888-310-1122**

TTY: **1-888-310-1133**

Fire Departments

Central York (Aurora and Newmarket) **905-895-9222**

East Gwillimbury **905-853-8842**

Georgina **905-476-2332**

King **905-833-2800**

Markham **905-415-7521**

Richmond Hill **905-883-5444**

Stouffville **905-640-9595**

Vaughan..... **905-832-2281**

York Region Services

York Region consists of nine local municipalities including Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Stouffville, and Vaughan. York Region provides a range of services for seniors including housing, long-term care, adult day programs, public health programs, social services, transportation services and more.

Call: **1-877-464-9675**

TTY: **711**

Address: **17150 Yonge Street, Newmarket, ON L3Y 6Z1**

Email: accessyork@york.ca

york.ca



COMMUNITY INFORMATION

Local Municipal Contacts

Local municipalities are responsible for programs like curb-side garbage collection, local parks, community recreation centres and libraries. More information about each municipality and the services offered can be found by contacting:

Town of Aurora

Call: **905-727-1375**

aurora.ca

Town of Newmarket

Call: **905-895-5193**

newmarket.ca

Town of East Gwillimbury

Call: **905-478-4282**

eastgwillimbury.ca

City of Richmond Hill

Call: **905-771-8800**

richmondhill.ca

Town of Georgina

Call: **905-476-4301**

georgina.ca

Town of Stouffville

Call: **905-640-1900**

townofws.ca

Township of King

Call: **905-833-5321**

king.ca

City of Vaughan

Call: **905-832-2281**

vaughan.ca

City of Markham

Call: **905-477-5530**

markham.ca



Looking for information about local York Region elected officials?

york.ca/Council

To find your local federal Member of Parliament,
visit: ourcommons.ca/Members

To find your local Member of Provincial Parliament,
visit: ola.org/en/members/current

EMERGENCY AND CRISIS SERVICES



Emergency Services

Ambulance, Fire and Police

Call: **911**

Crisis Response

**Your Support Services Network –
Community Crisis Response Services**

Call: **1-855-310-COPE (2673)**

yssn.ca/crisis-services

yssn.ca/uphub

Suicide Crisis Helpline

Call: **988**

988.ca

**Advocacy Centre for the Elderly
(for legal support)**

Call: **1-855-598-2656**

acelaw.ca

**Canadian Mental Health Association
of York Region and South Simcoe**

Call: **1-866-345-0183**

cmha-yr.on.ca

Elder Abuse Prevention Ontario

Seniors Safety Line (in case of elder abuse)

Call: **1-866-299-1011**

Call: **416-916-6728**

eapon.ca

eapon.ca/seniors-safety-line

LOFT Community Services

(Supports for those with complex mental
health and other challenges)

Call: **416-979-1994 ext. 2053**

loftcs.org

LOFT Crosslinks Street Outreach Van

Call: **1-866-553-4053**

york.ca/support/street-outreach

Ontario Caregiver Helpline (for caregivers)

Call: **1-833-416-2273 (CARE)**

ontariocaregiver.ca

Women's Support Network of York Region

24/7 Crisis Line: **1-800-263-6734**

womenssupportnetwork.ca

York Regional Police – Seniors Safety Team

Call: **1-866-876-5423 ext. 6697**

yrp.ca (Search "Seniors")



EMERGENCY AND CRISIS SERVICES

Emergency Housing and Seasonal Shelters

York Region Emergency Housing Central Intake Line

Call: **1-877-464-9675 ext. 76140**

(24/7 phone line)

york.ca/support/housing/emergency-and-transitional-housing

Drop-in Programs for People at Risk of or Experiencing Homelessness

york.ca/support/housing/emergency-and-transitional-housing

York Region Outreach Services

Call: **1-877-464-9675**

york.ca/support/housing/emergency-and-transitional-housing

Poison Information

Ontario Poison Centre

Call: **1-800-268-9017**

ontariopoisoncentre.ca

GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID



Federal and Provincial Benefits Finders

If you have internet access, you can use Federal and Provincial "Benefit Finder" tools to find financial (and other) supports.

If you do not have internet, visit a York Region Public Library branch to use a computer with internet.

Canada (Federal Government)

canada.ca (Search "Benefits Finder")

Ontario (Provincial Government)

ontario.ca (Search "Find Benefits and Programs")

Federal Programs

Call Service Canada for general information about Government of Canada programs and services including benefits like Canada Pension Plan (CPP), Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Canadian Dental Care Plan.

Call: **1-800-622-6232**

canada.ca/seniors

servicecanada.gc.ca



Visit the Federal/Provincial/Territorial Ministers Responsible for Seniors Forum for information and resources for seniors and caregivers:

canada.ca (Search "Seniors Forum")



For assistance with federal programs or forms, find Service Canada offices by searching for locations:

offices.service.canada.ca



GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID

Provincial Programs

Call Service Ontario for general information on all provincial government programs and services including tax credits, benefits and programs like the Ontario Guaranteed Annual Income System (GAINS), Ontario Works, Ontario Disability Support Program (ODSP), Ontario Health Insurance Plan (OHIP) and the Ontario Seniors Dental Care Program.

Call: **1-800-267-8097**

Call: **1-888-910-1999** – Ontario Seniors INFOLine

TTY: **1-800-387-5559**

ontario.ca



For more information on provincial programs, see “A Guide to Programs and Services for Seniors in Ontario”:

ontario.ca (Search “A guide to programs and services for seniors”)



For assistance with provincial programs, visit the Service Ontario website for more information on the services offered at each location:

ontario.ca (Search “Service Ontario locations”)

Social Assistance Programs

Ontario Works (OW): Seniors under the age of 65 who are unable to find employment and have little or no income or savings may be eligible for social assistance. Seniors over 65 who are not eligible for Old Age Security and have little or no other income or savings may also qualify.

ontario.ca/page/ontario-works

Ontario Disability Support Program (ODSP): Seniors aged 65 or older and who are not eligible for Old Age Security may qualify for ODSP. Visit the provincial ODSP website for more information about applying.

ontario.ca/page/ontario-disability-support-program

Emergency Assistance: If you are in an emergency such as being evicted from your home or worried about your safety, you might be eligible for temporary financial support.

ontario.ca/page/apply-emergency-assistance

GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID



Applications for OW and ODSP can be completed

- Online, 24/7 at sada.mcsc.gov.on.ca/intake/OW/before-you-start1
- For emergency assistance, online, 24/7 at ontario.ca/page/apply-emergency-assistance
- Or by calling Service Ontario at 1-888-999-1142, Monday to Friday between 8:30 a.m. and 5 p.m.

For information about Ontario Works or for interpretation services:

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca

Health Related Benefits

Assistive Devices Program: This program can help eligible seniors with long-term physical disabilities pay for customized equipment, such as wheelchairs and hearing aids.

Call: **1-800-268-6021**

TTY: **1-800-387-5559**

Email: assistivedevicesprogram@opddp.ca
ontario.ca (Search "Assistive Devices")

Dental Care

Ontario Seniors Dental Care Program (OSDCP): York Region Public Health is working with the Ministry of Health to provide services for the Ontario Seniors Dental Care Program to eligible Ontario residents. Seniors Dental clinics operate across York Region and are available by appointment to clients currently enrolled in the program. If you require more information or assistance enrolling in the Ontario Seniors Dental Care Program:

Call: **1-800-361-5653**

TTY: **711**

york.ca/SeniorsDental



GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID



- 1. Apply:** To apply for the Ontario Seniors Dental Care Program (OSDCP), please go to ontario.ca/SeniorsDental or call **1-833-207-4435**
- 2. If approved:** If your application is approved, you will receive a welcome package and an OSDCP card in the mail
- 3. Call York Region Public Health:** To book an appointment or for information on how to access OSDCP and services offered, call **1-800-361-5653**

Canadian Dental Care Plan: The Canadian Dental Care Plan (CDCP) is a federal government initiative aimed at reducing financial barriers to oral health care for Canadians without a dental plan.

