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## SENIORS SCENE

Your key to community organizations  
and government services of special interest  
to seniors in London and Middlesex County

London Office call (519) 473-2222

356 Oxford St. W., London, ON N6H 1T3

Toll Free: 1-800-811-5146, TTY: (519) 473-9626, TTY Toll Free: 1-800-811-5147

Strathroy Office call (519) 245-3233

395 Carrie St., Suite 311, Strathroy, ON N7G 3C9. Toll Free: 1-800-265-6235



Community Care Access Centre

Centre d'accès aux soins communautaires

London - Middlesex

# ABOUT SENIORS SCENE

Seniors Scene is a starting point for anyone requiring information on community and government services of special interest to seniors. Most of the services described are provided without charge, or at low or geared-to-income rates. They may be offered in the home, community or institutional setting.

The services listed in Seniors Scene are arranged by topic. The Table of Contents displays the main topics. The Index at the back of the book can be used to find a specific topic or service. Telephone numbers with a "TTY" (teletype machine) beside them serve persons with a hearing impairment.

Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement.

If you have any questions about Seniors Scene, or would like additional information on the services listed, please call or visit the:

**Community Care Access Centre**      **473-2222**  
**of London and Middlesex**      **1-800-811-5146**  
356 Oxford St W      **(TTY) 473-9626**  
London, ON N6H 1 T3      **1-800-811-5147**  
  
395 Carrie St, Ste 311      **245-3233**  
Strathroy, ON N7G 3C9      **1-800-265-6235**

[www.ccaclm.on.ca](http://www.ccaclm.on.ca)

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## Information and Access to Community Health Services and Long-Term Care Facilities

The CCAC provides information on community resources, access to health care in the home for people of all ages and placement coordination services for admission to long-term care facilities.

One telephone call connects you to professional staff who provide access to services including:

- Case Management
- Nursing
- Physiotherapy
- Occupational Therapy
- Nutrition Counselling
- Social Work
- Personal Care Support
- Dressing Supplies
- Placement Coordination Services
- Ontario Drug Benefits

### Call or visit:

#### LONDON RESIDENTS:

356 Oxford Street West, London, ON N6H 1T3  
(519) 473-2222 • 1-800-811-5146 • Fax (519) 472-4045  
TTY (519) 473-9626 • 1-800-811-5147

#### MIDDLESEX RESIDENTS:

395 Carrie Street, Suite 311, Strathroy, ON N7G 3C9  
(519) 245-3233 • 1-800-265-6235  
TTY (519) 473-9626 • 1-800-811-5147

[www.ccaclm.on.ca](http://www.ccaclm.on.ca)

## — Care Assessment and Placement —

COMMUNITY CARE ACCESS CENTRE OF LONDON AND MIDDLESEX  
356 Oxford St W, London (London) 473-2222, 1-800-811-5146  
(TTY) 473-9626, 1-800-811-5147

395 Carrie St, Ste 311, Strathroy (Strathroy) 245-3233,  
1-800-265-6235

[www.ccaclm.on.ca](http://www.ccaclm.on.ca)

Simplified access to and care coordination of community health and support services for the elderly, people with disabilities and those with serious health problems of all ages. Either direct application or referrals from family physicians, hospitals, long-term care homes and other health agencies are accepted. Most care service fees are covered by the Ontario Ministry of Health and Long-Term Care.

### Information and Referral

Information on and referral to community health and support services that assist with independence, recovery and/or maintenance of health.

### Home Support Services

Health care services on a visiting basis in the home or residential facility. This may include nursing, physiotherapy, occupational therapy, speech therapy, social work, nutrition counselling, in-home respite care, personal support and homemaking. Support services may include Ontario Drug Benefits, dressings, transportation and equipment rental. An assessment is completed and an individual care plan developed for those who are eligible to receive CCAC services. Eligibility is based on level of care needed.

### Placement Services

This service maintains a central registry and waiting lists, makes application and authorizes admission to long-term care homes in London and Middlesex. The service also helps people to find short-term accommodation for respite or short stays.

## — Housing and Residential —

### LONG-TERM CARE HOMES

*When individuals can no longer cope with the demands of living in their own homes, and community-based support services can no longer meet*

their needs, placement may be made in a long-term care home. Formerly known as nursing homes and homes for the aged, these residences are for people who require daily supervision and nursing care. Basic services such as meals, housekeeping and laundry are included. The resident pays a flat daily rate for accommodation, and the government pays a portion of the nursing care and supportive services.

Admission to long-term care homes is made through the **Community Care Access Centre of London and Middlesex (see page 1)**. Additional information about long-term care homes is available through the following provincial government programs:

#### ONTARIO MINISTRY OF HEALTH AND LONG-TERM CARE

**Long-Term Care Action Line** 1-866-434-0144

Toll-free line provides information and handles complaints.

#### Public Reporting on Long-Term Care Homes

[www.ltcfacilities.net/publicreporting](http://www.ltcfacilities.net/publicreporting)

Website provides information about individual homes and their records of care.

**BABCOCK COMMUNITY CARE CENTRE** 693-4415  
196 Wellington St, Wardsville [www.babcockonline.com](http://www.babcockonline.com)

**CHATEAU GARDENS LONDON** 434-2727  
2000 Blackwater Rd, London [www.chateaugardens.com](http://www.chateaugardens.com)

**CHATEAU GARDENS PARKHILL** 294-6342  
250 Tain St, Parkhill [www.chateaugardens.com](http://www.chateaugardens.com)

**CHELSEY PARK OXFORD** 432-1855  
310 Oxford St W, London [www.chelseypark.com](http://www.chelseypark.com)

**COUNTRY TERRACE NURSING HOME** 657-2955  
10072 Oxbow Dr, Komoka [www.countryterrace.ca](http://www.countryterrace.ca)

**CRAIGWIEL GARDENS,  
CRAIGHOLME NURSING HOME** 293-3215  
221 Main St E, Ailsa Craig [www.craigwielgardens.on.ca](http://www.craigwielgardens.on.ca)

**DEARNESS HOME** 661-0400  
710 Southdale Rd E, London [www.london.ca](http://www.london.ca)

**ELMWOOD PLACE NURSING HOME AND LODGE** 433-7259  
46 Elmwood Pl W, London [www.cplcanada.com](http://www.cplcanada.com)

**EXTENDICARE LONDON** 433-6658  
860 Waterloo St, London [www.extendicare.com](http://www.extendicare.com)

**KENSINGTON VILLAGE NURSING CARE HOME** 455-3910  
1340 Huron St, London [www.kensingtonvillage.org](http://www.kensingtonvillage.org)

**LONGWORTH LONG-TERM CARE** 472-6424  
590 Longworth Rd, London [www.longworthcare.com](http://www.longworthcare.com)

**McCORMICK HOME** 432-2648  
230 Victoria St, London [www.mccormickhome.on.ca](http://www.mccormickhome.on.ca)

**MEADOW PARK CARE CENTRE** 686-0484  
1210 Southdale Rd E, London

**MIDDLESEX TERRACE** 652-3483  
2094 Gideon Dr, Delaware [www.middlesexterrace.ca](http://www.middlesexterrace.ca)

**MOUNT HOPE CENTRE FOR LONG-TERM CARE** 646-6100  
St Joseph's Health Care London [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)  
21 Grosvenor St, London

**SPRUCEDALE CARE CENTRE** 245-2808  
96 Kittridge Ave, Strathroy [www.sprucedale.ca](http://www.sprucedale.ca)

**STRATHMERE LODGE, HOME FOR THE AGED** 245-2520  
3230 Napperton Dr, Strathroy

**VERSA CARE CENTRE, LAMBETH** 472-1270  
848 Gideon Dr, London [www.cplcanada.com](http://www.cplcanada.com)

## SHORT STAY PROGRAMS AND TEMPORARY CARE

*Temporary supportive care in a facility setting is available to seniors living in the community during convalescence from illness or surgery, or whose caregiver needs relief for a period of time, such as when on vacation. See **Apartments with Supports** for additional respite care and **Home Support** for community-based respite care.*

*Long-term care homes offer **short stay programs** where the length of stay can vary up to a maximum of 90 days per year. The client pays a nominal fee to cover the cost of the room and meals, and the government covers the cost of the nursing care. Admission to these short stay programs is made through the **Community Care Access Centre of London and Middlesex (see page 1)**.*

**Chelsey Park Nursing Home** 432-1855

**Country Terrace Nursing Home** 657-2955

Craigholme Nursing Home	293-3215
Dearness Home	661-0400
Extendicare London	433-6658
McCormick Home	432-2648
Meadow Park	686-0484
Middlesex Terrace	652-3483
Mount Hope Centre for Long-Term Care	646-6100
Strathmere Lodge	245-2520
Versa Care Centre, Lambeth	472-1270

**HOSPITAL RESPITE CARE**, this program can be accessed through a social worker at the hospital.

**Parkwood Hospital** 685-4292 ext 42374

**PRIVATE RESPITE CARE**, where the client pays the full cost, is available in retirement homes and a few long-term care homes. Apply directly by telephone.

Ashwood Manor	652-9006
Cedarmere Manor	681-5647
Central Park Lodge	434-4544
Chelsey Park Retirement Community	432-1845
Country Terrace Nursing Home	657-2955
Countryside Manor	666-1873
Grand Wood Park	432-1162
Highview	657-4468
Kensington Village	455-3910
Longworth Retirement Residence	472-1115
Maple Village for Seniors	451-8411
Meadow Park Retirement Lodge	686-0484
Meadowcroft Place Retirement Home	641-6330
Queens Village for Seniors	433-4066
Tender Loving Care Home	652-2646
Trafalgar Terrace Retirement Home	672-9000
Waverley Mansion Retirement Community	667-1381

## RETIREMENT AND RESIDENTIAL HOMES

*These residences offer congregate living with varying levels of nursing care and supportive services. For example, a nurse may be available to help with medications and in case of emergency. Meals and other amenities are provided and residents generally pay the full cost. In certain situations subsidies may be available or costs may be covered through private insurance plans.*

<b>ASHWOOD MANOR</b> 79 David St, London	<b>652-9006</b> www.ashwoodmanor.com
<b>CEDARMERE MANOR</b> 2753 Dingman Dr, London	<b>681-5647</b> www.cedarmere.com
<b>CENTRAL PARK LODGE</b> 279 Horton St, London	<b>434-4544</b> www.centralparklodges.com
<b>CHELSEY PARK RETIREMENT COMMUNITY</b> 312 Oxford St W, London	<b>432-1845</b> www.chelseypark.com
<b>COUNTRYSIDE MANOR</b> 24264 Coldstream Rd, Ilderton	<b>666-1873</b>
<b>ELMWOOD PLACE RETIREMENT COMMUNITY</b> 46 Elmwood Pl W, London	<b>433-7259</b> www.cplcanada.com
<b>GRAND WOOD PARK</b> 81 Grand Ave, London	<b>432-1162</b> www.grandwoodpark.ca
<b>HIGHVIEW</b> 35 Capulet Ln, London A secure residential facility for individuals with Alzheimer Disease.	<b>657-4468</b>
<b>KENSINGTON VILLAGE</b> 1340 Huron St, London	<b>455-2001</b> www.kensingtonvillage.org
<b>LONGWORTH RETIREMENT RESIDENCE</b> 600 Longworth Rd, London	<b>472-1115</b> www.longworthcare.com
<b>MAPLE VILLAGE FOR SENIORS</b> 722 Hamilton Rd, London	<b>451-8411</b> www.maplevillage.com
<b>MEADOW PARK RETIREMENT LODGE</b> 1210 Southdale Rd E, London	<b>686-0484</b>
<b>MEADOWCROFT PLACE</b> 760 Horizon Dr, London	<b>641-6330</b> www.cplcanada.com

<b>MOUNT BRYDGES REST HOME</b> 22417 Adelaide Rd, Mt Brydges	<b>264-1012</b>
<b>RESTVIEW RETIREMENT HOME</b> 139 Main St, Lucan	<b>227-6767</b>
<b>TENDER LOVING CARE HOME</b> 11470 Miller Rd, Delaware	<b>652-2646</b>
<b>TRAFALGAR TERRACE RETIREMENT HOME</b> 96 Ridout St S, London	<b>672-9000</b>
<b>WAVERLEY MANSION RETIREMENT COMMUNITY</b> 10 Grand Ave, London	<b>667-1381</b> www.diversicare.ca

