

SENIORS GUIDE



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Dear Neighbour

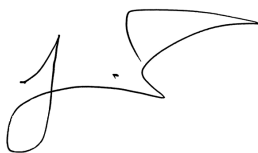
Sudbury is a vibrant and growing community, home to many senior members. I have had the pleasure of meeting many of you at community events or during meetings. You have shared that you want to know more about services, supports, and opportunities specifically for seniors in our community. You've shared the unique challenges seniors face in Ontario, and how important it is for you to get clear, reliable communication targeted to those challenges.

This is why I've created this guide as a one-stop resource for you to have and share. I created this guide as a service to this community, and as part of my commitment to you. I hope this guide helps inform and empower you, so you can access the services, programs, and opportunities that will help you the most.

My team and I have a profound respect for the seniors who build and enhance Sudbury and help make it the wonderful place it is. I firmly believe that navigating your senior years should come with dignity, ease, and access to what you need, where you live.

Whether you're looking for assistance with transportation, or are seeking information on health care and housing, this guide is for you. I am honoured to serve as your voice and your advocate, and I hope this guide is helpful. Please know that my team and I are always here for you.

Warmly,



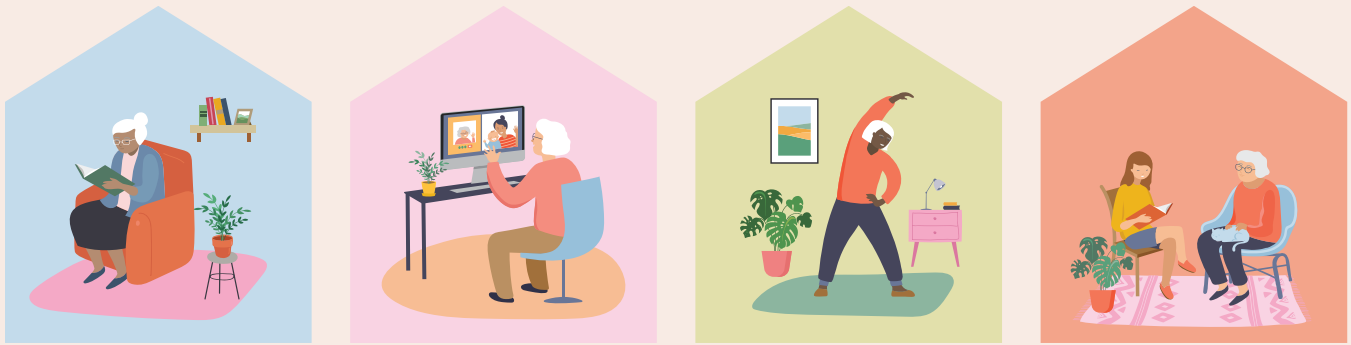
Jamie West



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How to Read This Guide

This guide is structured to be both informative and easy to navigate.

Start with the Table of Contents:

Get an overview of the topics covered and jump to the sections most relevant to you.

Take it One Section at a Time:

Each section is designed to stand alone, so you don't need to read the guide in order. Feel free to start with the areas that interest you the most.

Engage with the Community Resources:

Many sections offer insights into local programs and facilities. We encourage you to explore these opportunities for socializing, learning, and staying active.

Seek Clarification When Needed:

If anything in the guide is unclear or you need more information, don't hesitate to reach out to my office. We're here to help.

Remember, this guide is for you. It's a tool to help you live your best life by staying informed, connected, and engaged with the wealth of resources our community offers. Your well-being and happiness are paramount, and we're dedicated to supporting you every step of the way.

Please note: This guide was made with care and may not be exhaustive. It's intended to inform and not provide legal advice.

Accessibility

The Accessibility for Ontarians with Disabilities Act (AODA) is a law that outlines and enforces accessibility standards provincially. It applies to five areas of daily life: customer service, communications, transportation, design of public space, and employment.

For more information and resources on accessibility for seniors:

- 🖱️ www.ontario.ca/page/ministry-seniors-accessibility
- ☎️ Toll-free: 1-888-910-1999

Mobility Devices

The Assistive Devices Program (ADP) helps cover the cost of equipment and customized devices for individuals with long-term disabilities, regardless of income. A long-term disability is defined as requiring an assistive device for six months or longer.