Call: **1-833-537-4342**

TTY: **1-833-677-6262**

canada.ca (Search "Dental Care")

Prescription Drugs

Ontario Drug Benefit Program: Seniors 65 years and older are eligible for this program to help cover the cost of prescription drugs.

Seniors Co-Payment Program: Eligible low-income seniors 65 years and older may qualify to have annual deductible waived and co-payment fees reduced to \$2.

Call: **1-888-405-0405**

Email: seniors@ontariodrugbenefit.ca

Trillium Drug Program: Eligible low-income seniors between ages of 55-64 may qualify for help to cover the cost of prescription drugs.

Call: **1-800-575-5386**

Email: trillium@ontariodrugbenefit.ca

GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID



For information about other health benefits low-income seniors may be eligible for, including vision care, funeral, burial and cremation costs, special diet allowance, orthotic and orthopedic footwear:

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca

york.ca/support/ontario-works/applying-financial-assistance

Vision

Eye Examinations: If you are a senior age 65 and older, the Ontario Health Insurance Program (OHIP) covers one major eye exam once every 18 months and two additional follow-up minor assessments.

ontario.ca (Search "What OHIP covers," then click "Optometry")



To find an optometrist visit:

collegeoptom.on.ca (Click on "Public," then "Find an Optometrist")



Ontario Health Insurance Plan (OHIP) covers a wide range of health services that are medically necessary. As a resident of Ontario, you must have a valid Ontario health card to show you are entitled to health care services paid for by OHIP.

For more information, about eligibility and OHIP coverage, see "A Guide to Programs and Services for Seniors in Ontario":

ontario.ca (Search "A guide to programs and services for seniors")



GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID

Regional Programs

Tax Relief for Seniors and Persons with Disabilities

Low-income seniors aged 65 and older receiving the Guaranteed Income Supplement, as well as low-income persons with disabilities who own a principal residence in York Region, may be eligible for an annual deferral of their property tax increases. Information about York Region's property tax policy and relief opportunities is available at:

york.ca/york-region/regional-property-taxes

To determine your eligibility to receive a property tax deferral, please contact the Tax Office of your city or town.

Town of Aurora

Call: 905-727-1375
aurora.ca

Town of Newmarket

Call: 905-953-5300
newmarket.ca

Town of East Gwillimbury

Call: 905-478-4282
eastgwillimbury.ca

City of Richmond Hill

Call: 905-771-8800
richmondhill.ca

Town of Georgina

Call: 905-476-4301
georgina.ca

Town of Stouffville

Call: 905-640-1910
townofws.ca

Township of King

Call: 905-833-5321 ext. 4010
king.ca

City of Vaughan

Call: 905-832-2281 ext. 8913
vaughan.ca

City of Markham

Call: 905-477-7000
markham.ca

GOVERNMENT PROGRAMS, PENSIONS AND FINANCIAL AID



Help with Your Taxes

Learn about taxes

Free online course to help you file a basic form

[canada.ca](#) (Search for “Learn about taxes”)

Free tax clinics

For information and locations for tax filing support visit:

[canada.ca](#) (Search “Find a tax clinic”)



Both the federal and provincial governments collect taxes through Canadian income tax forms and provide opportunities to apply for various rebates.

Filling out your income tax return automatically renews pension benefits such as GIS and GAINS.

Other Financial Information

Credit Counselling Society

Non-profit service that helps Canadians solve debt problems, manage money better and learn about credit.

Call: **1-888-527-8999**

[nomoredebts.org](#)

Family and Credit Counselling Services of York Region

Family and Credit Counselling Services of York Region is a non-profit organization that offers a range of services including credit counselling, debt management and family/individual support services.

Call: **905-707-7695**

[yorkcounselling.ca](#)

March of Dimes Canada, Home and Vehicle Modification Program

Provides funding to eligible individuals for basic and essential solutions directly addressing physical barriers within a home explicitly related to an applicant’s disability and current mobility restrictions.

Call: **1-877-369-4867**

[marchofdimes.ca/hvmp](#)



HEALTH CARE



911 is always the first number you should call during **emergency situations**.

For more information about “knowing when to call **911**”, visit:
www.wheneversecondcounts.ca/

york.ca/health/paramedic-services/when-call-911

Central Healthline – Central Region

Central Healthline.ca is an online resource that provides up-to-date information about health services in the Central Region of Ontario (which includes York Region). It offers a directory of over 1,800 service listings, including health care options, facilities, professions, and community supports. The website is designed to help both consumers and health care providers find the services they need close to home.

centralhealthline.ca

Health811 (formerly Telehealth Ontario)

By calling **811** or visiting the Health811 website, you can speak or chat with a qualified health professional, such as a registered nurse or registered dietitian, day or night, in English and French, with translation support offered in other languages. Health811 is for non-urgent health care information, advice, referrals and to connect to a family care provider if you are not already connected to one.

Call: **811**

TTY: **711**

health811.ontario.ca

Health Information Line – York Region Health Connection

York Region Health Connection provides up-to-date, accurate public health-related information to York Region residents, organizations and health professionals.

Call: **1-800-361-5653**

TTY: **711**

Email: AccessYork@york.ca

For after hour services, call 811 to speak with a registered nurse 24/7 or chat live at

health811.ontario.ca



Hospitals – York Region

Mackenzie Health

mackenziehealth.ca

Richmond Hill Hospital

Call: 905-883-1212

TTY: 905-883-2123

Cortellucci Vaughan Hospital

Call: 905-417-2000

TTY: 905-883-2123

Oak Valley Health (formerly Markham Stouffville Hospital)

Call: 905-472-7373

TTY: 905-472-7585

oakvalleyhealth.ca

Southlake Health (formerly Southlake Regional Health Centre)

Call: 905-895-4521

TTY: 905-952-3062

southlake.ca

Indigenous Patient Navigator Services at Southlake Health

Offers support to Indigenous patients, families and caregivers throughout their health journey. Indigenous Patient Navigator services are available to those who identify as First Nations, Inuit or Métis to bridge the gap between Indigenous communities and health care providers. These services also include cultural supports for individuals who want a traditional healing journey.

southlake.ca (Search "Indigenous Patient Navigator")

York Region Paramedic Services - Community Paramedicine

(Community-based paramedic programs; for an emergency, call 911)

While you or a family member wait for placement in a long-term care home, the Community Paramedicine for Long-Term Care program can help you stay healthy at home and avoid unnecessary trips to the hospital emergency room.

You are eligible to receive Community Paramedicine for Long-Term Care services if you:

- Are on the waitlist for long-term care
- Have been assessed as eligible (but are not yet on the waitlist)
- Will soon be eligible for long-term care (and waiting for an eligibility assessment or have specific circumstances or conditions that would benefit from services)

For program coordination, referrals and inquiries related to Community Paramedicine:

Call: 1-877-464-9675 ext. 77585

Email: CPP@york.ca



HEALTH CARE



Ontario Health Teams bring together various health care providers and organizations in local communities to deliver more coordinated care to patients. Health care professionals like doctors, nurses, mental health specialists and community support workers provide more seamless, coordinated and efficient care.

Three Ontario Health Teams operate across York Region, each affiliated with a local hospital. For more information visit:

Western York Region Ontario Health Team (Mackenzie Health)

westernyorkregionoht.ca

findsupportwyroht.ca (to search for community, health and government services)

Eastern York Region North Durham Ontario Health Team (Oak Valley Health)

eyrnd.ca

communitysupports.eyrnd.ca (to search for community, health and government services)

Northern York South Simcoe Ontario Health Team (Southlake Health)

nysssoht.ca

nysssoht.ca/community-resources

(to search for community, health and government services)

Finding a Doctor

Health811 or Health Care Connect

Call: **811**

Call: **1-800-445-1822**

health811.ontario.ca

ontario.ca/healthcareconnect

Immunization Information

York Region

Call: **1-800-361-5653**

TTY: **711**

york.ca/health/immunizations

Patient Transfers (non-emergency)

For a list of private patient transfer services:

Call: **211**

Sexual Health Clinics

York Region

York Region offers five sexual health clinics across the Region. To book an appointment or ask questions, contact the York Region Sexual Health Appointment and Information Line.