<b>GRAND WOOD PARK</b> 81 Grand Ave, London	<b>432-1162</b> www.grandwoodpark.ca
<b>GRANITE HOUSE</b> 311 Central Ave, London	<b>432-8200</b> www.snr.on.ca
<b>INSPIRIT RESIDENCES</b> 81 Baseline Rd W, London	<b>675-0500</b> www.inspiritresidences.com
<b>MASONVILLE MANOR</b> 350 North Centre Rd, London	<b>663-0220</b>
<b>TRINITY PLACE</b> 570 Gainsborough Rd, London	<b>657-4214</b>

## SUPPORTIVE HOUSING

*Supportive housing units offer safe and independent living in a flexible care environment to seniors and adults with special needs. Essential personal support services are available on a 24 hour basis, and may include homemaking, help with bathing and grooming, recreational programs, meal preparation, etc. Rent subsidy may be available and fees for care services may apply.*

<b>CHESHIRE HOMES OF LONDON INC</b> 50 King St, 3rd Fl, London	<b>439-4246</b> <b>1-800-265-4758</b> www.cheshirelondon.ca
<b>FOUR COUNTIES COMMUNITY VILLA</b> 1888 Concession Rd, Newbury	<b>693-7111 ext 478</b> www.mhalliance.on.ca
<b>TRINITY PLACE</b> 570 Gainsborough Rd, London	<b>657-4214</b>
<b>VICTORIAN ORDER OF NURSES</b> <b>Supportive Housing</b> 202 McNay St and 85 Walnut St, London	<b>455-1422</b> www.von.ca

## APARTMENTS WITH SUPPORTS

*These apartments provide a variety of supports such as meals, 24 hour emergency response system, housekeeping, social programs and other services to make life easier for seniors.*

<b>CHELSEY PARK RETIREMENT COMMUNITY</b> 314 Oxford St W, London	<b>432-1845</b> www.chelseypark.com
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## SENIORS' APARTMENTS

*Some seniors' apartments provide support services such as meals and leisure opportunities. Others are not exclusive to seniors, allowing occupancy by younger individuals or families.*

<b>HOUSING ACCESS CENTRE</b> 379 Dundas, Ste 116, London	<b>661-0861</b>
Information and applications for social housing programs such as rent-g geared-to-income, non-profit and co-operative housing programs, as well as rent supplement or subsidy programs in London and Middlesex. This includes most of the apartment buildings listed below.	
<b>LONDON AND MIDDLESEX HOUSING CORPORATION</b> 379 Dundas St, Ste 207, London	<b>434-2765</b>
Rent-g geared-to-income seniors' apartments are as follows:	
30 Baseline Rd W, London	2061 Dorchester Rd, Dorchester
1194 Commissioners Rd W, London	157 Simpson St, Glencoe
632 Hale St, London	10 York St, Newbury
170 Kent St, London	249 Ellen St, Parkhill
202 McNay St, London	49 Bella St, Strathroy
85 Walnut St, London	125 Head St, Strathroy
<b>ANDOVER GARDENS SENIORS APARTMENTS</b> 1 Andover Dr, London	<b>668-0137</b>
<b>ARGYLE MANOR</b> 363 Clarke Side Rd, London	<b>455-6080</b>

**BETHANY CHRISTIAN RESIDENCES OF LONDON** 455-6080  
2040 Wavell St, London

**CARADOC NON-PROFIT HOUSING CORPORATION** 245-1105, ext. 230  
2500 Queen St, Mt Brydges

**CHATEAU VILLAGE COMMUNITY APARTMENTS** 294-6342  
252 Tain St, Parkhill

**CHELSEA GREEN HOME SOCIETY INC** 455-6080  
560 Wellington St, London

**COLUMBUS NON-PROFIT HOUSING OF STRATHROY** 652-1192  
305 Oak St, Strathroy

**CRAIGWIEL GARDENS SENIOR CITIZEN APARTMENTS** 293-3215  
221 Main St E, Ailsa Craig www.craigwielgardens.on.ca

**DELAWARE LIONS NON-PROFIT APARTMENT CORP.** 652-5519  
50 Young St, Delaware

**DELTA PLACE CO-OPERATIVE HOMES OF LONDON** 472-5690  
166 Berkshire Dr, London

**FIFTY PLUS HOUSING CO-OPERATIVE OF LONDON** 432-5922  
980 Huron St, London

**GLENCOE DISTRICT LIONS NON-PROFIT HOUSING** 287-2913  
240 Walker St, Glencoe

**HASTINGS MANOR APARTMENTS OF PARKHILL** 294-0181  
251 Hastings St, PO Box 616, Parkhill

**ILDERTON COMMUNITY NON-PROFIT APARTMENT CORPORATION** 452-3918  
102 Kennedy Ave, Ilderton

**KINWELL PLACE** 652-1192  
425 King St, London

**LAMBETH SENIORS HOUSING CORPORATION** 652-9913  
11 Howard Ave, London

**LONDON JEWISH COMMUNITY VILLAGE** 673-3310  
536 Huron St, London

**LONDON POLONIA TOWERS INC** 681-5774  
430 South St and 440 South St, London

**LONSET NON-PROFIT HOUSING CORPORATION** 432-9456  
90 Baseline Rd W, London

**LUCAN COMMUNITY NON-PROFIT APARTMENT CORP.** 227-1009  
271 Beech St, Lucan

**LUTHERAN INDEPENDENT LIVING (LONDON)** 473-2427  
600 Lawson Rd, London

**MARY CAMPBELL CO-OPERATIVE INC** 438-8941  
587 Talbot St, London mc.lweb.net

**MELBOURNE HOUSING CORPORATION** 473-2427  
21985 Melbourne Rd, Melbourne

**STRATHROY & DISTRICT CHRISTIAN RETIREMENT ASSOCIATION** 245-3830  
400 Dominion St, Strathroy

**TOLPUDDLE HOUSING CO-OPERATIVE** 439-9871  
380 Adelaide St N, London

**WARDSVILLE SENIORS APARTMENTS** 693-4954  
206 Main St, Wardsville

**WARNER PLACE SENIOR RESIDENCE ASSOCIATION** 690-0600  
430 William St, London

**WEST MISSOURI MANOR NON-PROFIT SENIORS COMPLEX** 461-1713  
21823 Fairview Rd, Thorndale

**WLK SENIORS ASSISTANCE ASSOCIATION LTD** 439-4871  
75 Albert St, London

**WILLIAM MERCER WILSON NON-PROFIT CENTRE** 434-5081  
331 Commissioners Rd W, London

**WINDY WOODS CO-OPERATIVE HOMES OF LONDON INC** 668-2381  
115 Belmont Dr, London

**WONDERLAND NON-PROFIT HOUSING CORPORATION** 455-6080  
199 Commissioners Rd W, London

**ZERIN PLACE** 472-3862  
303 Commissioners Rd W, London

## HOUSING PROGRAMS

### CANADA MORTGAGE AND HOUSING CORPORATION

**Home Adaptations for Seniors' Independence** 1-800-704-6488

25 Main St W, Ste 1000, Hamilton www.cmhc.gc.ca

Short-term loans are provided to homeowners and landlords to carry out minor home adaptations to extend the time low income seniors can live independently in their own homes.

### LONDON BUILDING CONTROLS DIVISION 661-4660

300 Dufferin Ave, 7th Fl, London www.london.ca

Investigates property standards issues such as health hazards (e.g., insects) or lack of heat.

### LONDON HOUSING REGISTRY AND RENT BANK 434-3344

379 Dundas St, Ste 203, London

A non-profit housing service which assists people on a low or limited income to find affordable private market rental accommodations.

Also operates a Rent Bank that is available to tenants facing eviction due to non-payment of rent.

### RENT CONTROL PROGRAMS 1-888-332-3234

**Ontario Rental Housing Tribunal** www.orht.gov.on.ca

150 Dufferin Ave, 2nd Fl, London

Addresses issues of rent increases and responds to tenant complaints in areas of the province without property standard by-laws.

### SENIORS AND DISABLED EXEMPTION 1-866-296-6722

**The Municipal Property Assessment Corporation** www.mpac.ca

4380 Wellington Rd S, London

A tax exemption is available to a property owner who makes improvements to an existing dwelling to enable a senior or physically disabled occupant to remain at home.

## HEALTH CARE

*See also Home Support — Home Health Care for nursing and therapy services offered in the home.*

## HEALTH INSURANCE AND DRUG BENEFITS

*Under the Ontario Health Insurance Plan, Ontario residents receive hospital and medical care coverage for essential health services. Coverage for some services not paid for by the Ontario Health Insurance Plan, such as dental care, vision care, special hospital accommodation, private nursing care and out-of-country medical care, may be available through private health insurance companies.*

### ONTARIO HEALTH INSURANCE PLAN (OHIP) 675-6700

**Ontario Ministry of Health and Long-Term Care** 1-800-268-1154

217 York St, 5th Fl, London (TTY) 1-800-387-5559

www.health.gov.on.ca

The Ontario Health Card is used to obtain insured health services and when purchasing prescription drugs.

### CANADIAN LIFE AND HEALTH INSURANCE ASSOCIATION

1-800-268-8099

1 Queen St E, Ste 1700, Toronto

www.clhia.ca

Provides general information about life and health insurance policies, annuities, pensions and RRSPs.

### ONTARIO DRUG BENEFIT PROGRAM 1-888-405-0405

**Ontario Ministry of Health and Long-Term Care**

5700 Yonge St, 3rd Fl, Toronto

www.health.gov.on.ca

Seniors make a co-payment directly to the pharmacy for each prescription they have filled (the government pays the remaining amount). Single seniors with a net income exceeding \$16,018 per year and senior couples whose combined net income exceeds \$24,175 per year pay the first \$100 annual deductible on total prescription costs, then a maximum of \$6.11 on each prescription filled after that. Seniors living in long-term care homes and those in receipt of government subsidized home care pay only a \$2 co-payment each time a prescription is filled. Seniors who have private insurance may be able to claim co-payments and deductibles to the private plan. Forms are available at most pharmacies.

### Special Drugs Program

Eligible Ontario residents make a co-payment of \$2 for each prescription of designated drugs required for the treatment of specified medical conditions. Application for this program is through a physician.

### TRILLIUM DRUG PROGRAM **1-800-575-5386**

#### Ontario Ministry of Health and Long-Term Care

5700 Yonge St, 15th Fl, Toronto [www.health.gov.on.ca](http://www.health.gov.on.ca)

Eligible Ontario residents whose prescription drug costs are high in relation to their incomes pay an annual deductible based on family income, and then a \$2 co-payment per prescription for drugs listed in the Ontario Drug Benefit Formulary/Comparative Drug Index.

Forms are available at most pharmacies.

## DOCTOR AND DENTIST REFERRALS

See the yellow pages of the telephone book under "Dentists", "Denturists" and "Physicians and Surgeons" for private practices.

### COLLEGE OF PHYSICIANS AND SURGEONS OF ONTARIO

80 College St, Toronto **1-800-268-7096 ext 306**

Referrals to physicians taking new patients. [www.cpso.on.ca](http://www.cpso.on.ca)

### LONDON AND DISTRICT ACADEMY OF MEDICINE **673-0950**

420 Central Ave, London [www.ldam.ca](http://www.ldam.ca)

Referrals to physicians taking new patients are offered between 9 am and 11 am, Monday to Friday.

### LONDON AND DISTRICT DENTAL SOCIETY **434-7113**

409 High St, London [www.ldds.ca](http://www.ldds.ca)

Referrals are made to dentists.

## HOSPITALS

General treatment hospitals provide a variety of in-patient and out-patient programs. The social work departments provide counselling and discharge planning for patients and their families who need continuing care in the community. Most services are covered by the Ontario Health Insurance Plan but a medical referral may be required.

### FOUR COUNTIES HEALTH SERVICES **693-4441**

1824 Concession Dr, Newbury [www.mhalliance.on.ca](http://www.mhalliance.on.ca)

### LONDON HEALTH SCIENCES CENTRE **685-8500**

[www.lhsc.on.ca](http://www.lhsc.on.ca)

**South Street Hospital** — 375 South St, London

**University Hospital** — 339 Windermere Rd, London

**Victoria Hospital** — 800 Commissioners Rd E, London

### ST JOSEPH'S HEALTH CARE, LONDON **646-6100**

**St Joseph's Hospital** [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)

268 Grosvenor St, London

### **Parkwood Hospital** **685-4000**

801 Commissioners Rd E, London

### **Regional Mental Health Care – London** **455-5110**

850 Highbury Ave, London

### **Regional Mental Health Care – St Thomas** **631-8510**

467 Sunset Dr, St Thomas

### STRATHROY MIDDLESEX GENERAL HOSPITAL **245-5295**

395 Carrie St, Strathroy [www.mhalliance.on.ca](http://www.mhalliance.on.ca)

## GERIATRIC CARE

Health care services specific to diseases and conditions related to aging.