The ADP typically covers 75% of the cost of the item. Types of devices that are covered include:

- ▶ Mobility aids
- ▶ Hearing aids and other devices (fixed amount)
- ▶ Communication aids
- ▶ Visual aids
- ▶ Diabetic equipment and supplies (grant paid to recipient directly)
- ▶ Respiratory equipment and supplies
- ▶ Home oxygen therapy
- ▶ Artificial eyes and facial prosthetics
- ▶ Custom orthotic braces, compression garments and lymphedema pumps
- ▶ Prosthetic breasts or limbs (grant paid to recipient directly)
- ▶ Enteral-feeding pumps and ostomy supplies (grant paid to recipient directly)

If you cannot cover your portion of the cost, you can inquire with HNNB Healthline for help identifying additional financial resources by calling **1-800-810-0000**.

For more information about ADP authorization for a device you need, consult with your family physician.

Accessible Parking Permits

An Ontario Accessible Parking Permit (APP) allows disabled permit holders to use accessible parking spaces with their own vehicle or a vehicle used to transport people with a disability. Permits are provided at no cost to those with a health condition that meets eligibility requirements. Applications can be submitted alongside the required documentation three ways:

- ▶ Online at www.sus.gov.on.ca/lc/content/mgcs/app/profiles/default.html
- ▶ In person at a ServiceOntario location
- ▶ By mail with an application form available at ServiceOntario

To learn more about Accessible Parking Permits, call toll-free **1-800-387-3445**.

Advance Care Resources and Planning

It can be overwhelming trying to determine the next steps when preparing for advanced care, or when a loved one passes away. Here are a few key resources to consider:

Power of Attorney (POA)

If something happens to you, for example an accident or illness that impacts your ability to make financial or health care decisions for yourself, you will need someone to make those decisions for you.

You should consider having a power of attorney in place.

A Power of Attorney is a legal document that gives someone you trust the right to make financial or health care decisions for you. This trusted person does not have to be a lawyer to be your POA.

Types of POA

There are two types of powers of attorney:

► Personal Care

An attorney for personal care can make decisions about your health care, housing and other aspects of your personal life such as meals and clothing.

► Property

An attorney for property can make decisions about your financial affairs including paying your bills, collecting money owed to you, maintaining or selling your house and managing your investments. Without an attorney for property, your family, including your spouse, cannot automatically step in to make financial decisions for you. In this case, the provincial government steps in and may make these decisions for you.

How do I file for Power of Attorney?

The provincial government has easy to use, standard Continuing Power of Attorney forms that can be accessed in two ways:

- Online at www.publications.gov.on.ca/300975 (you will need to print these off)
- By contacting my office at **705-675-1914** and we can print them off for you!

Preparing a Will

A will is a legal document that takes effect when you die. It explains your wishes about how your property and possessions should be taken care of and distributed.

How do I prepare a will?

► Online

There are a number of websites online that provide templates and guidance for creating a will. Always seek professional advice before completing an online will or using a third party template.

► Hire a Lawyer

A lawyer can answer your questions when preparing a will. A lawyer can also make sure your will meets legal requirements.

The Law Society of Ontario offers a referral service to help you find a lawyer. Please visit lsrs.lso.ca/lsrs/welcome

For more information on government and legal requirements, contact the Ministry of the Attorney General at **416-326-2220**.

Advance Care Planning (ACP)

Ontario has unique requirements with respect to advance care planning, substitute decision-making and health care consent because of our laws such as the Health Care Consent Act.

As a result, Advance Care Planning Ontario was created in conjunction with Hospice Palliative Care Ontario.

ACP is about preparing you and your Substitute Decision Maker (SDM) for future healthcare situations and decisions, preparing for end-of-life and planning for any healthcare needs you may have in the future.

ACP Contact:

☎ 1-800-349-3111 ext 231

Palliative & Hospice Care

Palliative care refers to care for patients and their families who are facing a serious, life-limiting illness. Palliative care is patient-centered coordinated care that aims to relieve suffering and improve quality of life for patients and their families at all stages of the illness. There is no cost to patients for medically necessary palliative care services in their homes, hospices or hospitals.

The types of palliative care services that may be provided include:

- ▶ physician and nursing services to assess and manage the progression of the illness (this includes providing pain and symptom management to improve comfort and quality of life)
- ▶ personal support services (such as homemaking)
- ▶ psychological, social services, spiritual and bereavement support
- ▶ other services such as physiotherapy, caregiver support, pharmacy

Accessing Palliative & Hospice Care:

Most Palliative Care is provided or accessed through your primary health care provider, such as a family doctor.

You or your loved one can also be assessed through Home and Community Care Support Services by calling **1-800-810-0000**.