Call: **1-800-361-5653**, press 1

york.ca/health/sexual-health



Vaughan Community Health Centre

Community Health Centres provide primary health care, social programs and health promotion services with an emphasis on priority populations who face barriers accessing health care.

vaughanchc.com

Vaughan Site

Call: **905-303-8490**

Chronic Disease Program: **905-303-0320**

Keswick Site

Call: **905-476-5621**

Carefirst Mobile Wellness Community Care Clinics

To book appointments with Carefirst Mobile Community Care Clinics, visit

picktime.com/home/communitycareclinic

Walk-in Clinics

There are many walk-in clinics across York Region. To find one near you:

Call: **211**

211central.ca

centralhealthline.ca (Search "Walk-in Clinic")



Pharmacies or drug stores offer a wide range of services beyond filling prescriptions. Some of the key services they provide include:

- Prescription dispensing
- Prescriptions for common ailments
- Medication counselling
- Vaccinations
- Smoking cessation programs
- Diabetes management
- MedsCheck Program
- Home health care supplies
- Special packaging
- Delivery services

To find a pharmacy, go to centralhealthline.ca and in the search bar at the top, type in "Pharmacy" along with the name of local municipality.

Call your local pharmacy to find out about the services they provide.

Call **211** to see if there is a community agency that may offer delivery of medications, food and/or other essentials for people who are not able to leave their home.



HOME AND COMMUNITY CARE

Ontario Health atHome (formerly Home and Community Care Support Services)

Ontario Health atHome coordinates local in-home and community-based care including supportive housing programs, long-term care placement (see more information in Housing section), personal care assistance and help linking to services in the community. Call Ontario Health atHome for government-funded health care at home, to apply for long-term care or link to other health, crisis and community support services.

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca



Ontario Health atHome was formerly called Home and Community Care Support Services (HCCSS), the Local Health Integrated Networks (LHIN) and Community Care Access Centres (CCAC).

Adult Day Programs

Provide meaningful and stimulating daily activities and exercises to meet the social, physical, emotional, intellectual and spiritual needs of clients in a secure environment. They give participants the opportunity to socialize and offer caregivers support and respite. To apply, call Ontario Health atHome.

Call: **310-2222** (No area code required)

Call : **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca

(Search "Adult Day Programs")

Attendant Care

March of Dimes Canada, York Region Attendant Services

Trained outreach attendants help with activities of daily living for people living with a disability who qualify.

Call: **905-773-7758** ext. **6216**

Call: **1-800-567-0315**

marchofdimes.ca (Search "York Region Attendant Care Services")



Caregiver Supports

A caregiver is anyone – family, friend, neighbour – who provides unpaid care or support to a senior with activities that help them to remain as safe and independent as possible. There are several organizations dedicated to supporting family caregivers through online information and training, in-home services and respite care.

Alzheimer Society of York Region

Offers a variety of supports for caregivers including support groups, educational programs, carers programs, counselling and referral services.

Call: **905-726-3477**

Email: info@alzheimer-york.com
alzheimer.ca/york

Carefirst Seniors & Community Services Association

Caregivers Support and Education Program

Program includes individual counselling, support groups, educational programs, workshops and seminars.

Call: **416-502-2323**

Email: info@carefirstontario.ca
carefirstontario.ca (Click on "Services," then "Caregivers Support and Education")

Carefirst Seniors & Community Services Association Overnight Stay Program

Provides a comfortable and home-like environment for those who are frail, elderly or have cognitive impairments. This program benefits caregivers requiring a temporary break due to stress, burnout, personal leaves or medical conditions, as it accepts clients with cognitive impairment/dementia or other older adults in need of the services. For information and enrollment:

Call: **905-752-0402**

Email: info@carefirstontario.ca
carefirstontario.ca (Click on "Services," then "Overnight Stay")

Circle of Care

Offers a variety of supports for caregivers to help them manage the challenges of caring for loved ones including respite care, support groups, counseling services, educational workshops and social work services.

Call: **416-635-2860**

Email: info@circleofcare.com
circleofcare.com



HOME AND COMMUNITY CARE

CHATS – Community & Home Assistance to Seniors: Caregiver Support & Education Program

Offers a comprehensive Caregiver Support & Education Program designed to assist caregivers with personal counselling, support groups, workshops, information and referral services.

Call: **905-713-6596**

Call: **1-877-452-4287**

Email: seniorshelp@chats.on.ca

chats.on.ca/support-for-caregivers

CIBPA Place

York Region's first not-for-profit Residential Respite Dementia Care Centre, operated by CHATS, offering overnight short-term respite care for individuals living with dementia.

Call: **905-713-6596**

Call: **1-877-452-4287**

Email: seniorshelp@chats.on.ca

chats.on.ca/respite-care-centre

Ontario Caregiver Organization

An online resource offering a wide range of resources and supports including a 24/7 phone helpline, peer support, podcasts, webinars and more.

Call : **1-833-416-2273**

ontariocaregiver.ca

Ontario Health atHome

For caregiver respite services, contact Ontario Health atHome for in-home assessments to determine eligibility.

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca

(Search "Short stay")



Caregiver Financial Supports

Employment Insurance Benefits

Provides financial support for those who may have to leave work to care for a critically ill or injured person.

canada.ca (Search "Caregiving")

Canada Caregiver Credit

For information about claiming the Canada Caregiver Credit if supporting a spouse or common-law partner (or a close relative) with a physical or mental impairment, visit:

canada.ca (Search "Caregiver Credit")

Canada Caregiver Recognition Benefit

If you are a former Canadian Armed Forces member and require ongoing care because of the health condition(s) for which your Disability Award or Pain and Suffering Compensation was approved, you may be eligible for caregiver support.

veterans.gc.ca

(Search "Caregiver Recognition Benefit")

Fall Prevention

Fall Prevention and Healthy Aging (Health Promotion for 55+)

York Region Public Health provides workshops and displays on fall prevention and healthy aging for adults 55 years and older living in York Region. Print resources are also available for older adults, caregivers and health care professionals to learn more about fall prevention, and reducing the frequency, severity and impact of fall-related injuries. For more information, please contact:

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca

york.ca/health/injury-prevention/healthy-aging-and-fall-prevention

For information about Exercise and Fall Prevention Programs in York Region visit:

centralhealthline.ca (Search "Exercise and Fall Prevention").



If you are an unpaid caregiver, call the Ontario Caregiver Helpline at **1-833-416-2273** for information about programs, resources, financial supports and respite care options that may help.



HOME AND COMMUNITY CARE

Food Supports

York Region Food Network

A community organization dedicated to promoting food security and reducing food insecurity in York Region. Contact York Region Food Network for information about programs and services, including Good Food Box, community gardens and educational workshops that might be available in your area.

Call: **905-841-3101**

Email: 4moreinfo@yrfn.ca

yrfn.ca

yrfn.ca/york-region-community-food-asset-map

Food Bank of York Region

Dedicated to alleviating food insecurity and hunger in York Region. There are 30+ food banks and other meal providers in the Region.

Call: **437-317-3710**

fbyr.ca

fbyr.ca/find-food

Health and Mobility Equipment (Assessment, Rental or Purchase)

Ontario Health atHome

For information about equipment and assessment of equipment needs, call Ontario Health atHome.

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca

(Click on "Home Care")



Home Care Supports

Ontario Health atHome

Provides services to support seniors to continue living at home, safely return home after a hospital stay or to access care at home. These might include help with daily tasks, nursing, personal care, preparing meals, light housekeeping, rehabilitation services, companion care and respite care. Ontario Health atHome provides information and access to services in the home, community and other residential settings.

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca

(Click on "Home Care")

York Region Homemakers Services

York Region can help cover the cost of an in-home homemaker for people who have a temporary or permanent illness or disability. Homemakers can help with laundry, meals and light housekeeping. For more information:

Call: **1-877-464-9675**

york.ca/support/financial-assistance/homemakers-services

Meal Delivery Services

Various community organizations provide regular delivery of hot meals to seniors and individuals with disabilities. Social dining opportunities, like congregate dining, may also be available through community organizations.

