



RESOURCE GUIDE for **SENIORS & CAREGIVERS**

**St. Augustine's Church, Dundas
Compassionate Care Ministry**

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comments to Tony Kerigan**

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Many thanks to the other members of the committee,
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1.0 Community Services

1.1 TRANSPORTATION-

Services may be modified due to COVID lockdown

Canadian Red Cross

Volunteer drivers will bring you to medical appointments.

Inquire re subsidized cost.

905-522-8485

VON

Call for rides to medical appointments.

Inquire re subsidized cost.

905-522-0053

Dundas Community Services

Volunteer drivers will escort people to and from medical appointments.

There is a fee. To register e-mail Mairi

at mhouriga@hamilton.ca or call 905-627-5461

Canadian Cancer Society

Volunteer Drivers. Onetime registration fee. Assistance available if you cannot afford fee. Volunteer drives to treatments.

Also helps with wigs, information, peer support and smoker helpline.

905-575-9220

DARTS/taxi scripts: Accessible Transit Hamilton

Payment is now made through a Presto card www.dartstransit.com

Eligibility is based on a person's functional abilities

(physical, cognitive, and sensory).

The Taxi Scripts program provides discounted rates for taxis.

A person must register with Accessible Transportation Services

905-529-1212

ONTARIO MARCH OF DIMES

(HVMP) Home & Vehicle Modification Program

www.marchofdimes.ca

To apply: Call toll-free number and ask for an Applicant Assessment Form.

Eligibility: You must have an ongoing or recurring disability/impairment that is anticipated to last more than one year.

1-877-369-4867

Community Services cont'd

1.2 EQUIPMENT RESOURCES

Cancer Assistance Program

No charge loans of medical equipment for people with cancer.

Accept donations of equipment.

905-383-9797

Safety at Home Program (St. Joseph's Home Care)

Free home assessments. Focus on falls prevention

call to clarify service guidelines during COVID

905-522-6887 ext. 2237

City of Hamilton Special Supports

Funding for assistive devices, medical equipment, day programs, diabetic supplies and orthotics for people who receive Ontario Works, ODSP or who have low incomes.

Monday to Friday 8:30am-4:30pm

905-546-2590

2.0 Health and Wellness Services

2.1 GROCERIES AND MEALS

Meals on Wheels through Dundas Community Services

Hot and frozen meals available

905-627-5461

2 King Street West Unit 3A, Dundas, ON L9H 6Z1

Society of St Vincent de Paul – Dundas

Refer through St Augustine's Parish

Visit and delivery of food vouchers for urgent need

905-628-2880.

Heart to Home Meals

Frozen meals delivered to the door weekly

1-866-933-1516

Dundas Community Services “Good Food Box”

Prepared boxes of fruit and vegetables to seniors on a fixed income in Dundas

905-627-5461

Monday to Friday 9:00am-5:00pm

Grocer Ease (A program of Banyan Community Services)

Grocery shopping service available to seniors and individuals with disabilities who are unable to get out and obtain own groceries.

Please note there is a cost associated with this service and one day's notice is requested.

905-545-1175

Monday to Friday 8:30am-4:30pm

Salvation Army Food Bank (King Street)

905-627-0572

Monday to Thursday 9:30am-11:00am and 1:30pm-3:00pm

50 King West Street, Dundas

Picone Fine Foods

Groceries can be pre-ordered for curbside pickup or delivery

905-628-8642

34 King Street West, Dundas

Health and Wellness Services cont'd

Metro Home Grocery delivery – order online

<http://www.metro.ca/en/online-grocery/how-it-works>

Fortinos

Groceries can be preordered online for pickup or delivery

905-308-9045

1579 Main St West, Hamilton ON

Fiddes Wholesale Produce

Drive by pick up for a box of preselected fruit and vegetables

905-570-7900

60 Ewan Road, Hamilton ON

2.2 ADULT DAY PROGRAMS

Adult Day Services

Provides a day out for older adults with disabilities and adults who have difficulty participating in their usual social and recreational activities.

Cost to attend. Subsidies available based on need.

Adult Day Services provide a hot meal, refreshments, medication reminders and personal care.

St. Joseph's Villa: Accept self-referrals (for all seniors)

Goldie's Place at Shalom Village: (for all seniors)

Seniors Activation Program (SAM): Waterdown and Hamilton.

SAM offers supportive Aphasia groups.