A hospital can also refer you to palliative care resources.

For more information on accessing palliative care, please contact the Ministry of Health at **1-866-532-3161**. For support with Hospice Care, please contact Hospice Palliative Care Ontario at **1-833-621-0728**.

Support for Caregivers

One of the most difficult roles is being a caregiver – whether for an elderly parent, friend or family member. Navigating through the complex world of long term care, home, hospice or palliative care is not an easy feat, and you deserve access to supports.

The Ontario Caregiver Organization

Supports caregivers across Ontario with a suite of programs and resources including the 24/7 Ontario Caregiver Helpline:

☎ 1-833-416-CARE (2273)

- ▶ Counselling and peer support groups, webinars, tip sheets and checklists.

Hospice Palliative Care Ontario

Supports caregivers with grief counselling, support groups and programs aimed at learning skills on safety strategies, help available in the community, and easier ways to accomplish daily activities.

☎ 1-833-621-0728

Advocacy by and for Older Adults

When it comes to having your voice heard by the various levels of government, organizing with like-minded individuals who share common identities and interests is key. There are several active groups in Sudbury who have come together to advocate for the interests of older adults in the community. If you are interested in getting involved in amplifying the needs and wants of older adults in Sudbury, consider connecting with them.

Canadian Association of Retired People (CARP) – Sudbury Chapter

CARP advocates for “A New Vision of Aging for Canada.” The mission of CARP is to improve the quality of life and to promote the well-being of all Canadians through advocacy, education, dissemination of information, money-saving services and programs specially designed for adults. Areas of advocacy include: promoting age-friendly cities, ending elder abuse, homecare, end-of-life care, dementia care, health care transformation, national pharmacare, investor protection and retirement income protection.

☎ 705-618-9510

✉ carpsudburychapter@gmail.com

Older Adult Advisory Panel – City of Sudbury

The advisory panel’s mandate is to promote, maintain and enhance seniors' quality of life in the City of Greater Sudbury through consultation, education, advice and advocacy. And, to advise and respond to requests by the Mayor and Council on seniors' issues, and to promote the development of a continuum of services for seniors.

To get involved, contact Sherri Moroso:

✉ sherri.moroso@greatersudbury.ca

☎ 705-674-4455 extension 2449

Computer Literacy for Older Adults

Technology is everywhere nowadays! You may have encountered situations where the ability to use a computer or other technological device was required or would have been helpful. If you are an older adult who is looking to acquire or build upon your computer skills, there are several resources available to you locally.

Greater Sudbury Public Library

The Sudbury Library may offer courses on computer literacy to help with basic or advanced computer knowledge. The courses help with the use of Microsoft Office, communications software, and are designed to broaden your skills. Classes are held at many branches or online and are free. Register for Basic Tech Help courses at:

☎ 705-673-1155

Elder Abuse and Fraud

Elder abuse is a serious and often overlooked issue that affects older adults. Forms of elder abuse can include physical, emotional, sexual, and financial abuse, as well as neglect. These abuses can occur within family settings, care facilities, or even in the community, leading to significant physical and psychological consequences. Recognizing the signs and understanding the dynamics of elder abuse is crucial in safeguarding the well-being and dignity of our aging population.

Common signs of possible abuse:

- ▶ Unexplained injuries or a history of “accidents,” poor hygiene, bed sores.
- ▶ Depression, fear, anxiety, withdrawal or weight loss.
- ▶ Dehydration or lack of food, clothing, medicine, or other necessities of life.
- ▶ Unnecessary purchases or repairs to house or property.
- ▶ Unexplained loss or misuse of property items such as banking records or wills.

Below are emergency service lines and safety contacts you can connect with, if you or someone you know is experiencing elder abuse:

Greater Sudbury Police Services

If you are in danger, in an emergency, or are being abused please dial **9-1-1** right away.

For non-emergency and general reporting of senior abuse or senior supports, please call **705-675-9171**.

EAPN (Elder Abuse Prevention Network)

EAPN work's collaboratively with agencies and seniors to prevent elder abuse and create a safe community where older adults are valued and respected within Ontario.

You can contact Elder Abuse Prevention Ontario for support by calling **1-833-916-6728**.

CRIME STOPPERS Sudbury:

☎ 1-800-222-8477

Seniors Safety Line:

☎ 1-866-299-1011

24/7 confidential and free resource that provides information, referrals and support in over 150 languages for seniors experiencing abuse.