### SPECIALIZED GERIATRIC SERVICES **685-4046**

Parkwood Hospital [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)

801 Commissioners Rd E, London

Serves the frail elderly who require expertise in assessment, diagnosis, reactivation, restoration and rehabilitation through in-patient units, day hospital, geriatric clinics and other ambulatory services.

### **Southwestern Ontario Regional Geriatric Program**

Assessment and follow-up consultation in the community by a team of health care professionals to ensure that the frail elderly with multiple complex problems receive appropriate care.

## HEALTH ORGANIZATIONS AND CLINICS

Help is available to seniors and their families to cope with specific health problems. Services include information and education, assessments, referrals, support and counselling. Clinical services offer out-patient screening and treatment.

## Alzheimer Disease

**ALZHEIMER COMMUNITY SUPPORT PROGRAM** 245-3170  
**Victorian Order of Nurses** 1-800-265-7058  
274 Head St N, Strathroy www.von.ca

**ALZHEIMER OUTREACH SERVICES OF McCORMICK HOME** 439-9336  
230 Victoria St, London www.alzheimeroutreach.org

**ALZHEIMER SOCIETY OF LONDON AND MIDDLESEX** 680-2404  
555 Southdale Rd E, London 1-888-495-5855  
Resource centre and Wandering Patient Registry. www.alzheimer.ca

## Arthritis

**ARTHRITIS SOCIETY** 433-2191  
400 York St, Ste 204, London 1-866-466-0501  
www.arthritis.ca

Home and clinic consultation, assessment, physiotherapy, occupational therapy, and counselling are provided.

## Cancer

**BOSOM BUDDIES** 667-3300  
**YMCA of London** www.londony.ca  
382 Waterloo St, London  
A mastectomy and breast surgery support group includes an Aquafit exercise program.

**CANADIAN CANCER SOCIETY** 432-1137  
123 St George St, London www.cancer.ca

**Cancer Information Service** 1-888-939-3333  
Confidential telephone information and printed material are offered on cancer-related matters.

**CancerConnection** 1-800-263-6750  
Matches people living with cancer to volunteers who have gone through a similar experience.

**LONDON PROSTATE CANCER CENTRE** 685-8261  
Galleria London, 1st Fl, North Side, 355 Wellington St, London

**LONDON REGIONAL CANCER PROGRAM** 685-8622  
790 Commissioners Rd E, London www.lrcc.on.ca  
Cancer patients are given treatment and counselling. Medical referral required.

**ONTARIO BREAST SCREENING PROGRAM** 432-0255  
339 Talbot St, London 1-800-461-0640  
www.cancercare.on.ca/prevention\_breastScreening.htm

Five testing locations in London and 18 in Southwestern Ontario.

**WELLSPRING LONDON AND REGION** 438-7379  
231 Hyman St, London www.wellspring.ca  
Non-medical support to cancer patients and their families.

## Dental

**DENTAL CLINIC** 661-3326  
**University of Western Ontario** www.fmd.uwo.ca/dentistry/  
Dental Sciences Building, London  
Low-cost treatment is provided by dental students. Applicants are screened for eligibility.

## Diabetes

**CANADIAN DIABETES ASSOCIATION** 673-1630  
442 Adelaide St N, London www.diabetes.ca

**LAWSON DIABETES CENTRE** 661-1600  
**St Joseph's Health Care, London** www.sjhc.london.on.ca  
Mount St Joseph, 1490 Richmond St N, London  
Medical referral required.

## Disabilities

**COMMUNITY LIVING LONDON** 686-3000  
190 Adelaide St S, London www.cll.on.ca

**HUTTON HOUSE** 472-6381  
**Association for Adults with Disabilities** (TTY) 472-6479  
654 Wonderland Rd N, London www.huttonhouse.com

**MIDDLESEX COMMUNITY LIVING** 245-1301  
205 Mill Pond Cr, Strathroy www.middlesexcl.on.ca

**ONTARIO MARCH OF DIMES** 642-3999  
700 Richmond St, Ste 310, (Assistive Devices) 1-866-765-7237  
London (Home and Vehicle Modification) 1-877-369-4867  
www.dimes.on.ca

## Foot Care

**VICTORIAN ORDER OF NURSES (VON)** www.von.ca  
**Foot Care Clinics** (London) 659-2273  
100 Albert St, Strathroy (Strathroy) 245-3170 • 1-800-265-7058

See also **Home Support-Home Health Care** for services offered in the home. See the yellow pages of the telephone book under "Chiropodists", "Podiatrists", "Shoes-Custom Made", "Foot Appliances" or "Foot Care" for private practices. Contact the **Community Care Access Centre of London and Middlesex** (see page 1) for additional private practices.

## Hearing and Vision

See the yellow pages of the telephone book under "Audiologists," "Hearing Aids," "Optometrists" and "Opticians-Dispensing" for private practices.

**CANADIAN HEARING SOCIETY** 667-3325  
181 Wellington St, London (TTY) 667-3323  
www.chs.ca

**CANADIAN NATIONAL INSTITUTE FOR THE BLIND** 685-8420  
749 Baseline Rd E, London 1-800-265-4127 • (TTY) 685-8426  
www.cnib.ca

**IVEY EYE INSTITUTE** www.iveyeye.ca  
**St Joseph's Health Care, London**  
St Joseph's Hospital — 268 Grosvenor St, London 646-6018  
Victoria Hospital — 750 Commissioners Road 685-8220

Eye care program requiring a medical referral.

## Heart and Stroke

**CARDIAC FITNESS INSTITUTE OF SOUTHWESTERN ONTARIO**  
**London Health Sciences Centre, Victoria Hospital** 685-8372  
800 Commissioners Rd E, London www.londoncardiacrehab.com  
Medically supervised cardiac fitness and education programs.  
Medical referral required.

**CARDIAC REHABILITATION PROGRAM** 667-3300 ext 220  
**YMCA of London** www.londony.ca  
382 Waterloo St, London  
Medically supervised exercise and counselling program.

**HEART AND STROKE FOUNDATION** 679-0641  
617 Wellington St, London www.heartandstroke.ca

**STROKE RECOVERY ASSOCIATION OF LONDON AND DISTRICT**  
460 Egerton St, Unit 4, London 457-6715

## Parkinson's Disease

**PARKINSON FOUNDATION OF CANADA** 652-9437  
4500 Blakie Rd, Unit 117, London 1-888-851-7376  
www.parkinson-swo.ca

## Osteoporosis

**REGIONAL OSTEOPOROSIS PROGRAM** 646-6100 ext 64198  
**St Joseph's Health Care, London** www.sjhc.london.on.ca  
268 Grosvenor St, London  
Information, education and screening.

## Ostomy

**LONDON AND DISTRICT OSTOMY ASSOCIATION** (Brenda) 681-5973  
(Caroline) 643-0124  
www.ldoa.net

## **MEDICAL EQUIPMENT AND SUPPLIES**

The following services provide assessment for or assistance with the selection or purchase of a variety of assistive devices, supplies and equipment. See also **Veterans Assistance-Veterans Associations**. Businesses that sell medical equipment, supplies and clothing are listed in the yellow pages of the telephone book under "Hospital Equipment and Supplies", "Wheelchairs" and "Clothing — Special Needs". The **Community Care Access Centre of London and Middlesex** (see page 1) provides medical supplies and rental equipment to eligible clients.

## **ADULT WHEELCHAIR AND SEATING PROGRAM**

Parkwood Hospital 685-4292 ext 42199  
801 Commissioners Rd E, London www.sjhc.london.on.ca  
Assessments for basic to high-tech seating and mobility needs. (Does not accept referrals for walkers/rollators or scooters.)

## **ASSISTIVE DEVICES AND HOME OXYGEN PROGRAM**

**Ontario Ministry of Health and Long-Term Care** 1-800-268-6021  
(TTY) 1-800-387-5559  
www.health.gov.on.ca  
5700 Yonge St, 7th Fl, Toronto

Assistance with the purchase of necessary medical equipment and supplies for Ontario residents with long-term physical disabilities. The Home Oxygen Program covers oxygen and oxygen delivery equipment.

## ASSISTIVE DEVICES PROGRAM

### Ontario March of Dimes

291 King St, 3rd floor, London

Provides funds for the purchase of assistive devices for adults with physical disabilities

642-3700

1-866-765-7237

www.dimes.on.ca

## CANADIAN MEDICALERT FOUNDATION INC

2005 Sheppard Ave E, Ste 800, Toronto

Provides members with a wallet card and identification bracelet or necklet identifying special health conditions. Maintains a 24-hour hotline.

1-800-668-1507

www.medicalert.ca

## CANADIAN NATIONAL INSTITUTE FOR THE BLIND

749 Baseline Rd E, London

Consultations to help people who are visually and hearing impaired to make informed decisions about the purchase of technical aids and adaptive devices. Products are available for purchase in the store.

685-8420

1-800-265-4127, (TTY) 685-8426

www.cnib.ca

## TELECOMMUNICATION CENTRE FOR SPECIAL NEEDS

Bell Canada

6961 10th Avenue, 3rd Fl, Montreal

Advise on special equipment that assists persons with hearing, speech, sight or physical disabilities.

1-800-268-9243

(TTY) 1-800-268-9242

## TETRA SOCIETY OF NORTH AMERICA

Volunteers create assistive devices or adapt existing tools for persons with disabilities.

1-877-688-8762

www.tetrasociety.org

## WAR AMPUTATIONS OF CANADA

2827 Riverside Dr, Ottawa

Financial assistance to an amputee for the purchase of artificial limbs.

1-877-622-2472

www.waramps.ca

*The following organizations loan home healthcare equipment, wheelchairs, walkers, crutches or other mobility aids.*

## CANADIAN RED CROSS

810 Commissioners Rd E, London

681-7330

www.redcross.ca

## ST JOHN AMBULANCE

741 King St, London

432-9571

www.sja.nu

## SCOTTISH RITE (CONSISTORY CLUB) MASONS

685-5972

## MENTAL HEALTH AND WELLNESS

*Mental health results in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with adversity. Some services specifically address the mental health needs of seniors.*

## SENIORS HELPLINE

24 hour crisis line for seniors and their caregivers.

667-6600

www.londondistresscentre.com

## CANADIAN MENTAL HEALTH ASSOCIATION

648 Huron St, London

434-9191

www.london.cmha.ca

## SEARCH COMMUNITY MENTAL HEALTH SERVICES

21 Richmond St, Strathroy

245-0120

1-888-216-6716

www.searchcommunityservices.ca

## CHERRYHILL HEALTHY AGEING PROGRAM

Cherryhill Village Mall,

301 Oxford St W, Unit 40, London

Information about community services and provision of multi-agency programs related to healthy aging.

675-1094

www.cherryhillhealthyageing.ca

## THIRD AGE OUTREACH PROGRAM FOR SENIORS

St Joseph's Health Care London

Kiwanis Seniors Community Centre

78 Riverside Dr, London

Short term counselling around issues related to aging, either in the home or at community sites. Wellness and healthy aging programs and caregiver and widow support groups.

661-1621

www.sjhc.london.on.ca

## GERIATRIC MENTAL HEALTH OUTREACH SERVICE

London Health Sciences Centre, South Street Hospital

392 South St, Lower Level, Rm 35A, London

Consultation, assessment and treatment by a multidisciplinary team to seniors living in the community for mental health issues related to the aging process.

667-6693

www.lhsc.on.ca

## GERIATRIC PSYCHIATRY PROGRAM

Regional Mental Health Care – London

850 Highbury Ave, London

In-patient and out-patient assessment, treatment and consultation for seniors with a severe mental illness.

455-5110 ext 47374

www.sjhc.london.on.ca

## PUBLIC HEALTH

To help seniors maintain their health and independence, public health units offer health and nutrition counselling, advice to families and group health classes.