VON Adult Day Care Centre: dementia care and overnight respite

Meadowlands Day Program: dementia care

Call Home and Community Care Support Services

905-523-8600 to register.

Services are modified due to COVID .

Please call for virtual supports.

Health and Wellness Services cont'd

2.3 FOOT CARE- May be Modified during COVID.

St. Joseph's Villa

2nd Friday of each month
905-627-3541 ext. 2248

At Your Feet

Offers in home foot care services.
905-575-6539

Compass Community Health

Funded Foot Care for persons with diabetes.
905-523-0090

St Elizabeth Health Care

Foot care in your home – private fee
1-888-275-2299

Pauline Smith, Chiroprapist

905-628-5118
38 King St West, Dundas

2.4 RESPITE CARE- *May not be available during COVID lockdown*

St. Joseph's Villa Dundas

Assessments and applications through LHIN Homecare
905-523-8600

VON Overnight Respite Program (Hamilton)

Call to book or for information about caregiver support services.
Also offers in home respite services, support and counselling.
There is a cost for overnight programs.
905-529-0700

Health and Wellness Services cont'd

2.5 NURSING CARE AND SUPPORT SERVICES

The agencies listed in this section are a limited sample of available companies providing services. For a more complete listing, call 211 for more detailed information. Please call the agency for more information.

HNHB Home and Community Support Services (formerly LHIN or CCAC) (Hamilton Office)

www.lhins.on.ca

Office Hours: 8:30am-8:30pm

The HNHB Home and Community Support provides access to health care and community support services to make it easier for people of all ages to receive health care in the appropriate setting.

Referral can be made by patient, caregiver or family doctor.

905-523-8600

EXAMPLES OF AGENCIES CAN BE HIRED PRIVATELY:

Bayshore Home Health Care

905.544.8282 or 1.866.521.8411

www.bayshore.ca

Paramed Home Health Services

905-318-8522 or 1-800-815-6396

www.paramed.com

St. Joseph's Home Care

Community Support Service

Provides nursing foot care and personal care support services.

905-522-6887

www.stjosephshomecare.ca

We Care Home Health Services

905-507-2273 or 1-877-853-1195

(After Hours) 905-545-2273

www.wecare.ca

VON Hamilton

Visiting, nursing and in-home foot care

905-529-0700

www.vonhamilton.ca

Health and Wellness Services cont'd

2.6 HOMEMAKING CARE SERVICES

The agencies listed in this section are a sample of organizations providing services such as housekeeping, meal preparation and home maintenance.

St. Elizabeth SE HEALTH

Hands on support with chores, meal preparation
1-866-257-2299. Email: info@sehc.com
www.sehc.com

Seniors for Seniors

1-844-422-7399
www.seniorsforseniors.ca
Monday to Thursday 9:00am-4:30pm, Friday 9:00am-4:00pm
20 Hughson Street South Suite 503, Hamilton, Ontario, L8N 2A1

We Care Home Health Services

1-866-729-3227
www.wecare.ca
580 Kennedy Road, Mississauga, Ontario, L4L 2A9

Senior Homecare by Angels

24 hours service. Areas Served: Halton, Hamilton and Waterdown.
Eligible: 18 years of age and older.
www.seniorhomecarebyangels.com
1- 800-747- 9500

Hamilton Community Services Department - Helping Hands

Provides assistance with outside maintenance including snow shoveling and lawn care. To apply:
Call or email office.
905-546-3057 Email: helpinghands@hamilton.ca
www.hamilton.ca/socialservices
191 Main Street, Hamilton, Ontario, L8P 4S2

Health and Wellness Services cont'd

St. Joseph's Home Care Community Support Service

A number of services are provided in addition to personal care services to help maintain independent living. Home maintenance is available at discounted rates. Home maintenance/repair services include: (minor) plumbing, electrical, carpentry, cleaning; organizing closets, basements, garages; snow removal; lawn care; shrub trimming/gardening; washing & removing/installing storm windows.

905-522-6887

www.stjosephshomecare.ca

1550 Upper James Street, Hamilton, Ontario, L9B 2L6

2.7 GRIEF SUPPORT – All programs virtual during Covid

Palliative Care Shared Care Outreach Team

Support for bereaved caregivers of patients cared for by team

905-308-8410 ext. 3284

Bob Kemp Supportive Care

For individuals and families experiencing loss.