Food Assistance

Meals on Wheels

Meals on Wheels delivers hot meals, 5 days a week to eligible seniors.

To apply, please call **705-525-4554**.

📍 Minnow Lake Place

Cost: \$10.25/meal

Food Banks

Holy Redeemer Minnow Lake Food Bank

📍 1887 Bancroft Drive

📞 705-566-8330 ext. 1

Hours:

Thursdays, 3:00 p.m. – 5:00 p.m.

New Sudbury

📍 1169 Dollard Street

📞 705-675-7550

Hours:

Tuesdays, 10:00 a.m. – 1:00 p.m.

West End, South End, Downtown – Inner City Home of Sudbury

📍 251 Elm Street

📞 705-675-7550

Hours:

Monday to Friday, 1:00 p.m. – 3:45 p.m.

Flour Mill – Salvation Army Family Services

📍 450 Notre Dame Avenue

📞 705-673-5893 x204

Walk-ins:

Monday, Tuesday and Friday
from 1:00 p.m. – 4:00 p.m.

The Donovan – Grace Family Church

📍 426 Burton Avenue

📞 705-673-1512

Hours:

Every other Wednesday from
1:00 p.m. – 3:00 p.m.

Elgin Street Mission

📍 344 Elgin Street (The Samaritan Centre)

📞 705-673-2163

Hours:

- ▶ Monday to Friday
Breakfast, 8:00 a.m. – 11:00 a.m.
Supper, 5:00 p.m. – 7:30 p.m.
- ▶ Saturday and Sunday
Breakfast, 10:00 a.m. – 11:30 a.m.
Supper, 5:00 p.m. – 7:30 p.m.

*All mealtimes until food runs out

Blue Door Soup Kitchen

📍 344 Elgin Street (The Samaritan Centre)

📞 705-675-5300

Hours:

Daily, 11:00 a.m. – 2:30 p.m.

St. Andrew's Out of the Cold

📍 111 Larch Street

📞 705-674-0721 or 705-673-9167

Hours:

Fridays, 6:00 p.m. – 8:00 p.m.
November to April

Government Finance and Income Supports

ODSP

The Ontario Disability Support Program (ODSP) offers money to help you and your eligible family members with living expenses, including food, rent, health benefits (prescription drugs and vision care) and employment support to help you find and keep a job.

If you are eligible for ODSP, the amount of money you get will depend on your specific situation. However, you may receive up to \$1,308 as a single person.

ODSP's Extended Health Benefit

Even if you are no longer eligible for the monthly ODSP benefit, you may still be eligible for drug coverage if you are 65 or over, through the EHB.

The EHB can help with the cost of:

- ▶ prescription drugs and medical supplies
- ▶ dental and vision care
- ▶ travelling to medical appointments
- ▶ assistive devices, such as hearing aids

To qualify, the person must still be eligible for ODSP except for the fact that their income is too high. For example, they must be a resident of Ontario and have no more assets than what ODSP allows. But, after the age of 65, they no longer have to prove that they meet ODSP's definition of a "person with a disability".

As well, to qualify for the EHB, their health costs must be higher than the difference between:

- ▶ their current income, and
- ▶ the amount of ODSP income support that they had been getting each month.

Considerations for seniors:

When a person turns 65, there's a risk that they'll no longer qualify financially for the Ontario Disability Support Program (ODSP), including ODSP health benefits. These health benefits cover things like prescription drugs, routine eye examinations, and dental care.

You may no longer qualify for ODSP because at 65, you are automatically eligible to receive the Old Age Security (OAS) pension and might also be eligible for the Guaranteed Income Supplement (GIS) and the Guaranteed Annual Income System (GAINS).

Getting these income supports likely means that your income will be too high to qualify for ODSP.

So, before applying for GIS or GAINS, you should consider whether getting these income supports will affect your ODSP and prescription drug coverage eligibility.

Ontario Works (OW)

You can apply for financial and employment assistance through Ontario Works, for help with living expenses, food, rent, and health benefits.

If you are eligible for Ontario Works, the amount of money you get will depend on your specific situation. In most cases, you must participate in employment-related activities to receive financial help.

You could receive up to \$733 a month for basic needs and shelter if you are single.

How do I apply?

Apply online at the address below or call for more information:

➤ ontario.ca/page/social-assistance

☎ 1-888-999-1142

OAS

The Old Age Security Pension is a monthly payment you receive if you are 65 and older.