### MIDDLESEX-LONDON HEALTH UNIT

50 King St, London

Kenwick Mall, 51 Front St E, Strathroy

(London) 663-5317

(Strathroy) 245-3230

www.healthunit.com

## FIRST NATIONS

### AT^LOHSA NATIVE FAMILY HEALING SERVICES

109-343 Richmond St, London

438-0068

(Crisis) 432-0122

(Crisis) 1-800-605-7477

### N^AMERIND (LONDON) FRIENDSHIP CENTRE

260 Colborne St, London

672-0131

www.namerind.on.ca

### MUNSEE-DELAWARE NATION HEALTH AND SOCIAL SERVICES

279 Jubilee Rd, London

289-5396

### ONEIDA NATION OF THE THAMES HEALTH SERVICES

2213 Elm Ave, Southwold

652-0500

### SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE

425-427 William St, London

Chippewa of the Thames

RR 1 Muncey

672-4079 • 1-877-672-4079

289-0352 • 1-877-289-0381

www.soahac.on.ca

## HOME SUPPORT

A wide variety of support and assistance is available to help seniors maintain their independence and remain at home. For information on services that provide grocery deliveries, errands, hairdressers, barbers, clothing, etc., contact the **Community Care Access Centre of London and Middlesex** (see page 1).

Hospitals and private companies offer personal telephone/transmitter devices on a purchase or rental basis, to be used if a medical problem or emergency arises. See the yellow pages under "Medical Alarms" for listings.

## HOME HEALTH CARE

Home health care agencies provide a range of in-home services from nursing and therapy to personal support and homemaking. Health care may include respite, caregiver relief, assistance with medications and dressings, treatments, therapy, foot care, palliative care and rehabilitation. The cost of home health care services may be covered under the Ontario Health Insurance Plan or private insurance companies. Supplementary care may be available to residents of nursing homes.

See the yellow pages of the telephone book under "Home Health Services and Supplies" and "Hospital Equipment and Supplies" for other services. Private practices can be found under "Occupational Therapists", "Physiotherapists", "Speech-Language Pathologists", "Therapists-Physical Rehabilitation" and "Rehabilitation Services".

### COMMUNITY CARE ACCESS CENTRE OF LONDON AND MIDDLESEX

356 Oxford St W, London

395 Carrie St, Ste 311, Strathroy

(London) 473-2222 • 1-800-811-5146

(Strathroy) 245-3233

1-800-265-6235

(TTY) 473-9626 • 1-800-811-5147

www.ccaclm.on.ca

Coordinates publicly-funded community health care services. See page 1 for a full description of this service.

### BAYSHORE HEALTH CARE

438-6313 • 1-800-542-7471

www.bayshore.ca

### COMCARE HEALTH SERVICES

432-3726 • 1-800-265-1899

www.comcarehealth.ca

### PARAMED HOME HEALTH CARE

1-800-265-5768

(London) 439-2222

(Strathroy) 245-2399

www.extendicare.com

### PHYSICAL RELIEF HEALTH CARE

663-9504 • 1-888-663-9504

www.physicalrelief.com

### SHALOM HEALTH CARE

438-1777

### ST ELIZABETH HEALTH CARE

668-2997

www.saintelizabeth.com

### VICTORIAN ORDER OF NURSES

(London) 659-2273

(Strathroy) 245-3170 • 1-800-265-7058

www.von.ca

**WE CARE HOME HEALTH SERVICES** 642-1208 • 1-888-212-4947  
www.wecare.ca

## PERSONAL SUPPORT

*Personal support encompasses such care as grooming, dressing, bathing, transferring, bed care, medication compliance, and respite care. This care is usually performed by a personal care support worker (PSW) or health care aide (HCA). Agencies may provide additional homemaking services, such as home management, meal preparation, companionship (live-in, overnight or visiting), light housekeeping, accompaniment to appointments, shopping and errands. See also **Home Support-Home Health Care** for additional services.*

**A LITTLE ASSISTANCE TO STAY INDEPENDENT** 913-5274  
**CHESHIRE HOMES OF LONDON** 439-4246  
**Attendant Outreach** 1-800-265-4758  
Services for adults with physical disabilities. www.cheshirelondon.ca  
**HELPING HANDS PLUS** 472-1446  
www.helpinghandsplus.com  
**MEDICAL PRIORITIES** 432-1510  
**QC HOME SUPPORT SERVICES** 679-2805  
www.qchomesupport.com  
**SENIOR HOMECARE BY ANGELS** 649-2273  
www.seniorhomecarebyangels.com  
**SENIORS FOR SENIORS** 433-5000  
www.seniors4seniors.ca

## MEAL DELIVERY

*Organizations or businesses provide home delivery of nutritious meals to seniors who have difficulty preparing meals for themselves. Special dietary requirements may be accommodated. Home-style frozen meals are also available for pick-up or delivery.*

**MEALS ON WHEELS**  
London 660-1430  
www.meals-on-wheels.ca  
Dorchester (VON) 268-7028 • 1-866-252-1113  
Lucan (VON) 227-4546 • 1-800-561-1555  
Mount Brydges (VON) 264-9580 • 1-800-561-1666

Newbury (VON) 264-9580 • 1-800-561-1666  
Parkhill (Chateau Gardens Parkhill) 294-6342  
Strathroy (VON) 245-6279 • 1-800-561-1222  
www.von.ca

The Victorian Order of Nurses (VON) also provides a Wheels to Meals program (transportation to meals) and congregate dining.

**OUT'N BACK** 668-3360  
1061 Wonderland Rd S, London  
**MOM'S COUNTRY CUPBOARD** 472-9946  
1634 Hyde Park Rd, London

## FRIENDLY VISITING/COMPANIONSHIP

*Volunteers or hired workers provide friendship and shared activities to seniors living in the community who are socially isolated, or with a medical condition or disease to whom companionship offers emotional and practical support as well as relief to the caregiver. See also **Home Support-Home Health Care and Home Support-Personal Support** for services that provide visiting, overnight or live-in companions.*

**A BEST FRIEND** 672-6464  
**ARK AID STREET MISSION** 667-0322  
**CONCIERGE TO SENIORS** 473-6374  
**COMMUNITY CARE MINISTRIES** 433-6106  
Salvation Army www.onsw.salvationarmy.ca  
**OVER 55 (LONDON) INC** 680-1464  
www.over55london.ca  
**PAT CARES** 473-1896  
**VICTORIAN ORDER OF NURSES – Senior Support Services**  
www.von.ca  
Dorchester 268-7028 • 1-866-252-1113  
Lucan 227-4546 • 1-800-561-1555  
Mount Brydges 264-9580 • 1-800-561-1666  
Strathroy 245-6279 • 1-800-561-1222

## HOME MAINTENANCE/ODD JOBS

*Ill or inactive seniors may require services that that provide home*

*maintenance, repairs or renovations, yard work and snow removal, household management, errands, moving assistance or transportation to appointments. For a selection of home services see the yellow pages of the telephone book under such topics as "Home Improvements", "House and Apartment Cleaning", "Cleaners", "Laundries", "Lawn Maintenance", "Maids' and Butlers' Service", "Snow Plowing Service".*

<b>A BEST FRIEND</b>	<b>672-6464</b>
<b>ARK AID STREET MISSION</b>	<b>667-0322</b>
<b>CROUCH NEIGHBOURHOOD RESOURCE CENTRE</b>	<b>642-7630 ext 228</b>
<b>Job Squad</b>	<a href="http://www.crouchonline.org">www.crouchonline.org</a>
<b>DEARNESS SERVICES FOR SENIORS OVER 55 (LONDON) INC</b>	<b>661-0400</b> <b>680-1464</b>
	<a href="http://www.over55london.ca">www.over55london.ca</a>
<b>SENIORS EXPRESS</b>	<b>281-7964 or 281-7975</b>
<b>SENIORS IN TRANSITION</b>	<b>433-9549</b>
<b>STUDENT EMPLOYMENT CENTRE</b>	<b>645-5503</b>
<b>Human Resource Centre of Canada</b>	<a href="http://www.sec.on.ca">www.sec.on.ca</a>
<b>Human Resources and Skills Development Canada</b>	
<b>YOUTH OPPORTUNITIES UNLIMITED</b>	
<b>Casual Labour Service</b>	<b>432-1112</b>
<b>Summer Job Service</b>	<b>660-1919</b>
	<a href="http://www.you.on.ca">www.you.on.ca</a>

*The following offer referrals for homeowners' repairs, maintenance and remodelling needs with trades people and service companies.*

<b>HANDYMAN CONNECTION</b>	<b>652-3730</b>
	<a href="http://www.handymanconnection.com">www.handymanconnection.com</a>
<b>H.H.S.A. (Heritage Home Support Association)</b>	<b>471-2054</b>
<b>OVER 55 (LONDON) INC</b>	<b>680-1464</b>
	<a href="http://www.over55london.ca">www.over55london.ca</a>
<b>VICTORIAN ORDER OF NURSES – Senior Support Services</b>	
	<a href="http://www.von.ca">www.von.ca</a>
<b>Dorchester</b>	<b>268-7028 • 1-866-252-1113</b>
<b>Lucan</b>	<b>227-4546 • 1-800-561-1555</b>
<b>Mount Brydges</b>	<b>264-9580 • 1-800-561-1666</b>
<b>Strathroy</b>	<b>245-6279 • 1-800-561-1222</b>

## ADULT DAY PROGRAMS

*Adult day programs provide recreational activities in a supervised, protective setting and may also offer a noon hour meal, personal hygiene, basic health and foot care, while caregivers benefit from some time for themselves. All programs accommodate individuals with Alzheimer Disease.*

<b>ALZHEIMER OUTREACH SERVICES OF MCCORMICK HOME</b>	<b>439-9336 ext 245</b>
230 Victoria St, London	<a href="http://www.mccormickhome.on.ca">www.mccormickhome.on.ca</a>
<b>CRAIGWIEL GARDENS</b>	<b>293-3215 ext 226</b>
221 Main St E, Ailsa Craig	<a href="http://www.craigwielgardens.on.ca">www.craigwielgardens.on.ca</a>
<b>DEARNESS SERVICES FOR SENIORS</b>	<b>661-0400</b>
710 Southdale Rd E, London	<a href="http://www.london.ca">www.london.ca</a>
<b>FOUR COUNTIES HEALTH SERVICES</b>	<b>693-4441 ext 443</b>
1834 Concession Dr, RR3, Newbury	<a href="http://www.mhalliance.ca">www.mhalliance.ca</a>
<b>VICTORIAN ORDER OF NURSES</b>	<a href="http://www.von.ca">www.von.ca</a>
<b>Dorchester</b>	<b>268-7028</b>
2066 Dorchester Rd, Dorchester	
<b>Strathroy</b>	<b>245-8668</b>
400 Dominion St, Strathroy	

## TRANSPORTATION

*Specialized transportation may be available in some areas, and some public transit systems offer reduced fares for seniors. For courses to refresh driving skills contact any of the businesses listed in the yellow pages of the telephone book under "Driving Instruction".*

<b>SENIORS IDENTIFICATION CARD</b>	<b>451-1347</b>
<b>London Transit Commission</b>	<a href="http://www.londontransit.ca">www.londontransit.ca</a>
150 Dundas St and 450 Highbury Avenue N, London	
The card entitles city residents to receive reduced bus fare.	
<b>DRIVER EXAMINATION CENTRES</b>	<b>1-800-387-3445</b>
<b>Ontario Ministry of Transportation</b>	<b>652-1299</b>
220 Exeter Rd, London	<a href="http://www.mto.gov.on.ca">www.mto.gov.on.ca</a>
Drivers 80 years of age or over must renew their licences every second year. Renewal involves a vision test, written road test (in some cases a driving test may be required) and attendance at a driver improvement seminar. Persons 65 years and over who drive business	

vehicles must take these tests yearly, and provide a doctor's report once every three years.

#### License Issuing Offices:

<b>Dorchester</b> – 4531 Hamilton Rd	<b>268-3447</b>
<b>Lambeth</b> – 2095 Wharncliffe Rd S	<b>652-3222</b>
<b>London Central</b> – 420 Talbot St	<b>438-5016</b>
<b>London East</b> – 1790 Dundas St	<b>455-1600</b>
<b>London South</b> – 920 Commissioners Rd E	<b>649-2461</b>
<b>London West</b> – 101 Cherryhill Blvd	<b>434-9390</b>
<b>Lucan</b> – 186 Main St	<b>227-4827</b>
<b>Parkhill</b> – 218 Main St	<b>294-0351</b>
<b>Strathroy</b> – 323 Caradoc St S	<b>245-3280</b>

#### ServiceOntario Kiosks:

Masonville Place, 1680 Richmond St  
White Oaks Mall, 1105 Wellington Rd

**DISABLED PERSON PARKING PERMIT PROGRAM 1-800-387-3445**

**Ontario Ministry of Transportation** [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

Licensing Administration Office

2680 Keele Street, Building A, Downsview, ON M3M 3E6

Free disabled symbol portable parking permits are issued to persons with walking disabilities of at least two months duration. Applications must be accompanied by proper medical certification. Application forms are available at all Driver and Vehicle License Issuing Offices as well as by mail through the above address. Driver Examination Centres can issue a 90 day temporary permit immediately.