Bernard Betel Centre

Offers kosher meals prepared by Bernard Betel Centre staff and delivered by volunteers serving south York Region.

Call: **416-225-2112 ext. 134**

Email: allak@betelcentre.org

betelcentre.org/meals-on-wheels

Carefirst Seniors & Community Services Association

Offers several meal programs designed to support seniors and individuals with disabilities including Meals on Wheels with meals tailored to meet dietary, cultural and religious needs, community dining and nutritional counseling.

Call: **416-847-0276**

Email: info@carefirstontario.ca

carefirstontario.ca



HOME AND COMMUNITY CARE

Circle of Care

Serving the southern part of York Region, Circle of Care delivers meals with the help of volunteers, offering certified kosher and non-kosher options.

Call: **416-635-2860**

circleofcare.com/meals-on-wheels

CHATS – Community & Home Assistance to Seniors

Offers prepared meals delivered to your door, ensuring nutritional needs are met.

Call: **905-713-6596**

Call: **1-877-452-4287**

chats.on.ca/ (Click on "Programs & Services" and then "Meals on Wheels")

Meals on Wheels Ontario

Use the service finder below to find the program closest to you.

mealsonwheels.ca/request-meals-on-wheels

Central Healthline

For information about various meal delivery services available in York Region visit:

centralhealthline.ca (Search "Meal Delivery Services").

For information about various community congregate dining programs available in York Region visit: centralhealthline.ca (Search "Congregate Dining").

Palliative, Hospice and End of Life Care

Ontario Health atHome

Call : **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca

(Search "Palliative Care")

Doane House Hospice (community-based supports)

Call: **905-967-0259**

doanehospice.org

Evergreen Hospice (community-based supports)

Call: **416-499-2185**

evgcares.org

Hill House Hospice (residential care)

Call: **905-737-9308**

hillhousehospice.com

Hope House Community Hospice (community-based supports)

Call: **905-727-6815**

hopehousehospice.com

Hospice Georgina (community-based supports)

Call: **905-722-9333**

hospicegeorgina.com

Hospice Vaughan (residential care)

Call: **905-850-6266**

hospicevaughan.com

Margaret Bahen Hospice (residential care)

Call: **905-967-1515**

myhospice.ca



Emergency Housing

If you or someone you know is experiencing homelessness or fleeing an abusive situation, an emergency housing facility can provide temporary housing and wraparound supports. People experiencing homelessness in York Region and seeking shelter can contact the York Region Emergency Housing Central Intake Line, available 24 hours a day, seven days a week:

Call: **1-877-464-9675 ext. 76140**

TTY: **711**

york.ca/support/housing/emergency-and-transitional-housing

Housing Services – Client Intervention and Support Services Program

Helps older adults delay or avoid placement in long-term care by providing in-home assessments, case management, counselling, referrals, psychoeducation and support advocating for a client's needs.

Call: **1-877-464-9675**

TTY: **711**

Email: ciss.intake@york.ca
york.ca/health/seniors-services/support-services-seniors-and-housing-residents

Housing Services – York Region

York Region works with various partners to develop the right housing options for those in need of extra support, despite their income levels. To find out more about community support related to housing.

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca
york.ca/Housing

Housing with Supports

Housing with supports (formerly domiciliary hostels) offers housing and daily meals for people who need supervision of their daily living activities. These are permanent homes for most people who stay there.

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca
york.ca/support/housing/housing-supports

Outreach Services

York Region Outreach Services assists individuals experiencing homelessness to access housing. Supports include case management, service navigation and referrals as well as supports to access social assistance programs, rent assistance, ID supports and other services.

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca
york.ca/support/housing/emergency-and-transitional-housing



HOUSING AND UTILITIES

The Housing Help Centre

The Housing Help Centre works with individuals and families in York Region to find and maintain affordable, safe housing. They help people who need assistance with their housing, like mediating between tenants and landlords, preventing evictions, assisting low-income populations with accommodation search, filling out applications for subsidized housing and providing referrals to local agencies for a variety of services.

Markham **416-317-3655**

Thornhill **416-414-6779**

Georgina **416-414-6779**

Vaughan **416-268-0654**

Richmond Hill **647-241-1237**

Newmarket **647-267-5319**

shhc.ca/housing-help-york

Retirement Homes

Retirement homes are private businesses that offer various combinations of accommodations (from shared rooms to large apartments), support services and personal care. Government does not fund retirement homes, so individuals are responsible for the full cost of accommodation and care services they purchase.

Call: **1-855-275-7472**

Email: info@rhra.ca

rhra.ca

rhra.ca/en/retirement-home-database

Long-Term Care

Long-term care homes provide 24-hour nursing and personal care, all meals, help with daily activities and programming. A Care Coordinator will determine a person's eligibility and care needs and discuss costs and the application process. To apply, call Ontario Health atHome:

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca (Click on "Long-Term Care")

ontario.ca (Search "Long-Term Care in Ontario")



Rent and Utility Assistance

Homelessness Prevention Program and Housing Stability Program

Homelessness Prevention Program helps eligible York Region residents, who are homeless or at risk of homelessness not receiving Ontario Works or Ontario Disability Program benefits, to stabilize their housing.

Housing Stability Program helps eligible York Region residents who are in receipt of Ontario Works or Ontario Disability Program benefits.

To apply:

Call: **1-877-464-9675**

TTY: **711**

Email: accessyork@york.ca

Ontario Electrical Support Program (OESP)

You may qualify for a reduction on your home electricity bill depending on the number of people living in your home and the household income.

Call: **1-855-831-8151**

TTY: **1-800-855-1155**

Email: help@OntarioElectricitySupport.ca
ontarioelectricitysupport.ca

Low Income Energy Assistance Program (LEAP)

If you are behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help.

Call: **1-877-632-2727**

Call within GTA: **416-314-2455**

Email: publicinformation@oeb.ca
oeb.ca (Search "Low-income Energy Assistance Program")

Energy Affordability Program

Provides support to income-eligible electricity consumers by helping them to lower their monthly electricity costs and to increase their home comfort.

Call: **1-844-770-3148**

saveonenergy.ca/For-Your-Home



HOUSING AND UTILITIES

Snow Clearing and Lawn Maintenance Services

Local Municipalities – Windrow Services

Contact your local municipality for information about snow clearing windrow services for eligible individuals including seniors and persons with disabilities

CHATS – Community & Home Assistance to Seniors

Through the Home Adaptation and Maintenance Program, CHATS offers snow clearing and lawn maintenance in certain geographical areas (northern York Region) and to eligible persons.

Call: **1-866-677- 9048 ext. 7669**

(Snow Clearing)

Call: **1-866-677- 9048 ext. 6240**

(Lawn Maintenance)

Email: hamp@chats.on.ca

chats.on.ca (Search "Home Adaptation and Maintenance Program")

Waste Collection

Markham and Newmarket offer assisted waste collection programs. Contact the local municipality for eligibility requirements, program details and applications.

Markham

Call: **905-477-5530**

Email: customerservice@markham.ca
markham.ca

(Search "Curbside Collection or Assisted Waste Recycling Application")

Newmarket

Call: **905-895-5193**

Email: wasteexemption@newmarket.ca
newmarket.ca

(Search "Assisted Waste Collection")



Legal

Community Legal Clinic of York Region (CLCYR)

Offers free legal advice and representation to low-income residents. Services cover areas like housing, social assistance, employment law and immigration.

Call: **905-508-5018**

Call: **1-888-365-5226**

Email: client@clcyr.on.ca

clcyr.on.ca

Legal Aid Ontario – Family Law Service Centre

Located in Newmarket, Legal Aid Ontario provides legal help for financially eligible low-income Ontarians.

Call: **905-836-8580**

Call: **1-800-668-8258**

Email: info@lao.on.ca

legalaid.on.ca

Community Legal Education Ontario – Steps to Justice

Offers information and referrals on common legal problems as well as live chat and email support.

Call: **416-408-4420**

Email: info@cleo.on.ca

stepstojustice.ca

Advisory and Advocacy

Advocacy Centre for the Elderly (ACE)

ACE is a community legal clinic for low-income seniors across the province. In addition to working on systemic issues that impact many older adults, they also provide direct services to seniors who live in the Greater Toronto Area and meet eligibility criteria.