Your employment history is not a factor in determining eligibility. You can receive the Old Age Security (OAS) pension even if you have never worked or are still working.

You must be 65 years old or older, be a Canadian citizen or a legal resident at the time of approval of your OAS pension application and have resided in Canada for at least 10 years since the age of 18.

How much could you receive?

- ▶ Age 65 to 74
 - Maximum Monthly Payment: \$713.34
 - Annual net income in 2023:
Less than \$142,609
- ▶ Age 75 and over
 - Maximum Monthly Payment: \$784.67
 - Annual net income in 2023:
Less than \$148,179

How do I apply?

You are automatically enrolled for OAS when you turn 65, however there are certain instances where you need to apply directly through Service Canada.

For more information, call Service Canada directly at **1-800-622-6232** or visit a local office:

📍 19 Lisgar Street, Sudbury

GIS

The Guaranteed Income Supplement (GIS) is a monthly payment you can get if you are 65 or older. The Supplement is based on income and is available to low income seniors already receiving the Old Age Security pension.

Do I qualify?

You may be able to get this benefit if you are 65 or older, you live in Canada and you receive the Old Age Security (OAS) pension.

Have questions about GIS?

For more information, call Service Canada directly or visit a local Service Canada location:

📍 19 Lisgar Street

☎ 1-800-206-7218

GAINS

GAINS provides a monthly, non-taxable benefit to low-income Ontario seniors.

You qualify for GAINS payments if you are 65 years or older, have lived in Ontario for the past 12 months or for a total of 20 years since turning age 18, have been a Canadian resident for 10 years or more, receive the federal OAS pension and GIS payments.

How do I apply?

If you currently receive the OAS pension and GIS, you do not have to apply. Your GAINS benefits will be determined based on information received from Employment and Social Development Canada and the details provided on your personal income tax and benefit return. If you DO NOT currently receive Old Age Security or the Guaranteed Income Supplement, you must apply for GIS by doing the following:

- ▶ file your tax return every year by April 30, even if you don't have income to report, or
- ▶ complete a GIS application

For more information, visit a Service Canada location or call **1-800-277-9914**.

CPP Retirement Pension

The Canada Pension Plan (CPP) is a monthly, taxable benefit that replaces part of your income when you retire. If you qualify, you'll receive the CPP retirement pension for the rest of your life.

To qualify for CPP, you must be at least 60 years old and have made at least one valid contribution to the CPP program.

The standard age to start the pension is 65. However, you can start receiving it as early as age 60 or as late as age 70.

How much \$ can I receive?

The amount of your CPP retirement pension depends on different factors, such as:

- ▶ the age you decide to start your pension
- ▶ how much and for how long you contributed to the CPP
- ▶ your average earnings throughout your working life

How do I apply?

You can apply for CPP in two ways:

- ▶ Apply online through your Service Canada Account
- ▶ Apply by paper application

Applications can be picked up at Service Canada locations, be printed and downloaded online or can be printed off by your MP's office.

Healthcare

You are covered under the Ontario Health Insurance Plan with a valid Ontario Health Card. Eligibility for medically necessary health care services covered by OHIP vary according to age and other requirements. For general health advice and information about accessing the health care you need, dial **8-1-1** to speak to a registered nurse 24 hours a day, 7 days a week. For emergencies, dial **9-1-1**.

Home and Community Care Support Services

Formerly called LHINs, Home and Community Care Support Services (HCCSS) coordinate in-home and community-based care services. In addition, HCCSS can direct you to the health care services and resources that you need. An HCCSS care coordinator can help you access the following services:

- ▶ Routine home visits by a nurse or personal support worker
- ▶ Locating a family doctor
- ▶ Applying for long-term care
- ▶ Adjustment to at-home living after a hospital discharge and more

To speak to a care coordinator 7 days a week, 365 days a year, dial **310-2222** (no area code required).

Drug Benefit

As a senior, your Ontario Drug Benefit (ODB) coverage begins automatically on the first day of the month after your 65th birthday. ODB covers roughly 5,000 commonly prescribed drugs, vaccines, over-the-counter products, diabetes monitoring products, and nutrition products with a valid prescription. Low-income seniors can have their ODB deductible waived by applying to the **Seniors Co-Payment Program**.

You are eligible if your annual net household income is:

- ▶ \$22,200 or less for an individual
- ▶ \$37,100 or less for a couple

For more information on what's covered for you, consult your pharmacist or search the E-Formulary database at www.formulary.health.gov.on.ca/formulary.