## ACCESSIBLE TRANSPORTATION

*Accessible transportation is provided in buses, taxis and vans to accommodate travellers with wheelchairs, scooters and walkers.*

*Non-emergency stretcher transportation in ambulance-type vehicles is available to transfer patients between home, residences and health care facilities. Services marked with an asterisk (\*) provide both stretcher and wheelchair accessible transportation.*

#### LONDON PARATRANSIT

**(Bookings) 453-3444**  
**(Registration) 451-5950**

City-wide door to door shared ride public transportation serves for individuals who are permanently physically disabled.

#### ABOUTOWN TRANSPORTATION LTD \*

[www.aboutown.on.ca](http://www.aboutown.on.ca)

**(Taxi) 432-2222**

**(Medical Transfer) 663-2121**

**1-877-663-2121**

#### FOUR COUNTIES HEALTH SERVICES 693-8604, 1-800-724-3401

**Community Transportation Service** [www.mhalliance.on.ca](http://www.mhalliance.on.ca)

Accessible transportation in the Four Counties service area (Newbury).

#### LONDON MEDICAL TRANSPORTATION SYSTEMS 659-4809

[www.lmts.ca](http://www.lmts.ca)

#### MOBILE LINK TRANSPORTATION \* 850-2273

**1-877-460-5465**

#### ST JOHN AMBULANCE \* 432-9571

[www.sja.nu](http://www.sja.nu)

#### PALS TRANSPORTATION 245-6279

**Victorian Order of Nurses** [www.von.ca](http://www.von.ca)

Accessible transportation for individuals living in or near the communities of Parkhill, Ailsa Craig, Lucan, Strathroy and wishing to travel to London.

#### SENIORS' TRANSIT 434-9117

**Boys' and Girls' Club of London** [www.bgclondon.ca](http://www.bgclondon.ca)

Wheelchair accessible transportation to seniors day programs in London (McCormick Home, Dearness Home, Horton Street Seniors) and for grocery shopping errands and church attendance.

#### TRANSCARE MEDICAL TRANSPORTATION \* 457-9119

**1-888-880-2144**

[www.transcare.ca](http://www.transcare.ca)

#### VOYAGEUR TRANSPORTATION \* 455-4579

[www.voyageurtransportation.ca](http://www.voyageurtransportation.ca)

## ACCOMPANIMENT

*Volunteers or hired workers drive and accompany seniors to appointments and other errands for a fee. See Home Support-Home Health Care and Home Support-Personal Support for other agencies that provide accompaniment.*

#### CANADIAN CANCER SOCIETY 432-1137

Transportation to the London Regional [www.cancer.ca](http://www.cancer.ca)

Cancer Program.

**HELPING HANDS PLUS** 472-1446  
**MEALS ON WHEELS LONDON** 660-1430  
[www.meals-on-wheels.ca](http://www.meals-on-wheels.ca)

**OVER 55 (LONDON) INC** 680-1464  
[www.over55london.ca](http://www.over55london.ca)

**SENIORS EXPRESS** 281-7964 or 281-7975

**VICTORIAN ORDER OF NURSES – Senior Support Services** [www.von.on.ca](http://www.von.on.ca)

**Dorchester** 268-7028 • 1-866-252-1113  
**Lucan** 227-4546 • 1-800-561-1555  
**Mount Brydges** 264-9580 • 1-800-561-1666  
**Strathroy** 245-6279 • 1-800-561-1222

## END OF LIFE

*Advance care planning in the event of mental or physical incompetence saves the survivors from stressful decision-making at a very emotional time. See **Legal – Powers of Attorney and Wills** for a listing of services. Funeral pre-planning ensures that your wishes can be followed. Check the yellow pages under “Funeral Alternatives” and “Funeral Homes” for a complete listing of funeral services. Palliative care provides comfort, support and care to individuals and families who are living with or dying from, a progressive life-threatening illness. Follow-up bereavement counselling and other coping supports are available to families and caregivers.*

**MEMORIAL AND FUNERAL ADVISORY (Dianne) 649-1014**  
**SOCIETY OF LONDON** [www.execulink.com/~londonmemorial/](http://www.execulink.com/~londonmemorial/)  
 Assists with pre-planned, moderate cost funeral rites and observations.

**REGISTRAR GENERAL 1-800-461-2156**  
**Ontario Ministry of Consumer and Business Services (London) 675-7600**  
[www.cbs.gov.on.ca](http://www.cbs.gov.on.ca)  
 189 Red River Rd, 3rd Fl, Thunder Bay  
 Court House, 80 Dundas St, Main Fl, London  
 To apply for financial benefits after the death of a spouse, it is necessary to have copies of birth, marriage and death certificates. Application forms for copies of these documents are available from this ministry.

**TRILLIUM GIFT OF LIFE NETWORK 1-800-263-2833**  
[www.giftoflife.on.ca](http://www.giftoflife.on.ca)  
 Ontario’s central organ and tissue donation agency.

## PALLIATIVE CARE

*Pain management, symptom relief, and spiritual and social supports are provided in the home or institution to individuals with life threatening, progressive or terminal illnesses. Most hospitals provide palliative care (see **Health Care-Hospitals**) as do Long-Term Care Homes (see **Housing and Residential — Long-Term Care Homes**). See **Home Support-Home Health Care** for agencies that provide care in the home.*

### COMMUNITY CARE ACCESS CENTRE OF LONDON AND MIDDLESEX

356 Oxford St W, London (London) 473-2222 • 1-800-811-5146  
 (TTY) 473-9626 • 1-800-811-5147

395 Carrie St, Ste 311, Strathroy (Strathroy) 245-3233  
 1-800-265-6235  
[www.ccaclm.on.ca](http://www.ccaclm.on.ca)

Coordinates publicly-funded palliative care in the home or community. See page 1 for a full description of this service.

### COMMUNITY PALLIATIVE CONSULTATION TEAM

St Joseph’s Health Care, London 646-6000 ext 42115  
[www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)  
 Outreach team provides assessment and consultation in the community.

### HOSPICE OF LONDON

837 Talbot St, London 438-2102  
[www.hospiceoflondon.com](http://www.hospiceoflondon.com)  
 Volunteer and professional support services.

### PALLIATIVE CARE VOLUNTEER PROGRAM

Victorian Order of Nurses 245-3170  
 1-800-265-7058  
 Volunteer and professional support services in Middlesex County.

### SOUTHWESTERN ONTARIO PAIN AND SYMPTOM MANAGEMENT PROGRAM

Parkwood Hospital 1-800-399-0284  
 685-4292 ext 42507  
[www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)  
 801 Commissioners Rd E, London  
 Assists with accessing palliative care services or providers who have expertise in pain control and symptom management.

## BEREAVEMENT COUNSELLING

Emotional support, information and guidance are available to persons who have recently lost a loved one. Counselling programs may be on an individual basis or through mutual support with people in similar situations.

**BEREAVED FAMILIES OF ONTARIO** 686-1573  
Support for parents whose child (of any age) has died. www.bfo.london.on.ca

**FAMILY SERVICE LONDON** 433-0183  
125 Woodward Ave, London

**HOSPICE OF LONDON** 438-2102  
837 Talbot St, London www.hospiceoflondon.com

**LONDON INTERFAITH COUNSELLING CENTRE** 434-0077  
141 Dundas St, 6th Fl, London www.licc.on.ca  
Individual and group counselling. Publishes a directory of local bereavement services.

**LONDON ONTARIO GRIEF RESOURCE CENTRE** 642-2444  
303-252 Pall Mall St, London www.logrc.com

**NEW HORIZONS SUPPORT GROUP OF LONDON**  
Peer support group for individuals who have lost a spouse by death, divorce or separation (not a singles group). Meets every Wednesday, 7:30 pm at Siloam United Church, 1240 Fanshawe Park Rd.

**WIDOWS AND WIDOWERS — TAKING THE FIRST STEPS** 661-1621

**Third Age Outreach Program for Seniors**  
Kiwanis Seniors Community Centre  
78 Riverside Dr, London

## — ELDER ABUSE and SAFETY —

*Elder abuse is any violent or abusive harm done to an older person. Physical abuse includes pushing, hitting or confining a senior. Neglect includes denying adequate nutrition or medical attention, or leaving the senior in an unsafe or isolated place. Mental cruelty, threatening, bullying, or treating a senior like a child is psychological abuse. Financial abuse includes stealing, withholding money, forcing sales of assets, or the wrongful use of Power of Attorney. All forms of abuse can be considered a crime, and charges can be laid. Signs of elder abuse include depression, fear, withdrawal, passivity,*

*unexplained injuries, untreated bed sores, poor hygiene, dehydration or lack of food and over-sedation. If you recognize a situation that is, or may become abusive, call one of the agencies listed below, your local police or the Ontario Provincial Police.*

**SENIORS HELPLINE** 667-6600  
www.londondistresscentre.com

**LONDON POLICE** 661-5670  
601 Dundas St, London (TTY) 661-6472  
www.police.london.ca

**ONTARIO PROVINCIAL POLICE** 1-888-310-1122  
823 Exeter Rd, London (TTY) 1-888-310-1133  
28444 Centre Rd, Strathroy 1-888-310-1122  
www.gov.on.ca/opp/

**STRATHROY-CARADOC POLICE** 245-1250  
299 Francis St, Strathroy

**OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE** 660-3140  
**Ontario Ministry of the Attorney General** 1-800-891-0504  
401 Clarence St, 3rd Fl, London www.attorneygeneral.jus.gov.on.ca  
The Guardianship Investigations Unit will investigate situations where an incapable person may be at risk of abuse or neglect.

## CRIME PREVENTION

**LONDON BLOCK PARENT PROGRAM** 661-5855  
www.blockparent.london.ca

A voluntary organization of police-approved citizens who will phone for assistance on behalf of seniors who feel ill, distressed, lost or endangered on the streets.

**NEIGHBOURHOOD WATCH LONDON** 661-4533 or 661-6442  
652 Elizabeth St, T-Block, London www.nwl.london.ca

**COMMUNITY SERVICES OFFICER** 245-1250  
**Strathroy-Caradoc Police Services**, 299 Frances St, Strathroy  
Helps neighbours work together, through networking, to create safer, friendlier communities by promoting awareness of crime and crime prevention.

**PHONEBUSTERS** 1-888-495-8501  
www.phonebusters.com

An anti-fraud call centre operated by the police.

**SENIORS TAKING EXTRA PRECAUTIONS (STEP)** 661-5684  
**London Police** www.police.london.ca  
601 Dundas St, London  
The police offer a one-hour crime prevention and fraud alert seminar.

## HOME SAFETY

**ARE YOU IN JEOPARDY? INJURY PREVENTION FOR SENIORS**  
**Middlesex-London Health Unit** 663-5317 ext 2220  
50 King St, London www.healthunit.com  
Printed materials on the significance of falls and the importance of home safety.

*“Building Independence” a free brochure about home safety is available from the Community Care Access Centre of London and Middlesex (see page 1).*

## LEGAL

**COMMUNITY LEGAL SERVICES** 661-3352  
**University of Western Ontario**  
Faculty of Law, Room 120, London

**LAWYER REFERRAL SERVICE** 1-800-268-8326  
**Law Society of Upper Canada** 1-900-565-4577  
130 Queen St W, Toronto www.lsuc.on.ca

Referrals to participating local lawyers in the required area of law. The 1-800 number is only for individuals in domestic violence situations, shelter or in custody. 1-900 is for all other referrals and costs \$6 per call.

**LEGAL AID ONTARIO** 433-8179  
171 Queens Ave, Ste 610, London www.legalaid.on.ca

Legal Aid may pay all or part of legal costs. Eligibility is based on income and area of law.

**NEIGHBOURHOOD LEGAL SERVICES** 438-2890  
89 King St, 2nd Fl, London  
Legal advice and representation in court on specific areas of law.