905-387-2448

The Cattel Centre

Weekly support groups for grief and bereavement.

905-628-6412

45 Main Street, Dundas, ON

www.turnerfamilyfuneralhome.ca/support-services

Diocesan Family Ministry Grief Relief Program

Runs twice a year

905-528-7988 ext. 2250

2.8 PALLIATIVE CARE

HOSPICE

Emmanuel House Residential Hospice

Call for information and visits.

905-308-8401 ext. 3222

Bob Kemp Center for Hospice Palliative Care

905-387-2448

Health and Wellness Services cont'd

COMMUNITY

Palliative Care Shared Care Outreach Team

The Shared Care team offers in home palliative care services, in collaboration with the family physician, to individuals with advanced progressive illness, and their families, working with them to provide care that is appropriate and timely to their personal goals of care
905-308-8401 ext. 3284

Bob Kemp Hospice Circle of Friends and Bob Kemp Palliative Respite Day Program

905-387-2448

VON Hamilton

Volunteer visitors for caregiver support.
905-522-0053

Compassionate Care Benefits for Caregivers

Benefits for caregivers providing care for terminally ill family members.

www.canada.ca/en/services/benefits/ei/caregiving

Cancer Assistance Program

Provides equipment, transportation and information.
905-383-9797

Wellwood Centre

Provides information, support and advocacy.
905-667-8870

2.9 SUPPORT AGENCIES- *most services currently online or by phone*

Alzheimer Society - First Link

Comprehensive and support groups for care givers of people with any form of dementia. Volunteer visiting.

www.alzhn.ca

905-529-7030

Multiple Sclerosis Society

Support groups and information about services.

905-527-7874

Health and Wellness Services cont'd

Parkinson's Society

Support groups for people with Parkinson's.
1-800-565-3000 ext. 3372

Canadian Cancer Society

Resources, information and support for people with cancer
and their caregivers.
1-888-939-3333

Wellwood

Support programs for people with cancer and their families.
905-667-8872

CNIB

Vision loss rehab services: Resources and support for people who
have vision loss affecting daily living, work, play and technology use.
1-800-563-2642

Canadian Hearing Society

Resources and support to enhance the independence of individuals
with a hearing impairment.
1-866-518-0000
21 Hunter Street East, Hamilton

2.10 HEALTH RESOURCES

St Joseph's Villa

(Incontinence Clinic, Dental, Hearing, Foot Care)
905-627-3542 ext. 2248

Public Health Dental Clinic

905-546-2424 ext. 3789

www.ontario.ca/page/dental-care-low-income-seniors

MedsCheck Pharmacy Program

A free annual review of medications in person or in your home by
your pharmacist for patients who cannot go out.
To learn more about MedsCheck talk to your Pharmacist or
contact ServiceOntario, INFOline 1-866-255-6701

Health and Wellness Services cont'd

Veterans Independence Program

Department of Veteran's Affairs

Email: information@vac-acc.gc.ca

www.veterans.gc.ca

Helps qualified veterans, still serving Canadian Forces, disability pensioners to remain healthy and independent. May receive funds for personal care, home modifications, care and support by health professionals, housekeeping and grounds maintenance.

1-866-522-2122

Behavioral Supports Ontario

For older adults struggling with dementia or responsive behaviours.

Referrals can also be made through COAST.

905-972-8338

Information about Long Term Care (Nursing Homes)

For information about the process and/or to start an application, call Home and Community Support Services

905-523-8600

2.11 Free Technical Support for Phone and Computers

Cyber Seniors – Connecting Generations

This organization links seniors to one-on-one telephone support for help with computer and online use for up to 45 minutes at a time.

1-844-217-3057

www.cyberseniors.org

Tech Serve

Trained Volunteers sign up to help older adults with their technology problems. Selected volunteers undergo screening and training.

Simply fill out a form or call and the team will help you promptly.

1-888-418-4771

www.techserveto.com

3.0 Recreation & Leisure

3.1 DUNDAS and HAMILTON – *may be on Hold during COVID*

Dundas Rotary Cattel Seniors Centre

on HOLD during COVID

905-627-0445

Lions Memorial Community Centre

10 Market Street South, Dundas, ON L9H 5G4

Dundas Lions Memorial Community Centre and Recreation Program

on HOLD during COVID

905-546-2424 ext. 1395

Email: vmercuri@hamilton.ca

www.hamilton.ca/rec

The Old Armory Boulevard

10 Market Street South, Dundas, Ontario, L9H 5G4

The Georgian, Bertram Place, Dundas Retirement Home

on HOLD during COVID

Free Exercise classes are available (publicly funded).