Dental Care

The Ontario Seniors Dental Care Program (OSDCP) provides free, routine dental services at participating dental clinics for low-income seniors age 65 or older. Your income must be \$22,200/year as an individual or \$37,100 as a couple.

OSDCP coverage includes:

- ▶ Examinations and assessments
- ▶ Cavity treatment and broken tooth repair
- ▶ X-rays
- ▶ Dental surgeries
- ▶ Anaesthesia
- ▶ Root canals
- ▶ Periodontal procedures
- ▶ Dentures (partially covered under the OSDCP)

You must present a valid OSDCP card at your service provider to access coverage. To apply to the program and receive a dental card, mail in an application form. You must use a dental clinic that participates and accepts OSDCP cards.

For more questions and to apply:

☎ 416-338-7600

🖱 www.ontario.ca/seniorsdental

Contact Public Health to participate in the local dental program.

Seniors dental care clinic:

☎ 705-522-9200, ext. 3027

✉ seniorsdentalhealth@phsd.ca

Federal Dental Care Program

Starting in 2023, the Federal Dental Care Program (CDCP) was introduced in Canada. Seniors with a household income of less than \$90,000 and no private dental insurance coverage can access the plan by application. Seniors became eligible for the plan throughout 2023-2024 according to age and it should now be available to everyone.

Note: If you are covered under the provincial dental plan (OSDCP), you can still qualify for federal coverage under the CDCP. Your coverage will be coordinated between the two plans to prevent duplication and gaps in coverage.

To apply online and for more information about the CDCP:

🖱 www.canada.ca/en/services/benefits/dental/dental-care-plan

☎ 1-833-537-4342

Eye Care

As of September 1, 2023, under the new Optometry Services Agreement, there have been changes made to eye care services provided under OHIP. Seniors without a diagnosed eye condition are now eligible for one eye exam every 18 months.

These seniors are eligible for two minor follow-up assessments in the following 18-month period before their next exam. Seniors diagnosed with glaucoma, diabetes, or macular degeneration are eligible for an annual exam every 12 months. With these diagnoses, seniors are eligible for two minor follow-up assessments in the following 12-month period before their next exam.

Seniors Health Benefits: Did You Know?

MedsCheck: Are you taking 3 or more prescription medications? Living with diabetes? You qualify for a free 30-minute consultation with a pharmacist to make sure you're taking your prescribed medications properly. Ask your pharmacy about the MedsCheck program on your next visit.

Shingles Vaccine: Shingles is a nasty viral infection that can leave lasting nerve damage, but it is preventable. If you're a senior age 65-70, the shingles vaccine is covered for you under OHIP. Ask your family doctor for more information.

Colon Cancer Screening Program: Colon cancer screening increases the chance of finding cancer early when it is more likely to be cured. When colon cancer is caught early, 9 out of 10 people can be cured. As a senior, you are covered under OHIP for an at-home test or a colonoscopy.

Physiotherapy: Whether you're recovering from an injury, or surgery, have a pre-existing condition, or simply need some support to remain healthy and mobile, your physician may recommend physiotherapy for you. With a valid referral, OHIP covers this service.

Pharmacist Services: If you don't have a family doctor, you can consult a pharmacist for a prescription to treat 13 minor ailments. Pharmacists with proper certification are also able to administer injections like vaccinations, vitamins, and other routine medications in a pharmacy setting. Ask your pharmacy if these services are available on your next visit.

Patient Ombudsman: If you ever experience any issues with patient care and are unsure where to turn, you can put in a formal complaint with Ontario's Patient Ombudsman.

The Patient Ombudsman's role is to help resolve complaints from patients, residents and caregivers about experiences in Ontario's public hospitals, long-term care homes, home care, and community surgical and diagnostic centres.

They will do everything they can to hear, understand and resolve your complaint. They will work with both complainants and health organizations to help prevent the same issues from happening to others and to influence positive change in Ontario's health care system:

☎ Toll free: 1-888-321-0339

🖱 patientombudsman.ca

Housing

This section covers the different types of housing options available for seniors in Sudbury, highlighting how each choice supports different lifestyles and care needs. From adapting your current home for continued independence to exploring financial assistance programs that make housing more accessible and affordable, we cover essential information to help you navigate the complexities of senior housing.

Housing Options for Seniors in Ontario

Choosing the right housing option is a vital decision for seniors in Ontario. Regulations and guidelines for each housing option can be difficult to navigate. Understanding each option's regulatory framework and application process is crucial for making an informed choice. As your representative I recognize the need and value in prompt access to housing options, and my team and I will continue to advocate for further regulations and transparency for senior housing.