## POWERS OF ATTORNEY AND LIVING WILLS

*A Power of Attorney is a legal document naming a specific person to act on your behalf in case you become incapable of making your own decisions. Powers of Attorney are available for personal care management and short-term or long-term financial affairs management. Living wills or advance care directives direct physicians on the medical treatment a patient wishes if incapacitated by illness or injury.*

**CARE WISH** 685-4292 ext 42534  
Parkwood Hospital www.sjhc.london.on.ca  
801 Commissioners Rd E, London  
Publishes the “Advance Directive for Personal Care” booklet and form, which is available at most local hospitals.

**DYING WITH DIGNITY** 1-800-495-6156  
55 Eglinton Ave E, Ste 802, Toronto www.dyingwithdignity.ca  
Information about living wills and advocacy for issues of death and dying are available through this office.

**LIVING WILLS REGISTRY (CANADA) INC** www.sentex.net/~lwr/  
93 St Vincent St N, Stratford, ON N5A 6H5

**OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE** 660-3140  
**Ontario Ministry of the Attorney General** 1-800-891-0504  
401 Clarence St, 3rd Fl, London www.attorneygeneral.jus.gov.on.ca  
Administers the provincial Powers of Attorney program. Free kits are available.

## — FINANCIAL and EMPLOYMENT —

### PENSIONS, INCOME AND BENEFITS

**INCOME SECURITY PROGRAMS** 1-800-277-9914  
**Social Development Canada** (TTY) 1-800-255-4786  
120 Wellington St W, Chatham  
457 Richmond St, Ste 101, London www.sdc.gc.ca  
By appointment only  
Application forms, information and assistance in all matters relating to Canada Pension Plan, Old Age Security Benefits and reciprocal social security agreements.

**OLD AGE SECURITY BENEFITS (OAS) 1-800-277-9914**

This monthly benefit is paid to all persons 65 years of age or over who meet residency requirements. Application should be made six months prior to the applicant's 65th birthday. Application for the Guaranteed Income Supplement and Spouse's Allowance can be done at the same time as the Old Age Security. Benefits are issued automatically and the amount is calculated annually based on income tax returns. A dark blue identification card is usually issued with the second OAS cheque.

**Guaranteed Income Supplement (GIS)**

This monthly supplement to Old Age Security is for individuals who are in need of additional financial assistance.

**Spouse's Allowance**

This monthly benefit is paid to the spouse, 60 to 65 years of age, of an Old Age Security pensioner, who is eligible to receive Guaranteed Income Supplement and the couple has limited income apart from the Old Age Security pension. The benefit also applies to widowed persons according to the same eligibility criteria.

**CANADA PENSION PLAN (CPP) 1-800-277-9914**  
**Retirement Pension (TTY) 1-800-255-4786**

A pension is paid monthly to those who have contributed to the Canada Pension Plan and are 65 years of age or have fully or substantially ceased employment and are between 60 and 64 years of age.

**Disability Benefits**

A pension is paid to those under 65 years of age who have made sufficient contributions to the Canada Pension Plan but are unable to be gainfully employed because of a physical or mental disability.

**Credit Splitting**

Canada Pension Plan credits earned by either spouse during marriage or common-law union may be divided equally upon separation or termination of marriage.

**Survivor Benefits**

A benefit is paid to a legal or common-law spouse of a person who made valid contributions to the Canada Pension Plan prior to death.

**Death Benefit**

A lump sum may be paid to the estate of a deceased person who has met contributory requirements to the Canada Pension Plan.

**INTERNATIONAL SOCIAL SECURITY AGREEMENT 1-800-277-9914**

Some countries have agreements with Canada that coordinate pensions and benefits from both countries for persons who have not met the minimum requirements of either country. Contact the regional office for more information.

**ARMED FORCES PENSIONERS' / ANNUITANTS' ASSOCIATION OF CANADA (Ed Halayko) 471-9232**  
Box 28029, London, ON N6H 5E1 [www.afp-aac.org](http://www.afp-aac.org)  
A voluntary group that helps alleviate problems faced by Canadian Forces retirees with superannuation and benefits.

**CANADIAN ALLIANCE OF BRITISH PENSIONERS ASSOCIATION (416) 253-6402**  
605 Royal York Rd, Ste 202, [www.britishpensions.com](http://www.britishpensions.com)  
Toronto, ON M8Y 4G5

Application information and assistance provided for British pensioners.

**UNITED STATES SOCIAL SECURITY (810) 987-9407**  
526 Water St, Rm 128, Port Huron, MI 48060 [www.ssa.gov](http://www.ssa.gov)  
Information and assistance provided about pensions for persons who have worked in the United States.

**CANADA REVENUE AGENCY 1-800-959-8281**  
451 Talbot St, London [www.ccra-adrc.gc.ca](http://www.ccra-adrc.gc.ca)  
Seniors who wish to claim the Ontario Property and Sales Tax Credits must file an income tax return. Special income tax packages are available, such as the T1S-A Income Tax and Benefit Return. This simplified form is printed in large type and is designed for the type of income most seniors receive, such as pensions and investment income, and requires no calculations. T1 General Returns are available at some local post offices or retail postal outlets.

**GOODS AND SERVICES TAX CREDIT (GST) 1-800-959-1953**  
**Canada Revenue Agency** [www.ccra-adrc.gc.ca](http://www.ccra-adrc.gc.ca)  
451 Talbot St, London

The GST Credit assists people with modest incomes. The amount of the credit is determined by an assessment of the previous year's tax return. The credit is then mailed in four instalments, in July, October, January, and April. If the credit is less than \$100, the entire amount is sent in July.

For locations of income tax clinics (held in March or April) that assist low income or housebound seniors, call the **Community Care Access Centre of London and Middlesex** (see page 1).

**CANADIAN LIFE AND HEALTH INSURANCE ASSOCIATION** 1-800-268-8099  
www.clhia.ca

1 Queen St E, Ste 1700, Toronto

Provides general information about life and health insurance policies, annuities, pensions and RRSPs.

**HOMEMAKING PROGRAM** 661-0400  
**Dearness Services for Seniors** www.london.ca

710 Southdale Rd E, London

Financial assistance for homemaking services to allow elderly and physically challenged individuals to remain in the community.

**TAX CREDITS AND GRANTS BRANCH** 1-800-263-7965  
**Ontario Ministry of Finance** (TTY) 1-800-263-7776  
33 King St W, Oshawa, ON L1H 8H5 www.trd.fin.gov.on.ca

**Guaranteed Annual Income System (GAINS)**

Additional financial assistance to seniors who receive Old Age Security and the Guaranteed Income Supplement and whose annual income from these sources falls below the income level guaranteed by the province for that year. Assistance is calculated based on annual income tax returns and monthly payments are issued automatically to eligible Ontario residents.

**Property and Sales Tax Credits for Seniors**

Additional assistance is available to seniors with low income. The amount is based on the property tax or rent paid in the previous year, total family income and number of family members. A special form is included in the federal income tax guide and the credits will be received in a cheque sent from Canada Revenue Agency.

**ONTARIO WORKS** (Inquiries) 661-4520  
**City of London Applications** (Applications) 1-888-748-8895  
151 Dundas St, 2nd Fl, London www.london.ca

**Middlesex County Applications** (Applications) 1-888-748-8895  
399 Ridout St N, London www.county.middlesex.on.ca

Short-term financial assistance may be available for general living expenses, such as food, clothing and shelter for seniors awaiting a permanent pension or with low income. Seniors who qualify for OAS,

GIS and GAINS may not be eligible. Work obligations may not apply to persons 65 years of age and over or to those with a disability.

**London Discretionary Benefits** 661-5910  
Provides financial assistance for items of extreme need such as health and medical (dental, optical, and prosthetic services) as well as funeral and burial expenses.

**ONTARIO DISABILITY SUPPORT PROGRAM** 438-5111  
**Ontario Ministry of Community and Social Services** 1-800-265-4197  
www.css.gov.on.ca

217 York St, 3rd Fl W, London

The Ontario Disability Support Program provides income and employment support services to adults with a disability.

## BUDGET AND CREDIT COUNSELLING

*Credit counsellors provide financial advice, planning and counselling on money, budget and debt management.*

**CREDIT COUNSELLING LONDON** 433-0159  
Family Service London www.creditcounsellinglondon.on.ca

125 Woodward Ave, London

Fees are based on ability to pay.

## EMPLOYMENT

**HUMAN RESOURCE CENTRE OF CANADA** 645-5944  
**Human Resources and Skills Development Canada** (TTY) 645-5280  
120 Queens Ave, London (Telemessage) 1-800-523-4732  
www.hrsdc.gc.ca

Job opportunity, and training assistance information, employment counselling, and job search courses. The telemessage is accessible by touchtone phone only.

**EMPLOYMENT INSURANCE** 1-800-206-7218  
**Human Resources and Skills Development Canada** www.hrsdc.gc.ca

120 Queens Ave, London

Individuals 65 years and over who continue to work and pay premiums are eligible to receive employment insurance benefits. Application is required.

**OVER 55 (LONDON) INC** **680-1464**  
 Kiwanis Seniors Community Centre [www.over55london.ca](http://www.over55london.ca)  
 78 Riverside Dr, London  
 Employment agency for persons 55 years of age and over. Full-time, part-time, casual and small job projects are available.

## ———— VETERANS ASSISTANCE ————

**VETERANS AFFAIRS CANADA** **1-866-522-2122**  
 750 Baseline Rd E, Suite 301, London [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

### **Veterans Services**

Provides for the economic, social, mental and physical well-being of veterans (regular force and peacetime service) and their dependants. This may include counselling and emergency financial assistance, medical and dental care, provision of prosthetic appliances, eyeglasses, hearing aids, prescription drugs, home adaptations and burial grants, pensions as compensation for disability or death related to military service and to former prisoners of war and their dependants.

### **Veterans Independence Program**

Provides home support services and reimbursements of some costs to assist veterans in maintaining independence in the home

### **War Veterans Allowance/Civilian War Veterans Allowance/ War Disability Pensions**

Processes applications for financial assistance from the Army Benevolent Fund, the Royal Canadian Air Force Benevolent Fund or Soldiers Aid Commission of Ontario to eligible veterans, spouses and dependants.

**Bureau of Pensions Advocates** **873-2442 • 1-877-228-2250**  
 Free counselling and legal service on the Pension Act is offered to veterans.

**CANADIAN CORPS OF COMMISSIONAIRES** **433-6763**  
 Wolseley Barracks, Glacis Building 57 **1-800-461-5390**  
 650 Elizabeth St, London [www.commissionaires-greatlakes.ca](http://www.commissionaires-greatlakes.ca)  
 Ex-service personnel are offered varied part or full-time employment.

**LAST POST FUND** **1-800-563-2508**  
 55 St Clair Ave E, Ste 905, Toronto [www.lastpostfund.ca](http://www.lastpostfund.ca)  
 Financial assistance with the burial and funeral of war veterans or

civilians who meet wartime service eligibility criteria, Canadian or Allied.

**VETERANS CARE** **685-4053**  
**St Joseph's Health Care, London** [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)  
**Parkwood Hospital**  
 801 Commissioners Rd E, London  
 Health services to assist and support veterans and their families.

## VETERANS ASSOCIATIONS

**ROYAL CANADIAN LEGION**  
**Service Bureau** **253-2422**  
 660 Ouellette Ave, Ste 219, Windsor [www.on.legion.ca](http://www.on.legion.ca)  
 Legions offer support to veterans, ex-service personnel and their families and seniors in the community, including the provision of assistive devices, special support activities and facilities.