Call: **416-598-2656**

Call: **1-855-598-2656**

advocacycentreelderly.org

Office of Ontario Ombudsman

Promotes fairness, accountability and transparency in the public sector by investigating public complaints and systemic issues within their jurisdiction.

Call: **1-800-263-1830**

TTY: **1-866-411-4211**

Email: info@ombudsman.on.ca

ombudsman.on.ca



LEGAL, ADVISORY AND ADVOCACY

Ontario Ministry for Seniors and Accessibility

Call: 1-888-910-1999

TTY: 1-800-387-5559

ontario.ca/page/ministry-seniors-accessibility

Tenant Advice

Advocacy Centre for Tenants Ontario

Specialty community legal clinic to advance and protect interests of low-income tenants.

acto.ca

Canadian Centre for Housing Rights

Advancing the right to housing so that everyone has an adequate, accessible and affordable place to call home. The Canadian Centre for Housing Rights Eviction Prevention Program is designed to help renters in Ontario stay housed and avoid eviction.

Call: 1-800-263-1139

housingrightscanada.com

Landlord and Tenant Board

Call: 1-888-332-3234

tribunalsontario.ca/lrb

Rental Housing Enforcement Unit

Call: 1-888-772-9277

ontario.ca (Search "Landlord")

Ontario Human Rights System

Human Rights Tribunal of Ontario

Call: 1-866-598-0322

TTY: 1-800-855-0511

tribunalsontario.ca/hrto

Ontario Human Rights Commission

Call: 1-800-387-9080

ohrc.on.ca

MULTICULTURAL ORGANIZATIONS AND NEWCOMER SERVICES



Multicultural Organizations and Newcomer Services

There are programs and services led by many agencies and community organizations to support seniors from other multicultural, linguistic, faith-based and religious communities. For information about what is available in your community:

Call: **1-877-464-9675**

Call: **211**

211central.ca



For more information about multicultural and newcomer groups, visit centralhealthline at: **www.centralhealthline.ca** (Search "Ethnocultural Groups and Services")

York Region Community Investment Fund

The Community Investment Fund invests in local initiatives delivered by not-for-profit community agencies and other partners. These initiatives target gaps in the delivery of human services, complement or enhance Regional programs and deliver on priorities set by York Regional Council. For more information about funding opportunities and currently funded projects:

Email: **CommunityInvestments@york.ca**
york.ca/CommunityInvestment

York Region Newcomer Services

The York Region Newcomer Guide, available in six languages, provides information about living in York Region including information on settlement services, finding services in York Region, using transit, staying healthy and having fun. For your digital copy, visit:

york.ca/NewcomerServices



MULTICULTURAL ORGANIZATIONS AND NEWCOMER SERVICES

Welcome Centres

Welcome Centres provide services in languages other than English and are located on accessible public transit routes. They provide a range of settlement related services and information to newcomers under one roof, including employment supports and language classes.

For specific services offered at a Welcome Centre near you:

Call: **1-877-761-1155**

welcomecentre.ca

Five Welcome Centre offices across York Region include:

Markham North Welcome Centre

Call: **289-846-3645**

Markham South Welcome Centre

Call: **905-479-7926**

Newmarket Welcome Centre

Call: **289-841-3032**

Richmond Hill Welcome Centre

Call: **289-842-3124**

Vaughan Welcome Centre

Call: **905-761-1155**

Mobile Outreach Unit

Visits Georgina, Stouffville and East Gwillimbury areas by appointment. Call: **1-877-761-1155**



York Regional Police – Seniors Safety Team

The Seniors Safety Team consists of a social worker and seniors safety officers. The team provides community awareness and education regarding elder abuse, crime prevention and personal safety. They also review reports and advocate for seniors by liaising with the community and stakeholders that are aimed at mitigating risks and supporting vulnerable seniors. In addition, the team is involved in a variety of older adult committees to support those seniors with the resources that they need.

York Regional Police Seniors Safety Team

Call: **1-866-876-5423 ext. 6697**

yrp.ca (Search "Seniors Safety")

If this is an urgent matter, please request an officer to attend through a call taker at **1-866-876-5423**.

Project Lifesaver

The program combines radio technology with a coordinated police response to locate wandering and disoriented loved ones due to Alzheimer's, autism or other conditions or disorders.

For more information or to register for Project Lifesaver, contact:

Call: **1-866-876-5423 ext. 6668**

Email: projectlifesaver@yrp.ca
yrp.ca (Search "Project Lifesaver")

Vulnerable Person Registry

Vulnerable Person Registry allows an improved police response to vulnerable people who may require emergency assistance due to their condition. It expedites the process of locating and assisting vulnerable residents or frequent visitors to York Region by making essential personal information readily available to responding officers.

Call: **1-866-876-5423 ext. 6877**

Email: vpr@yrp.ca
yrp.ca (Search "Vulnerable Person Registry")

Community Safety Programs

Canadian Anti-Fraud Centre

Call: **1-888-495-8501**

antifraudcentre.ca

MedicAlert

Call: **1-800-668-1507**

medicalert.ca

Canadian Red Cross First Aid – York Region

Call: **905-830-9565**

redcross.ca

Crime Stoppers of York Region

Call: **1-800-222-TIPS (8477)**

1800222tips.com



POLICE AND SAFETY

Community Safety and Well-Being Plan for York Region

The York Region Community Safety and Well-Being Plan is a long-term approach to help make our communities safer and healthier. The plan focuses on proactive, targeted actions that reflect local needs.

To support the work, four Community Action Tables were created, bringing many partners together to develop strategies that address specific service gaps and improve community well-being.

If you live or work in one of the four focus areas, and want to share ideas and contribute to planning, connect with the representative in your area:

Northern Georgina

Email: sandra@routescc.org
linkinggeorgina.ca

South-Central Markham

Email: fjen@agincourtcommunityservices.com
southmarkhamconnects.ca

Central Newmarket

Email: sandra@routescc.org
linkingnewmarket.ca

South-Central Richmond Hill

Email: tali@fsyr.ca
Community Resources (Asset Map):
fsyr.ca (Search "Community Resource Map")

For more information on the Community Safety and Wellbeing Plan:

Email: communityaction@york.ca
york.ca/CommunityAction



Elder Abuse Prevention

If you are experiencing an immediate threat to your safety, call 911. A threat can be physical, neglect, financial or psychological. If you suspect abuse, call any of the resources below:

York Regional Police Victims Assistance Officer

Call: **1-866-876-5423 ext. 6649 or 6664**

York Regional Police Seniors Safety Team

Call: **1-866-876-5423 ext. 6697**

Ontario Health atHome (Central area)

Call: **1-888-470-2222**

Community Crisis Support Line (COPE)

Call: **1-855-310-2673**

Advocacy Centre for the Elderly

Call: **416-598-2656**

Guardian/Trustee Investigation Unit – Elder Related Cases

Call: **416-327-6671**

Yellow Brick House (Women's Shelter)

Call: **1-800-263-3247**

Sandgate (Women's Shelter)

Call: **1-800-661-8294**

Elder Abuse Prevention Ontario

Call: **1-866-299-1011**

Seniors' Safety Line (in case of elder abuse)

Call: **416-916-6728**

Women's Support Network of York Region

24/7 Crisis Line: **905-895-7313**

Call: **1-800-263-6734**



POLICE AND SAFETY

Excess Clutter/Hoarding

In situations where a person is living in severely cluttered or unsanitary conditions, support may be required from professionals. Addressing serious clutter concerns may also involve fire, police, and/or animal services. The following organizations may be helpful to connect with in these situations:

CHATS – Community & Home Assistance to Seniors

Call: **905-713-3373 ext. 6082**

Email: trrs@chats.on.ca

chats.on.ca (Search "De-cluttering")

VHA Home HealthCare

Call: **1-888-314-6622**

Email: responsive-communitycare@vha.ca
vha.ca/services/hoarding-support

Canadian Mental Health Association of York Region and South Simcoe

Call: **1-866-345-0183**

Email: yorkregion@cmha-yr.on.ca
cmha-yr.on.ca

Intimate Partner Violence

Women's Centre of York Region

Supports women and their families to break barriers and overcome challenges of trauma and abuse. Providing group education, workshops, counselling services, peer support and case management to support women and their families with employment, mental health, housing and the necessities of life.