Katherine Rankin 905-768-4488

SIM (Seniors in Motion) GYM

on HOLD during COVID

At St. Joseph's Villa for seniors who are 50 plus

905-627-3541 ext. 2109

The City of Hamilton Recreation Center

Seniors Center Without Walls

Free Programs can be accessed by phone or computer.

Multiple programs offered Monday through Friday

905-973-0891 Email: scww@hamilton.ca

The Hamilton YWCA

Offers classes Mon thru Saturday by Zoom

905-522-9922

www.ywcahamilton.org

To register please contact:

Marnie Warman, Manager of Health and Wellness

Email: mwarman@ywcahamilton.org

View monthly schedule:

www.ywcahamilton.org/program-schedules

Recreation & Leisure cont'd

3.2 GREENSVILLE

Greensville Seniors Club

on HOLD during COVID

905-628-8429

Old Fire Hall, Old Brock Road, Greensville, ON L9H 6A9

3.3 HAMILTON / ANCASTER

Club Fitness Center at Shalom Village

For seniors aged 70 plus

on HOLD during COVID

905-529-1613 ext. 220

Ancaster Seniors Achievement Center

on HOLD during COVID

905-648-3466 ext. 662

Alberton Road South, Ancaster

PACE Program at McMaster:

Physical Activity Center of Excellence

offering online exercise programs

Phone: 905-525-9140 ext. 27223

Email: pacesm@mcmaster.ca

3.4 FREELTON

Freelton Seniors Citizens Club

on HOLD during COVID

905-627-7803

Freelton United Church

155 Freelton Road, Freelton, ON L0R 1K0

Recreation & Leisure cont'd

3.5 Friendly Visiting by Phone for Individuals at Risk of Isolation

St Augustine's Catholic Church Compassionate Care Program
for St Augustine's faith community
call Karen Kiely – 905-628-2880

Dundas Community Services
Friendly Visiting telephone support
905-627-5461

Catholic Family Services
Outreach by phone for isolated individuals at risk
905-527-3823 ext. 279
www.cfshw.com/senior-volunteer-opportunities

The Hamilton Public Library
The Hamilton Public Library has a Virtual Branch with all kinds of programs, services and activities happening.

- **Young at Heart & Seniors Without Walls Series**
Program by telephone
- **Friendly Calling Program**
- **Bookmobile**
Scheduled weekly stops.
Books delivered by mail for those who can't get out
905-546-3200 to talk with Hamilton Public Library staff
www.hpl.ca/events

4.0 Financial and Legal Services

4.1 FINANCIAL ADVICE

Dundas Community Services

Income Tax and GIS Clinic for Dundas residents on limited or fixed income. GIS forms are prepared when submitted. Appointment is necessary.

For Dundas residents on low or fixed income*.

*Clients with dependents, including a spouse or equivalent, must have a gross household income below \$35,000.

905-627-5461

www.dundascommunityservices.on.ca

Social Research Planning Council

Free Income Tax Hamilton Tax Help - Clinic for Low Income Seniors

365-366-1767

Facebook: Hamilton Tax Help

Catholic Family Services Walk-in Credit Counselling Clinic

CFS offers a walk-in credit counselling clinic every Wednesday afternoon.

The Walk-In Credit Counselling Clinic provides drop-in support for immediate financial solutions. Virtual services may be available

905-527-3823

Wednesday 2:00pm-6:30pm

447 Main Street East Unit 201, Hamilton, ON L8N 1K1

4.2 LEGAL ASSISTANCE

Law Help Ontario

Law Help Ontario is a project of Pro Bono Law Ontario that provides pro bono legal services to people who cannot afford to hire a lawyer and are unrepresented in a legal matter.

1-855-255-7256

www.lawhelpontario.org

Legal Aid Ontario

To apply: Call directly for appointment, must apply in person. Eligibility: Low income individuals and disadvantaged communities.

1-800-668-8258

www.legalaid.on.ca

Financial and Legal Services cont'd

Hamilton Community Legal Clinics

Legal services to low-income residents of Hamilton.