### **Branches**

#116 Sir Arthur Currie, 266 Metcalfe St W, Strathroy	<b>245-0683</b>
#145 Vimy – London	<b>473-2250</b>
#219 Reg Lovell, 157 McRae St, Glencoe	<b>287-2733</b>
#251 Caradoc, 2500 Veterans Dr, Mount Brydges	<b>264-1580</b>
#263 Duchess of Kent, 499 Hill St, London	<b>438-6521</b>
#317 Victory, 311 Oakland Ave, London	<b>455-2230</b>
#341 Parkhill, 200 Broad St, Parkhill	<b>294-6261</b>
#422 Ailsa Craig, 155 Queen St, Ailsa Craig	<b>293-3391</b>
#501 Lambeth, 7097 Kilborne Rd, London	<b>652-3412</b>
#510 Melbourne, 21884 Melbourne Rd, Melbourne	<b>289-2109</b>
#513 Donnybrook, 1227 Donnybrook Dr, Dorchester	<b>268-8538</b>
#531 Ilderton, 13152 Ilderton Road, Ilderton	
#533 Byron – Springbank, 1276 Commissioners Rd W, London	<b>472-3300</b>
#540 Lucan, 136 Market St, Lucan	<b>227-4751</b>
#583 Newbury, 22 Durham St, Newbury	<b>693-4251</b>
#598 Delaware, Hwy 2, Longwoods Rd, Delaware	<b>652-5691</b>

**ARMY, NAVY, AIR FORCE VETERANS IN CANADA** [www.anavets.ca](http://www.anavets.ca)  
 #229 London, 797 York St, Unit #2, London **432-0104**  
 #345 Lambeth **652-5839**  
 #393 London, 649 Colborne St, London **434-5130**

<b>BRITISH EX-SERVICE WOMEN'S ASSOCIATION</b> Edith Street, President Duchess of Kent Legion, 499 Hill St, London	<b>672-7357</b>
<b>KOREA VETERANS ASSOCIATION OF CANADA</b> Ron Jewel, London Branch President	<b>631-9285</b> www.kvacanada.com
<b>NAVAL OFFICERS' ASSOCIATION OF CANADA</b> Bob Cornfoot	<b>672-2971</b> www.naval.ca/noac/
<b>POLISH COMBATANTS ASSOCIATION</b> 80 Ann St, London	<b>438-3231</b>
<b>ROYAL CANADIAN AIR FORCE ASSOCIATION</b> 2155 Crumlin Side Rd, London	<b>455-0430</b>
<b>ROYAL CANADIAN NAVAL ASSOCIATION</b> 2155-B Crumlin Side Rd, London	<b>659-9657</b>
<b>ROYAL MARINES ASSOCIATION</b> Jim Keegan, London Chairman	<b>657-1990</b>

## KEEPING FIT and ACTIVE

### COMMUNITY AND RESOURCE CENTRES

*These facilities offer social and recreational services that meet the needs of specific neighbourhoods or populations.*

<b>AUSABLE COMMUNITY CENTRE</b> 183 Main St, Lucan	<b>227-1453</b> www.ausable.ca
<b>CROUCH NEIGHBOURHOOD RESOURCE CENTRE</b> 550 Hamilton Rd, London	<b>642-7630</b> www.crouchonline.org
<b>GLEN CAIRN COMMUNITY RESOURCE CENTRE</b> 150 King Edward Ave, London	<b>668-2745</b> www.gccrc.ca
<b>HAMILTON ROAD SENIOR COMMUNITY CENTRE</b> 525 Hamilton Rd, London	<b>661-5758</b> www.london.ca
<b>HORTON STREET SENIORS' CENTRE</b> Boys' and Girls' Club, 184 Horton St, London	<b>434-9114</b> www.bgclondon.ca
<b>KIWANIS SENIORS COMMUNITY CENTRE</b> 78 Riverside Dr, London	<b>661-5740</b> www.london.ca

<b>LIONS SENIOR CENTRE</b> 2066 Dorchester Rd, Dorchester	<b>268-2025</b> www.thamescentre.on.ca/seniors.htm
<b>LONDON JEWISH COMMUNITY CENTRE</b> 536 Huron St, London	<b>673-3310</b>
<b>LONDON URBAN SERVICES ORGANIZATION (LUSO)</b> 608 Hamilton Rd, London	<b>452-1466</b> www.lusocentre.org
<b>SOUTH LONDON COMMUNITY CENTRE</b> 1119 Jalna Blvd, London	<b>686-8600</b> www.london.ca
<b>STRATHROY AND AREA SENIORS' CENTRE</b> 137 Frank St, Strathroy	<b>245-8950</b>

### RECREATIONAL ACTIVITIES

*Municipal governments, community agencies and sports clubs offer recreational opportunities to seniors.*

<b>CANADIAN CENTRE FOR ACTIVITY AND AGING</b> Mount St Joseph, 1490 Richmond St N, London	<b>661-1603</b> www.uwo.ca/actage/
Conducts research on physical activity and aging and offers fitness assessments and activity programs.	
<b>CHELSEY PARK HEALTH CLUB</b> 312 Oxford St W, London	<b>432-8504</b> www.chelseypark.com
<b>HUFF N' PUFF SENIORS FITNESS ASSOCIATION</b> North London Optimist Community Centre 1345 Cheapside St, London	<b>661-5854</b> www.execulink.com/~hufnpuf/
<b>LONDON SPECTRUM</b> 151 Dundas St, Rm 302, London	<b>661-5575</b> www.london.ca
<b>LONDON SENIOR GAMES BOARD</b> North London Optimist Community Centre 1345 Cheapside St, London	<b>661-5198</b>
Coordinates structured sports and recreational games.	

### SENIORS' CLUBS

*Groups of active seniors aged 55 years and over meet regularly for recreational activities such as cards, potluck dinners, guest speakers and musical entertainment. Nominal membership fees may be charged and are used to*

*offset club costs and special events. (Please note that the telephone number listed may be for an executive member.)*

<b>AILSA CRAIG HAPPY GANG SENIORS</b> Sharon Dickson, President	<b>294-6133</b>
<b>BERKSHIRE CLUB SENIORS' PROGRAMS</b> 500 Berkshire Dr, London	<b>471-4590</b>
<b>CANADIAN PACIFIC RAILWAY PENSIONERS ASSOCIATION</b> Jimmy Harris, President	<b>668-5272</b>
<b>CERCLE DES COPAINS (OVER 45)</b> 920 Huron St, London	<b>675-3815</b>
<b>COLDSTREAM EUCHRE CLUB</b> Kay Grieve, Secretary	<b>666-0547</b>
<b>CRUMLIN FIFTY PLUS CLUB</b> Agnes Worthy, Chairperson	<b>659-2372</b>
<b>DORCHESTER 433 SENIORS CLUB</b> Carl Baker, President	<b>659-6931</b>
<b>ELMWOOD SENIORS' COMMUNITY CENTRE</b> Elmwood Avenue Presbyterian Church 111 Elmwood Ave E, London	<b>438-3492</b>
<b>EMPRESS FRIENDSHIP CLUB</b> Empress United Church 75 Blackfriars St, London	<b>679-9770</b>
<b>FIFTY PLUS CLUB</b> Byron Community Chapel 336 Glenrose Dr, London	<b>473-3210</b>
<b>GLENMORE CENTRE</b> Westminster College, University of Western Ontario 361 Windermere Rd, London	<b>673-0040</b> <a href="http://www.uwo.ca/westminster/">www.uwo.ca/westminster/</a>
<b>HAPPY GANG</b> Carol Miller, President	<b>485-1048</b>
<b>HAPPY TRAVELLERS RETIREES CLUB</b> Lucy Fink, President	<b>434-2068</b>

<b>HARMONY SENIORS CLUB</b> Metropolitan United Church 468 Wellington St, London	<b>432-7189</b>
<b>KIWANIS GOLDEN K CLUBS</b> Kiwanis Club of Fanshawe, Bill Traut, Secretary Kiwanis Club of Middlesex, Ron McVey, Secretary Kiwanis Club of Riverview, Ike Rusticus, Secretary Thames Valley Kiwanis Club, Ron Lyle, Secretary	<b>641-3033</b> <b>657-0937</b> <b>473-6544</b> <b>672-1178</b>
<b>LITHUANIAN SENIORS CLUB</b> Bertha Meilutis, President	<b>474-3712</b>
<b>LOCAL 27 RETIREES</b> CAW Hall, 606 First St, London	<b>455-3430</b>
<b>LONDON SENIORS AMATEUR RADIO CLUB</b> Don Watson, President	<b>451-0169</b>
<b>LUCAN SENIORS</b> Jim Bakker, President	<b>225-2320</b>
<b>NEW HORIZONS CLUB OF SOUTHWEST MIDDLESEX</b> Ray Hooker, President	<b>287-3214</b>
<b>NEW ERA SENIORS ASSOCIATION</b> Hamilton Road Seniors Centre 525 Hamilton Rd, London	<b>661-5758</b>
<b>NOSTALGIC THEATRE</b> Walker Schefielde, President	<b>660-0499</b>
<b>OX-WELL ACTIVITY PROGRAM</b> New St James Presbyterian Church Jean Walch, Program Director, 280 Oxford St E, London	<b>432-3502</b> <a href="http://www.newstjames.com">www.newstjames.com</a>
<b>PARKHILL LEISURE CLUB</b> Cliff Jiles, President	<b>294-8875</b>
<b>PROBUS CLUBS OF LONDON</b> Neal Blackburn, President (Men) Marilyn Lefcoe, President (Women)	<a href="http://www.probus.org">www.probus.org</a> <b>471-2375</b> <b>471-0199</b>
<b>REVELLING RAGING GRANNIES OF LONDON</b> Florence Boyd Graham, Coordinator	<b>471-6586</b>

## CONTINUING EDUCATION

Many boards of education and special organizations provide opportunities for seniors to continue their education or participate in non-credit interest courses, either in a classroom setting or at home.

**CENTRE FOR LIFELONG LEARNING** 659-1224  
**London District Catholic School Board** www.cfl.on.ca  
1230 King St, London

**CONTINUING AND ADULT EDUCATION**  
**Thames Valley District School Board** www.tvdsb.on.ca  
G.A. Wheable Centre for Adult Education (London) 452-2660  
70 Jacqueline St, London  
Strathroy Adult Learning Centre (Strathroy) 245-3900 ext 116  
Kenwick Mall, 51 Front St E, Strathroy

**CONTINUING EDUCATION**  
**Fanshawe College** www.fanshawec.on.ca  
1460 Oxford St E, Rm A1037, London (London) 452-4430  
Kenwick Mall, 51 Front St E, Strathroy (Strathroy) 245-3900 ext 120

**WESTERN CENTRE FOR CONTINUING STUDIES** 661-3658  
**University of Western Ontario –** www.uwo.ca/cstudies/  
**Downtown Campus**  
Galleria London 240, 355 Wellington St, London

**WESTERN'S SOCIETY FOR LEARNING** 673-0040, ext. 20010  
**IN RETIREMENT**  
**Westminster College, University of Western Ontario**  
361 Windermere Rd, London www.uwo.ca/westminster/

**ELDERHOSTEL** 1-877-426-8056  
www.elderhostel.org

## MULTICULTURAL and NEWCOMER SERVICES

Information, interpretation, newcomer services, refugee settlement, counselling and advocacy are offered to seniors of various cultural heritages. For specific ethnocultural groups call the *Community Care Access Centre of London and Middlesex* (see page 1).

**ASSOCIATION CANADIENNE-FRANCAISE DE L'ONTARIO CONSEIL REGIONAL DE LONDON-SARNIA** 675-3809  
920 Huron St, London www.acfo-ls.org

**CANADA IMMIGRATION CENTRE** 1-888-242-2100  
**Citizenship and Immigration Canada** (TTY) 1-888-576-8502  
417 Exeter Rd, London www.cic.gc.ca

Processes and regulates the entry and stay of visitors or immigrants into Canada. The Court of Canadian Citizenship handles applications for citizenship, issues certificates and conducts hearings.

**LONDON INTERCOMMUNITY HEALTH CENTRE** 660-0874  
659 Dundas St, London www.lihc.on.ca

Health clinic and newcomer services. Offers community programs on health and living in Canada, ESL classes and various support and discussion groups.

**LONDON CROSS CULTURAL LEARNER CENTRE** 432-1133  
505 Dundas St, London www.lcclc.org

Resource centre offering educational workshops, translation and temporary accommodation.

## SOCIAL ACTION, ADVISORY and ADVOCACY

*These organizations advocate, monitor or enforce regulations or act in an advisory capacity to different levels of government. Some offer recognition of the contributions of seniors to society and develop policies that improve and promote the welfare of seniors.*

**COUNCIL FOR LONDON SENIORS** 433-0625  
Kiwanis Seniors Community www.councilforlondonseniors.com  
Centre  
78 Riverside Dr, London

**CANADIAN ASSOCIATION OF RETIRED PERSONS** 473-1578  
Alec Brown, Chairperson www.fifty-plus.net  
180 Stanley St, Thamesford

**CONCERNED FRIENDS OF ONTARIO** (Answering Service)  
**CITIZENS IN CARE FACILITIES** (416) 489-0146  
170 Merton St, 2nd Fl, Toronto www.concernedfriends.ca  
Advocates on behalf of residents of nursing homes and other

long-term care homes and offers advice and assistance to ensure adequate care is provided.