Call: **905-853-9270**

wcyr.ca

Canadian Centre for Men and Families York

Mental health agency dedicated to supporting men, fathers, boys and their families who have experienced life challenges through a broad range of programs, delivered in a safe and welcoming space.

Call: **905-707-0474**

Email: york@menandfamilies.org
ccmfyork.org



Municipal Recreation Departments

Each local municipality in York Region offers recreation programs and social and learning activities for seniors and older adults. Explore the websites below to see what is available.

Aurora Recreation Department

Call: **905-727-3123** ext. 4752

Email: recreation@aurora.ca

aurora.ca/recreation-arts-and-culture

Markham Recreation Department

Call: **905-477-5530**

Email: customerservice@markham.ca

markham.ca/sports-recreation-fitness

East Gwillimbury Recreation Department

Call: **905-478-4282**

Email: recreation@eastgwillimbury.ca

eastgwillimbury.ca

(Search "Recreation and Leisure")

Richmond Hill Recreation and Culture Division

Call: **905-771-8870**

Email: recreation@richmondhill.ca

richmondhill.ca

(Search "Recreation Programs")

Georgina Recreation Department

Call: **905-476-4301** ext. 3001

Email: eleisure@georgina.ca

georgina.ca/things-do/recreation-services

Stouffville Recreation Department

Call: **905-642-7529** (PLAY)

Email: leisure.services@townofws.ca

townofws.ca/play/recreation

King Township Recreation Department

Call: **905-833-5321**

Email : Programs@king.ca

king.ca/recreation

Vaughan Recreation Department

Call: **905-832-8500**

Email: rec@vaughan.ca

(Search "Recreation Services")

Newmarket Recreation Department

Call: **905-895-5193**

newmarket.ca/recreation



RECREATION, LEISURE AND EDUCATION

Older Adult Clubs and Seniors Active Living Centres

Search for a Seniors Active Living Centre near you. These Centres offer social, cultural, learning, and recreational programs for seniors that promote health, well-being and social connections.

[ontario.ca](https://www.ontario.ca)

(Search "Seniors Active Living Centres")

Aurora Seniors Centre

Call: **905-726-4767**

Email: seniorscentre@aurora.ca

[auroraseniors.ca](https://www.auroraseniors.ca)

East Gwillimbury Older Adult Community Groups

East Gwillimbury 55'n Up Club

Call: **905-478-4283 ext. 1407**

Email: eg55nupclub@gmail.com

[eastgwillimbury.ca](https://www.eastgwillimbury.ca)

(Search "Older Adult Programs and Activities")

Golden Anchors Seniors Club

Email: goldenanchor1985@gmail.com

[eastgwillimbury.ca](https://www.eastgwillimbury.ca)

(Search "Older Adult Programs and Activities")

Mount Albert Friendship Club for Seniors

Call: **416-819-0084**

Email:

mtalbertfriendshipclubseniors@gmail.com

[eastgwillimbury.ca](https://www.eastgwillimbury.ca)

(Search "Older Adult Programs and Activities")

Georgina Older Adult Club 55

[georgina.ca](https://www.georgina.ca)

(Search "Club 55 Older Adult Centre")

Email: club55@georgina.ca

Club 55 Keswick

Call: **905-476-9972**

Club 55 Sutton

Call: **905-722-9508**

Club 55 Pepperlaw

Call: **705-437-1514**

King Township Seniors

[king.ca/seniors](https://www.king.ca/seniors)

King City Seniors 55+

Call: **905-833-6565**

Email: seniors@king.ca

Nobleton Seniors 55+

Call: **905-833-6565**

Email: seniors@king.ca

Schomberg Seniors 55+

Call: **905-833-6565**

Email: seniors@king.ca



Newmarket Seniors' Meeting Place

Call: 905-953-5325

Email: recreation@newmarket.ca
newmarket.ca/adults55+

Markham Older Adults Clubs

markham.ca

(Search "Older Adults Clubs")

Angus Glen Community Centre

Email: agoac@gmail.com

agoac.ca/ca/ourclub

Armadale Community Centre

Call: 437-925-8003

Email: armadaleseniors@gmail.com

aoacseniors.ca

Cornell Community Centre

Call: 905-479-7753

markham.ca

(Search "Cornell Community Centre")

Milliken Mills Community Centre

Call: 905-477-6410 ext. 3335

Email: info@motm-oac.com

motmoac.com

Older Adults in Action at the Markham Seniors Activity Centre

Call: 905-294-5111

Email : info@markhamseniorcentre.com

markhamseniorcentre.com

Thornhill Seniors Centre

Call: 905-944-3781

tsclub.ca

Richmond Hill

richmondhill.ca/en/older-adults.aspx

McConaghy Centre and Adult 55+ Programs

Call: 905-737-1818 ext. 6478

Email: recreation@richmondhill.ca

Email: adults55@richmondhill.ca

Stouffville 55+ Club

Call: 905-642-7529

Email: 55plus@townofws.ca

townofws.ca (Search "55+ Clubs")

Vaughan Older Adults

vaughan.ca (Search "Older Adults Recreation")

Seniors Association of Vaughan Initiative (SAVI)

For a list of seniors' clubs in Vaughan, visit:

saviseniors.ca

Human Endeavour

Call: 905-553-9291

Email: info@humanendeavour.org

humanendeavour.org

Senior Persons Living Connected (SPLC)

Call: 416-493-3333 ext. 802

Email: SALC@splc.ca

splc.ca

Senior Services Network

Call: 905-554-9033

Email: naz@ssnon.com

ssnon.com



RECREATION, LEISURE AND EDUCATION

Public Libraries

Public libraries offer a wide range of services and resources including books, movies, music, resources, programs (like computer training), events or use of free computers and Wi-Fi. For more information, contact a public library near you.

Aurora Public Library

Call: **905-727-9494**

aurorapl.ca

East Gwillimbury Public Library

Multiple branches including Holland Landing, Mount Albert and Queensville.

Call: **905-836-6492**

egpl.ca

Georgina Public Library

Multiple branches including Keswick, Pefferlaw and Sutton.

Call: **905-476-5762**

georginalibrary.ca

King Township Public Library

Multiple branches including King City, Nobleton, Schomberg and Ansnerfeldt.

Call: **905-833-5101**

kinglibrary.ca

Markham Public Library

Multiple branches including Aaniin, Angus Glen, Cornell, Markham Village, Milliken Mills, Thornhill Community Centre, Thornhill Village and Unionville.

Call: **905-513-7977**

markhampubliclibrary.ca

Newmarket Public Library

Call: **905-953-5110**

newmarketpl.ca

Richmond Hill Public Library

Multiple branches including Central, Oak Ridges, Richmond Green and Richvale.

Call: **905-884-9288**

rhpl.ca

Stouffville Public Library

Call: **905-642-7323**

wsplibrary.ca

Vaughan Public Libraries

Multiple branches including Ansley Grove, Bathurst Clark, Civic Centre Resource Library, Dufferin Clark, Kleinburg, Maple, Pierre Berton, Pleasant Ridge and Woodbridge.

Call: **905-653-7323**

vaughanpl.info



To find a York Region Public Library branch near you, visit centralhealthline.ca (Search "Public Library")



The Lendery Program allows residents to borrow a variety of items instead of purchasing them. It's like a library, but for things instead of books. This program helps reduce waste and supports a circular economy by reusing items. Contact your local Public Library for information about Lendery programs near you.

Pets

Each municipality operates its Animal Services department in alignment with local by-laws. Different services/supports may be offered in different municipalities.

ElderDog Canada

A charitable organization dedicated to supporting both ageing people and ageing dogs and the important connection they enjoy.