905-527-4572

100 Main Street East Suite 203 (2nd Floor), Hamilton, ON L8N 3W4

www.hamiltonjustice.ca

Power of Attorney Kits

905-546-8300

119 King Street West (9th Floor), Hamilton, Ontario, L8P 4Y7

www.attorneygeneral.jus.gov.on.ca

Follow link to Public Guardian and Trustee

Speak Up Ontario

Excellent resources on advance care planning for future health care choices

www.speakupontario.ca

5.0 Crisis Intervention

COAST: 24-Hour Hamilton Crisis Line

The COAST team will respond to crisis calls when people are experiencing a mental health crisis 24/7.

They also help to find resources.

905-972-8338

www.coasthamilton.ca/?page_id=85

Catholic Family Services of Hamilton

A wide range of resources to enable seniors, especially those at risk, to remain independent and safe in the community. Further information and help can be obtained by contacting Catholic Family Services or accessing their website.

905-527-3823 or 1-877-527-3823

447 Main Street East Unit 201, Hamilton, ON L8N 1K1

www.cfshw.com

Housing Outreach Preventing Eviction of Seniors (HOPES), St. Matthew's House Program

Supports seniors experiencing housing insecurity during this time.

905-523-5546 ext. 243 or visit

www.stmatthewshouse.ca/services-programs/seniors-support

Good Shepherd Housing - Good Shepherd Square

Offers rental units at 20% below the average market rental costs.

To apply for housing please download the application form

[Good-Shepherd-Square-Housing-Application.pdf](#)

and fax it to 905.525.2366

or mail to:

Good Shepherd Non-Profit Homes

15 Ray Street, Box A1

Hamilton ON L8R 2X5

Seniors' Support Office Seniors Support Officer/Hamilton Police

Seniors Support Officers address issues of abuse of older people both financial and interpersonal in a coordinated community response.

905-540-5351

155 King William Street, Hamilton

www.hamiltonpolice.on.ca/HPS/Seniors/SeniorsSupportOffice

Crisis Intervention cont'd

City of Hamilton - Public Health Services for people struggling with Alcohol, Drug & Gambling

Services provided by phone or video-conferencing.

In-person appointments are available, on a limited basis.

905.546.3606

21 Hunter Street East (3rd Floor), Hamilton, ON

Safe place to talk where you won't be judged.

OWL- Older Wiser Lifestyle for those who want to cut back on drinking

Provide counselling and treatment programs.

Call to make an appointment.

Offers information to individuals, family members and friends about where to find help.

They are particularly helpful with people who may be isolated and reluctant to utilize help and who have few supports.

Provide counselling and treatment programs for help with difficult situations such as gambling, neglect and debt reduction.

6.0 Information Resources

Dundas Community Services

Supports individuals, families, seniors and people with disabilities through a wide range of programs, services and information.

905-627-5461

2 King Street West, Dundas, Ontario

www.dundascommunityservices.on.ca

211 – Information Specialists

www.211Ontario.ca

Open 24/7, speak to a real person- a helpline and online database of Ontario's community, health, government and social services.

The Red Book of Hamilton

redbook.hpl.ca Extensive Directory of community services maintained and updated by Hamilton Public Library

Ontario Community Support Association has a website to help find support during COVID-19. Helping isolated, low-income seniors and people with disabilities and chronic medical conditions across Ontario get meals, groceries, medicine and other essentials to stay safe at home during COVID-19.

www.ontariocommunitysupport.ca

HNHB Home and Community Care (Hamilton Branch)

Provide health-care services and resources to support you at home, at school or in the community.

905-523-8600

www.healthcareathome.ca/hnhb

Telehealth Ontario

Free Access to a Registered Nurse by phone

24 Hours a day, 7 days a week.

1-866-797-0000

Health Services for Hamilton Niagara Haldimand Brant

www.hnhbhealthline.ca

Information about health topics, care options and services for Hamilton.

Information Resources cont'd

Health Care Connect

Helps Ontarians who are without a family doctor, find one.

Call or go online to

www.ontario.ca/healthcareconnect

to register with the program

Information Kiosks

may be on HOLD during COVID

Touch screen information kiosks located at the Dundas Library and Dundas Community Centre.

On-line access services for Dundas residents over 55.

Friends of St. John the Caregiver

Great supportive advice for all caregivers

www.FSJC.org

McMaster Optimal Aging Portal

Website provides evidence-based updates on healthy aging

www.mcmasteroptimalaging.org