**LONG-TERM CARE ACTION LINE** 1-866-434-0144  
**Ontario Ministry of Health and Long-Term Care**

[www.health.gov.on.ca](http://www.health.gov.on.ca)

Provides information and handles complaints.

**NATIONAL ADVISORY COUNCIL ON AGING** (613) 957-1968  
[www.naca.ca](http://www.naca.ca)

Assists and advises the Minister of Health on all matters related to the aging of the Canadian population and the quality of life of seniors.

**OMBUDSMAN ONTARIO** 1-800-263-1830 • (TTY) 1-866-411-4211  
[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

Investigates complaints about Ontario government organizations.

**SENIORS' INFOLINE** 1-888-910-1999  
**Ontario Seniors' Secretariat** (TTY) 1-800-387-5559  
[www.gov.on.ca/citizenship/seniors/](http://www.gov.on.ca/citizenship/seniors/)

**ONTARIO HUMAN RIGHTS COMMISSION** 1-800-387-9080  
180 Dundas St W, 8th Fl (TTY) 1-800-308-5561  
Toronto M7A 2R9 [www.ohrc.on.ca](http://www.ohrc.on.ca)

Administers and enforces the Ontario Human Rights Code, which ensures that people in Ontario are treated without discrimination. Seniors are covered by the code except in the area of employment, where certain age restrictions may apply.

## — GOVERNMENT REPRESENTATIVES —

*Elected representatives provide their constituents with information about government programs and address concerns about government services and public policy. Contact the federal or provincial constituency offices for commemorative scrolls.*

### FEDERAL

**House of Commons, Ottawa, ON K1A 0A6**

[www.parl.gc.ca](http://www.parl.gc.ca)

**LONDON-FANSHAWE** 685-4745  
**Pat O'Brien** (fax) 685-6992  
1069 Wellington Rd, Ste 116 [www.pobrien.london.on.ca](http://www.pobrien.london.on.ca)  
London, ON N6E 2H6

**LONDON NORTH CENTRE** 663-9777  
**Joe Fontana** (fax) 663-2238  
620 Richmond St [www.joefontana.parl.gc.ca](http://www.joefontana.parl.gc.ca)  
London, ON N6A 5J9

**LONDON WEST** 473-5955  
**Sue Barnes** (fax) 473-7333  
460A Springbank Dr [www.suebarnes.on.ca](http://www.suebarnes.on.ca)  
London, ON N6J 1G8

**ELGIN-MIDDLESEX-LONDON** 637-2255 • 1-866-404-0406  
**Joe Preston** (fax) 637-3358  
24 First Avenue, Unit 2 [www.joeprestonmp.ca](http://www.joeprestonmp.ca)  
St Thomas, ON N5R 4M5

**LAMBTON-KENT-MIDDLESEX** 245-6561  
**Rose-Marie Ur** 1-800-586-4614  
380 Albert St, Box 132 (fax) 245-6736  
Strathroy, ON N7G 3J1 [www.rosemarieur.ca](http://www.rosemarieur.ca)

### PROVINCIAL

**Legislative Building, Queen's Park,  
Toronto, ON M7A 1A1**

[www.ontla.on.ca](http://www.ontla.on.ca)

**LONDON-FANSHAWE** 668-1104  
**Khalil Ramal** (fax) 668-1941  
771 Southdale Rd East, Unit 16 [www.khalilramal.ca](http://www.khalilramal.ca)  
London, ON N6E 2C6

**LONDON NORTH CENTRE** 432-7339  
**Deb Matthews** (fax) 432-0613  
805 Richmond St [www.debmatthews.ca](http://www.debmatthews.ca)  
London, ON N6A 3H6

**LONDON WEST** 657-3120  
**Chris Bentley** (fax) 657-0368  
312 Commissioners Rd W, Unit 3 [www.chrisbentley.ca](http://www.chrisbentley.ca)  
London, ON N6J 1Y3

**ELGIN-MIDDLESEX-LONDON** 631-0666  
**Steve Peters** (fax) 631-9478  
542 Talbot St [www.stevepeters.com](http://www.stevepeters.com)  
St Thomas, ON N5R 1C4

**LAMBTON-KENT-MIDDLESEX****Maria Van Bommel**71C Front St  
Strathroy, ON N7G 1X6**245-8696****(fax) 245-8697**[www.mariavanbommel.onmpp.ca](http://www.mariavanbommel.onmpp.ca)**THAMES CENTRE****Mayor Crispin Colvin**4305 Hamilton Rd  
Dorchester, ON N0L 1G0**268-7334****1-866-425-7306****(fax) 268-3928**[www.thamescentre.on.ca](http://www.thamescentre.on.ca)**MUNICIPAL****ADELAIDE METCALFE****John Milligan, Reeve**2340 Egremont Dr  
Strathroy, ON N7G 3H6**247-3687****1-866-525-8878****(fax) 247-3411**[www.adelaidemetcalfe.on.ca](http://www.adelaidemetcalfe.on.ca)**LONDON****Anne Marie DeCicco, Mayor**City Hall, 300 Dufferin Ave  
London, ON N6A 4L9**661-4920****(fax) 661-5308**[www.london.ca](http://www.london.ca)**LUCAN BIDDULPH****Mayor Tom McLaughlin**33351 Richmond St, Box 190  
Lucan, ON N0M 2J0**227-4491****(fax) 227-4998**[www.lucanbiddulph.on.ca](http://www.lucanbiddulph.on.ca)**MIDDLESEX CENTRE****Mayor Bev Shipley**10227 Ilderton Rd, RR 2  
Ilderton, ON N0M 2A0**666-0190****1-800-220-8968****(fax) 666-0271**[www.middlesexcentre.on.ca](http://www.middlesexcentre.on.ca)**NEWBURY, VILLAGE OF****Reeve Diane Brewer**22910 Hagerty Rd, Box 130  
Newbury, ON N0L 1Z0**693-4941****(fax) 693-4340**[www.newbury.ca](http://www.newbury.ca)**NORTH MIDDLESEX****Mayor Wes Hodgson**229 Main, Box 9  
Parkhill, ON N0M 2K0**294-6244****1-888-793-9637****(fax) 294-0573**[www.northmiddlesex.on.ca](http://www.northmiddlesex.on.ca)**SOUTHWEST MIDDLESEX****Mayor Doug Reycraft**153 McKellar St, Box 218  
Glencoe, ON N0L 1M0**287-2015****(fax) 287-2359**[www.southwestmiddlesex.ca](http://www.southwestmiddlesex.ca)**STRATHROY CARADOC****Mayor Mel Veale**52 Frank St  
Strathroy, ON N7G 2R4**245-1070****(fax) 245-6353**[www.strathroy-caradoc.ca](http://www.strathroy-caradoc.ca)**INFORMATION SERVICES**

*A variety of information relevant to daily living and leisure is available to seniors through the following services. A complete listing of local government services can be found in the blue pages of the telephone book.*

**COMMUNITY CARE ACCESS CENTRE OF LONDON AND MIDDLESEX**

356 Oxford St W, London

**(London) 473-2222****1-800-811-5146****(TTY) 473-9626 • 1-800-811-5147**[www.ccaclm.on.ca](http://www.ccaclm.on.ca)

395 Carrie St, Ste 311, Strathroy

**(Strathroy) 245-3233****1-800-265-6235**

Information and referral is provided to health and social services.

See page 1 for a full description of this service.

**THEHEALTHLINE.CA**[www.thehealthline.ca](http://www.thehealthline.ca)Local health web portal with online directory of services. Information London social services directory [www.info.london.on.ca](http://www.info.london.on.ca).**CHERRYHILL HEALTHY AGEING PROGRAM****675-1094**Cherryhill Village Mall,  
301 Oxford St W, London[www.cherryhillhealthyageing.ca](http://www.cherryhillhealthyageing.ca)

Information about community services and provision of multi-agency programs related to healthy aging.

**GOVERNMENT OF ONTARIO INFORMATION****873-4000**Government Information Centre – London  
659 Exeter Rd, London**1-800-267-8097****(TTY) 1-800-268-7095**[www.gov.on.ca](http://www.gov.on.ca)**GOVERNMENT ACCESS INFORMATION NETWORK****245-3900**

Kenwick Mall, 51 Front St E, Strathroy

**1-800-396-1708**Access to municipal, provincial and government services. [www.gaincentre.on.ca](http://www.gaincentre.on.ca)**NORTHWEST MIDDLESEX MULTI-SERVICE CENTRE****294-0442**

185 King St, Parkhill

[www.isp.ca/multi/](http://www.isp.ca/multi/)

A variety of social service agencies provide information and programs.

**GOVERNMENT OF CANADA INFORMATION** 1-800-622-6232  
 (TTY) 1-800-465-7735  
 www.canada.gc.ca

**VOICEPRINT** 1-800-567-6755  
**National Broadcast Reading Service Inc** www.voiceprint.ca

A free national audio service that brings news and information to vision impaired viewers.

## LIBRARIES

Public libraries offer large print and talking books, music, videotapes and equipment.

**LONDON PUBLIC LIBRARY** 661-4600  
 305 Queens Ave, London (Home Library Service) 661-6444  
 www.londonpubliclibrary.ca

<b>Beacock</b>	<b>451-8140</b>	.....1280 Huron St
<b>Byron</b>	<b>471-4000</b>	.....1295 Commissioners Rd W
<b>Carson</b>	<b>438-4287</b>	.....465 Quebec St
<b>Cherryhill</b>	<b>439-6456</b>	.....301 Oxford St W
<b>Crouch</b>	<b>673-0111</b>	.....550 Hamilton Rd
<b>Eastwood</b>	<b>451-7600</b>	.....1920 Dundas St
<b>Glanworth</b>	<b>681-6797</b>	.....2950 Glanworth Dr
<b>Jalna</b>	<b>685-6465</b>	.....1119 Jalna Blvd
<b>Lambeth</b>	<b>652-2951</b>	.....7112 Beattie St
<b>Landon</b>	<b>439-6240</b>	.....167 Wortley Rd
<b>Masonville</b>	<b>660-4646</b>	.....30 North Centre Rd
<b>Northridge</b>	<b>439-4331</b>	.....1444 Glenora Dr
<b>Pond Mills</b>	<b>685-1333</b>	.....1166 Commissioners Rd E
<b>Sherwood</b>	<b>473-9965</b>	.....1225 Wonderland Rd N
<b>Westmount</b>	<b>473-4708</b>	.....3200 Westmount Rd S

**MIDDLESEX COUNTY LIBRARY** 245-8237  
 3230 Napperton Dr, Strathroy www.middlesex.library.on.ca

Maintains a database of community services, which is available for viewing at any branch library.

<b>Ailsa Craig</b>	<b>293-3441</b>	.....147 Main St, Ailsa Craig
<b>Avon</b>	<b>269-3652</b>	.....5787 Putnam Rd, Springfield
<b>Coldstream</b>	<b>666-1201</b>	.....10227 Ilderton Rd, Ilderton

<b>Delaware</b>	<b>652-9978</b>	.....29 Young St, Delaware
<b>Dorchester</b>	<b>268-3451</b>	..2123 Dorchester Rd, Dorchester
<b>Glencoe</b>	<b>287-2735</b>	.....178 McKellar St, Glencoe
<b>Harrietsville</b>	<b>269-3089</b>	..2421 Harrietsville Dr, Harrietsville
<b>Ilderton</b>	<b>666-1599</b>	.....40 Heritage Dr, Ilderton
<b>Komoka</b>	<b>657-1461</b>	.....133 Queen St, Komoka
<b>Lucan</b>	<b>227-4682</b>	.....261 Main St, Lucan
<b>Melbourne</b>	<b>289-2405</b>	..6570 Longwoods Rd, Melbourne
<b>Mt Brydges</b>	<b>264-1061</b>	..22501 Adelaide Rd, Mt Brydges
<b>Newbury</b>	<b>693-4275</b>	.....22894 Hagerty St, Newbury
<b>Parkhill</b>	<b>294-6583</b>	.....233 Main St, Parkhill
<b>Putnam</b>	<b>485-4946</b>	.....4211 Breen Rd, Putnam
<b>Strathroy</b>	<b>245-1290</b>	.....34 Frank St, Strathroy
<b>Wardsville</b>	<b>693-4208</b>	...21935 Hagerty Rd, Wardsville
<b>West Nissouri</b>	<b>461-1150</b>	...21790 Fairview Rd, Thorndale

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