Call: **1-855-336-4226**

Email: info@elderdog.ca
elderdog.ca

Computer and Digital Literacy

Many organizations including Public Libraries in York Region, community agencies, Older Adult Clubs, Seniors' Active Living Centres and skills upgrading, offer computer training for seniors. To learn more:

Call: **211**

211central.ca

Get Cyber Safe

National public awareness campaign created to inform Canadians about cyber security and simple steps to take to protect themselves online.

Call: **1-833-292-3788**

Email: contact@cyber.gc.ca
getcybersafe.gc.ca

Technology Assistance

AGE-WELL is a national technology and aging network that uses technology to help older Canadians maintain independence, health and quality of life. To learn more visit:

agewell-nce.ca



RECREATION, LEISURE AND EDUCATION

Continuing Education

York Region District School Board

Call: **905-884-3434**
Call: **1-877-280-8180**
www2.yrdsb.ca

York Catholic District School Board

Call: **905-713-1211**
Call: **416-221-5051**
www.ycdsb.ca/

York University

Call: **416-736-2100**
yorku.ca

Seneca College

Call: **416-491-5050**
senecapolytechnic.ca

Contact North

Provides information on online programs, assist with registration and financial options and technology support services.

Call: **1-877-999-9149**
Email: help@contactnorth.ca
contactnorth.ca

Skills Upgrading Centre

Provides customized training programs to assist adults in York-Simcoe in improving employment prospects and preparing for a higher education – including computer training.

Call: **905-853-6279**
Email: info@skillsupgrading.ca
skillsupgrading.ca

Conservation Authorities

Toronto and Region Conservation Authority

Call: **416-661-6600**
Call: **1-888-872-2344**
Email: info@trca.ca
trca.ca

Lake Simcoe Conservation Authority

Call: **905-895-1281**
Call: **1-800-465-0437**
lsrca.on.ca

York Regional Forest

The York Regional Forest, spanning over 2,600 hectares with 22 public tracts, offers free access every day of the year. With over 150 kilometres of scenic trails, including almost 7 kilometres that are accessible to wheelchairs, strollers and other assistive devices, there's something for everyone to enjoy.

Call: **1-877-464-9675**
TTY: **711**
Email: accessyork@york.ca
york.ca/YRF



Service Clubs

CAYR Community Connections

CAYR's Rainbow Space programs build safer, inclusive social and recreational spaces for the 2SLGBTQ+ community in York Region.

Call: **647-381-9199** or **416-938-4458**

Email: rainbowspace@cayrcc.org
cayrcc.org/rainbowspace

Lions Clubs and Leos Clubs

Serving local communities and supporting humanitarian efforts. To find a club near you:

lionsclubs.org (Search "Club Locator")

Optimist Clubs

Optimist Clubs participate in community service programs that are dedicated to supporting youth. Each Club is autonomous and run by members in their community. To find an Optimist Club near you:

optimist.org (Search "Club Directory")

PROBUS Canada

Probus organization provides fellowship, friendship and fun for men and women in their retirement and semi-retirement years.

probuscanada.ca (Search "Find a Club")

The Royal Canadian Legion

Call: **1-888-556-6222**

To find a branch near you:

legion.ca (Click on "Find a Branch")

YMCA of Greater Toronto

Call: **416-928-9622** or **1-800-223-8024**

ymcagta.org

Volunteering

Neighbourhood Network

Call: **905-726-3737**

neighbourhoodnetwork.org

Volunteer Connect York Region

Call: **289-469-5346**

Email: info@volunteerconnect.ca
volunteerconnect.ca



SUPPORT GROUPS, INFORMATION AND COUNSELLING SERVICES

Amyotrophic Lateral Sclerosis (ALS) Society Canada

Call: 1-800-267-4257

als.ca

Alzheimer's, Dementia and Related Diseases

Alzheimer Society of York Region

Call: 905-726-3477

alzheimer.ca/york

Arthritis Society

Arthritis Society Canada

Call: 1-800-321-1433

arthritis.ca

Bereavement

Many hospices offer bereavement counselling and volunteer opportunities. See listings of York Region Hospices to find a program near you.

Bereaved Families of Ontario - York Region

Call: 905-898-6265

Email: programs@bfoyr.com

bfoyr.com

Blindness and Vision Impairment

Canadian National Institute for the Blind (CNIB) Helpline

Call: 1-800-563-2642

cnib.ca

Vision Loss Rehabilitation Canada

Call: 1-844-887-8572

visionlossrehab.ca

SUPPORT GROUPS, INFORMATION AND COUNSELLING SERVICES



Cancer

Canadian Breast Cancer Network

Call: 1-800-685-8820

cbcn.ca

Canadian Cancer Society

Call: 1-888-939-3333

cancer.ca

Prostate Cancer Canada Support Groups

Newmarket: 705-717-4771

pcsnewmarket.ca

prostatecanada.ca

Wellspring Cancer Support

Call: 1-877-499-9904

wellspring.ca

Developmental Services

Supports that assist people with developmental disabilities to live independently in the community. Services may include help with residential living, community and family support, adult development programs, and social recreation programs.

Community Living Georgina

Call: 905-722-8947

communitylivinggeorgina.com

Reena

Call: 905-889-6484

reena.org

Community Living York South

Call: 905-884-9110

communitylivingyorksouth.ca

York Support Services Network

Call: 1-866-257-9776

yssn.ca

Diabetes

Carefirst Family Health Team – Diabetes Education Program

Call: 905-695-1140

carefirstontario.ca (Click on "Medical," then
"Diabetes Education Program")

Mackenzie Health Hospital – Diabetes Education Centre

Call: 905-883-2211

mackenziehealth.ca

(Search "Diabetes Education")

Diabetes Canada

Call: 1-800-226-8464

diabetes.ca

Oak Valley Health – Markham Stouffville Hospital – Adult Diabetes Education Centre

Call: 905-472-7527 ext. 1

oakvalleyhealth.ca (Search "Adult Diabetes")



SUPPORT GROUPS, INFORMATION AND COUNSELLING SERVICES

Southlake Health – Diabetes Education Centre

Call: **905-895-4521 ext. 5650**
southlake.ca (Search "Diabetes Education")

Vaughan Community Health Centre – Diabetes Education Program

Call: **905-303-8490 ext. 2**
vaughanchc.com
(Search "Diabetes Education Program")

Hearing

Canadian Hearing Services

For education, tests, equipment sales and counselling:

Call: **1-866-518-0000**
TTY: **1-877-215-9530**
chs.ca

DeafBlind Ontario

Call: **905-853-2862**
Call: **1-855-340-DBOS (3267)**
Email: info@deafblindontario.com
deafblindontario.com

Canadian Hard of Hearing Association

Call: **1-800-263-8068** (In Canada Only)
Email: info@chha.ca
chha.ca

Heart and Stroke

Heart and Stroke Foundation

Call: **1-888-473-4636**
heartandstroke.ca

March of Dimes Canada, After Stroke

Call: **1-888-540-6666**
afterstroke.ca

Mackenzie Health – York Region District Stroke Centre

District Stroke Coordinator:
905-883-1212 ext. 6215
Patient Care Coordinator:
905-883-1212 ext. 3899
mackenziehealth.ca (Search "Stroke Centre")

SUPPORT GROUPS, INFORMATION AND COUNSELLING SERVICES



Kidney Foundation

Ontario Branch

Call: 1-800-387-4474
kidney.ca

Liver Foundation

Call: 1-800-563-5483
liver.ca

Lung Association

Call: 1-888-566-5864
lung.ca

Mental Health

Canadian Mental Health Association York Region and South Simcoe

Call: 905-841-3977
Call: 1-866-345-0183
Email: yorkregion@cmha-yr.on.ca
cmha-yr.on.ca

ConnexOntario

Offers free and confidential information and supports about mental health, gambling and addiction services available in your community.

Call: 1-866-531-2600
connexontario.ca

Hong Fook Mental Health Association

Offers mental health related community programs targeted for seniors of Asian ethnicity.

Call: 416-493-4242
thkma.org

Krasman Centre

Provides peer support-based programs and resources for individuals with lived experiences of mental health, substance use, and housing challenges, as well as their families and friends.