Retirement Homes

The nearly 780 licensed retirement homes in Ontario are regulated by the Retirement Homes Regulatory Authority (RHRA). These homes offer varied levels of service, from meals and personal care to social and recreational programs, tailored to the needs of more independent seniors. When choosing a retirement home, research and compare facilities using the RHRA's database for inspection records and licensing status. Visiting homes and consulting with current residents can offer valuable insights as well.

Applications are made directly to the retirement home, with costs covering accommodation, meals, and any additional care services.

List of possible homes (not exhaustive):

- ▶ Amberwood Suites
- ▶ Autumnwood Lifestyles
- ▶ Casa Bella
- ▶ Chartwell Retirement Residences
- ▶ Finlandia Village
- ▶ Red Oak Villa
- ▶ Regent Manor Retirement Residence
- ▶ St. Joseph's Villa
- ▶ Sudbury Retirement Manor
- ▶ The Walford Sudbury

For concerns or questions, contact the RHRA:

☎ 1-855-275-7472

Financial Assistance Programs for Senior Housing in Ontario

Low-Income Housing Options

The City of Sudbury offers housing programs for low-income seniors. This is through their Rent-Geared-To-Income Program. Housing supply is limited, and it may take years to be placed in housing. There are mixed subsidized units and also seniors-only buildings that you can apply for. More information can be found here:

➤ www.greatersudbury.ca/live/community-housing/housing-services1/community-housing-properties/older-adult-housing/

Supportive Housing for Seniors

In designated residential buildings, seniors can live and get assistance in their daily living activities. There are 9 buildings, to help seniors live independently with supports such as personal care, light housekeeping, medication checks and more. The program offers the stability and safety of intermittent 24-hour support and an on-site Registered Practical Nurse.

To apply or contact the City:

☎ 3-1-1

✉ 311@greatersudbury.ca

Canada-Ontario Housing Benefit

The Canada-Ontario Housing Benefit (COHB) offers a portable monthly subsidy to assist selected households in affording private rental housing in Ontario with an application process operated through Sudbury. Aimed at specific groups such as survivors of domestic violence, the homeless or at risk, Indigenous people, seniors, and those with disabilities, eligibility is determined via referral by Service Managers. The subsidy covers the difference between 30% of household income and local average market rent or the gap between social assistance shelter allowances and actual housing costs.

☎ 1-888-544-5101

Regulations and Complaint Processes for Senior Housing in Ontario

Senior housing options in Ontario have distinct regulatory bodies and complaint procedures:

Retirement Homes

Governed by the Retirement Homes Act, 2010, and overseen by the Retirement Homes Regulatory Authority (RHRA). Complaints about care standards or resident rights can be filed with the RHRA. Reach out to the RHRA at **1-855-ASK-RHRA** to ask about a complaint form or email info@rhra.ca.

By law, all retirement homes in Ontario are required to have a procedure for responding to complaints about the operation of the home.

They must acknowledge your complaint within 10 business days to let you know how they plan to resolve the issue.

Supportive Housing Programs and Long-Term Care Homes

Managed by Home and Community Care Support Services and regulated under the Long-Term Care Homes Act. Complaints regarding services or care are directed to them. Reach out to the Long-Term Care Family Support and Action Line:

☎ Toll-free: 1-866-434-0144

You can make a complaint about an Ontario public hospital, long-term care home, home care, and community surgical and diagnostic centre using their online form or by mail.

If your concern is not time sensitive, you can contact the Ministry of Long-Term Care by mail, at:

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON M7A 1N3

Renters (LTB and RTA)

The Landlord and Tenant Board (LTB) resolves disputes under the Residential Tenancies Act, covering issues like rent, maintenance, and evictions. If you have questions about your landlord and your rights as a tenant, reach out to my office for my tenant guide!

Additional Housing Resources and Contacts for Seniors in Sudbury

Ministry of Finance (For Property Tax and Land Tax Assistance)

Information on tax relief programs for seniors. For more information, call toll-free **1-866-400-2122** or visit the Ministry of Finance Website at www.fin.gov.on.ca.

Municipal Property Assessment Corporation

Information on property tax relief related to home modifications for seniors and people with disabilities.