Call: 905-780-0491
Email: info@krasmancentre.com
krasmancentre.com

LOFT Community Services

Provides support to seniors struggling with mental and physical health challenges, substance use, poverty, behavioral challenges and homelessness.

Call: 416-979-1994
Email: info@loftcs.org
loftcs.org



RECREATION, LEISURE AND EDUCATION

Multiple Sclerosis Society

Call: 1-800-268-7582

Email: info@mscanada.ca
mscanada.ca

Osteoporosis

Bone Research and Education Centre

Call: 905-844-5677

Email: info@boneresearch.ca
boneresearch.ca

Osteoporosis Canada

Call: 1-800-463-6842

osteoporosis.ca

Parkinson Society Canada

Call: 1-888-664-1974

parkinson.ca

Smoking Cessation

York Region Public Health

Call: 1-877-464-9675

TTY: 711

york.ca/health/substance-use/quitting-smoking

Smokers' Helpline

Call: 1-866-797-0000

smokershelpline.ca

Ontario Ministry of Health

Call: 811

health811.ontario.ca

Talk Tobacco Indigenous Quit Smoking and Vaping Support

Call: 1-833-998-8255



A Friendly Voice is a free, confidential "warm line" for older adults aged 55 and above living in Ontario and the Atlantic provinces. Call if you are looking to be socially connected, need an empathetic ear and some engaging conversations. Volunteer opportunities are available.

Please note: A Friendly Voice is not a crisis line nor a referral service.

Call: 1-855-892-9992

afriendlyvoice.ca



Substance Use and Addictions Support

Addiction Services for York Region (ASYR)

Offers counselling, case management, nursing, medical and peer support for people affected by substance-use disorders and problem gambling.

Call: **905-841-7007 ext. 322**

Call: **1-800-263-2288**

Email: info@asyr.ca
asyr.ca

Alcoholics Anonymous (AA) - Greater Toronto Area Intergroup

Call: **416-487-5591**

Call: **1-877-404-5591**

Email: info@aatoronto.org
AAToronto.org
aa.org

CAYR Community Connections

Offers services for people seeking support for their drug and substance use.

Call: **905-884-0613**

Call: **1-800-243-7717**

Email: info@cayrcc.org
cayrcc.org

Gamblers Anonymous (GA)

Call: **416-366-7613**

Call: **1-855-222-5542**

gatoronto.ca

Supports for Women

Assaulted Women's Helpline

Call: **1-866-863-0511**

TTY: **1-866-863-7868**

awhl.org

Domestic Abuse and Sexual Assault Care Centre

Call: **905-883-1212**

mackenziehealth.ca

(Search "Domestic Abuse" or "Sexual Assault")

Women's Support Network of York Region

24/7 Crisis Line: **1-800-263-6734**

Email: info@womenssupportnetwork.ca
womenssupportnetwork.ca

Yellow Brick House (Women's Shelter)

Call: **1-800-263-3247**

Email: info@yellowbrickhouse.org
yellowbrickhouse.org

Sandgate (Women's Shelter)

Call: **1-800-661-8294**

Email: info@sandgate.ca
sandgate.ca



TRANSPORTATION

York Region Transit

York Region Transit (YRT) offers local, express and rapid transit bus routes, On-Request, and Mobility On-Request (Paratransit) services throughout York Region.

The YRT website is regularly updated with the most current information about transit services and programs. For trip planning assistance or any other questions:

Call YRT Contact Centre: **1-866-668-3978**

Live Chat:

www.yrt.ca/en/about-us/live-chat.aspx

yrt.ca

yrt.ca/TripPlanner

YRT Mobility On-Request (Paratransit)

Mobility On-Request (Paratransit) is YRT's door-to-door, shared ride, accessible public transit service for people with disabilities. To use this service, you must apply and meet specific eligibility criteria. Eligibility is not based on a particular disability, income level or the availability of accessible public transit in an applicant's area. Please visit yrt.ca/MORApplication for a copy of the application form.

Call: **1-844-727-2663**

TTY: **711**

Fax: **905-762-2110**

Email: mobilityonrequest@york.ca

yrt.ca/MOR

YRT On-Request

On-Request is a ride-sharing service that allows you to request transit when and where you need it, within select service areas. This service is available to everyone within the select service area and no application is required.

Call: **1-844-727-2663**

TTY: **711**

Email: mobilityonrequest@york.ca

yrt.ca/ONRequest



YRT On-Request 65+

YRT's On-Request 65+ service allows people, aged 65 and older to request transportation from their home to any location within five kilometres in York Region.

Call: **1-844-727-2663**

TTY : **711**

Email: mobilityonrequest@york.ca
yrt.ca/ONRequest65

YRT Support Person Card

If you require assistance while travelling because of a permanent or temporary disability, you may be eligible for a Support Person Assistance Card. The card permits a support person to travel on YRT with the eligible customer (cardholder) at no additional cost. Customers with disabilities who travel with a support person on YRT must apply for the Support Person Assistance Card.

Call: **1-844-727-2663**

yrt.ca/SupportPersonCard

YRT myRide Travel Training

myRide Travel Training Program is for customers of all ages and abilities who need additional knowledge and skills in order to use YRT independently.

Call: **1-877-464-9675 ext. 75867**

Email: myride@york.ca
yrt.ca/myRide

Carefirst Seniors & Community Services Association

Provides comfortable and affordable drives, for seniors and persons in need living in southern York Region, to medical appointments, social activities/outings, adult day programs, grocery and mall shopping. Wheelchair accessible van is available.

Call: **416-847-0276**

Email: info@carefirstontario.ca
carefirstontario.ca/services/transportation



TRANSPORTATION

CHATS – Community & Home Assistance to Seniors

Transportation program provides local and long-distance drives to medical appointments, Adult Day Programs, grocery shopping, personal errands and social outings. A wheelchair accessible van is available in South Simcoe.

Call: **1-877-452-4287**

Email: seniorshelp@chats.on.ca

chats.on.ca/transportation-services

Routes Connecting Communities

Services are provided to residents of York Region who cannot, because of their financial, physical or mental challenges, travel by conventional transit or taxi. Eligibility for our services will be assessed during intake.

Call: **905-722-4616**

Email: info@routescc.org

routescc.org

Accessible Parking Permits

Call your local Service Ontario Office to obtain forms and information regarding accessible parking permits.

ontario.ca

(Search "Accessible Parking Permits")

Aurora

Call: **905-727-4815**

Richmond Hill

Call: **905-770-3691**

Stouffville

Call: **905-640-8065**



Connecting Seniors to Supports and Services

The information below provides a quick reference to helpful resources available about supports, programs and services for seniors and caregivers.

York Region

York Region is committed to creating strong, caring, safe communities that are welcoming, inclusive and resilient. For information on programs and services:

Call: **1-877-464-9675**

TTY: **711**

york.ca

york.ca/Seniors

211 Central

A free 24/7 helpline that quickly and confidentially connects people to non-emergency community programs and social services in their areas. Service is available in more than 150 languages upon request.

Call: **211** (No area code required)

211central.ca

Ontario Government: Guide to Programs and Services for Seniors

This provincial guide is a resource for programs and services available to Ontario's seniors that can help them stay safe and healthy, active and engaged.

Call: **1-888-910-1999** - Seniors' INFOLine

TTY: **1-800-387-5559**

Email: infoseniors@ontario.ca

ontario.ca (Search "A guide to programs and services for seniors")

Ontario Health atHome

Ontario Health atHome coordinates local in-home and community-based care, long-term care placement for those eligible for these services and help finding other supports in the community.

Call: **310-2222** (No area code required)

Call: **1-888-470-2222**

TTY: **711**

ontariohealthathome.ca



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York Region Seniors Strategy Team also thanks City of Toronto, Region of Halton and Region of Durham for the inspiration found in their directories and guides for seniors and caregivers – providing additional resources for York Region seniors and caregivers to draw upon.



TELL US WHAT YOU THINK

We welcome your feedback and suggestions for future updates. Tell us what information you found most helpful or other suggestions for our next edition. Please reach out by email: **PlanforSeniors@york.ca**.

CONTACT US

1-877-464-9675
TTY: 711

york.ca/Seniors