To contact:

☎ Toll-free: 1-866-296-MPAC (6722)



ID Renewal

Renewing lost, stolen or expired ID can be a hassle. Below are key resources, tips and tricks to make the process smoother for our seniors. When in doubt, contact my office for support at **705-675-1914** or email us at **JWest-CO@ndp.on.ca**.

Drivers Licence

Please be aware that the government no longer sends out renewal reminders in the mail.

You can however, sign up for text, email or phone reminders by visiting this link and signing up – **www.ontario.ca/page/get-serviceontario-renewal-reminders**

You have two renewal options:

Online at **cxp.mgcs.gov.on.ca/cxp-web/product-renewal/renewal-options**

- ▶ \$90 fee (fee varies if you are over 76 years of age)
- ▶ You can renew online if you:
 - have a full licence (G, M or GM class) that isn't cancelled or suspended
 - have a combination class of G1M, G2M, GM1, or GM2 (only the full portion will be renewed online)
 - haven't updated your address within the last 90 days
 - don't need tests (vision, written, or road)
 - are not removing a vision condition
 - have no new medical conditions that may prevent you from driving
 - don't have outstanding fines or penalties

In person at a ServiceOntario location

- ▶ \$90 fee (fee varies if you are over 76 years of age)
- ▶ Go in person if you:
 - need to pay an outstanding fine
 - have a new medical condition
 - need to update your address
 - need testing done (vision, written or road)
 - need to lift a suspended licence

Photo ID Card

The Ontario Photo Card is a wallet-sized card that provides government-issued identification to those Ontarians who do not have a driver's licence, making it easier for them to do things such as open a bank account and any other activities that require official identification.

This is a good option for Seniors who no longer drive, but still need official ID.

Applying for a photo ID card

You can apply for an Ontario Photo Card in person at a ServiceOntario centre if you:

- ▶ do not have a driver's licence
- ▶ are a resident of Ontario
- ▶ are 16 years of age or older

Renewing an existing photo ID card

An Ontario Photo Card is valid for 5 years, after which time it must be renewed.

You can apply for a renewal online if you don't need a new photo. You are required to get a new photo every 10 years, and if you are due for a new photo, you must apply for a renewal in person at a ServiceOntario centre.

To renew you will need to:

- ▶ pay a renewal fee of \$35
- ▶ provide an additional piece of ID (only if your Ontario Photo Card is expired)

Licence Renewals (80+)

In Ontario, once you turn 80, you need to renew your driver's licence every 2 years. Here are some next steps:

Before your licence expires, you will receive the following in the mail:

- ▶ a renewal application form
- ▶ a letter explaining the steps required to renew

Once you receive your renewal application form and letter in the mail, you can book an appointment at a ServiceOntario centre either:

- ▶ online at **www.ontario.ca/page/book-serviceontario-appointment**
- ▶ by calling **1-800-396-4233** (toll free)

What to bring:

- ▶ driver's licence (or temporary driver's licence)
- ▶ licence renewal application, if available
- ▶ corrective eyeglasses or contact lenses you use for driving as well as any used for reading
- ▶ hearing aids, if needed
- ▶ original identification that shows your legal name, date of birth and signature if your licence has already expired

At the appointment

You will need to:

- ▶ complete a vision assessment
- ▶ complete a 5-minute screening exercise

After the session, you may need to complete one or more of the following:

- ▶ pass a road test
- ▶ follow up with your doctor and submit medical information
- ▶ provide additional vision information from a doctor or optometrist

Pay your renewal fee:

- ▶ Pay a \$36 renewal fee at ServiceOntario to renew your driver's licence

Licence Plate

Please be aware that you no longer need to renew your physical licence plate sticker and you do not have to pay a fee.

You will no longer receive a licence plate sticker in the mail for passenger vehicles, light commercial vehicles, motorcycles and mopeds. However, you **must continue to renew your licence plate online and update your auto insurance information every 1 or 2 years**, usually before your birthday.

Once you complete your renewal online or in-person, law enforcement will be instantly aware your licence plate has been renewed.

How do I renew?

Online

- ▶ You can renew online easily by visiting **www.ontario.ca/page/renew-your-licence-plate#section-4**

In person

- ▶ ServiceOntario location:
199 Larch Street, Suite 300

Health Card

Renewing your health card

This can easily be done online IF you have either a drivers licence or a photo ID card by visiting **cxp.mgcs.gov.on.ca/cxp-web/product-renewal/renewal-options**.

If you do not have a drivers licence or photo ID card, you will need to renew in person at a ServiceOntario location:

📍 199 Larch Street, Suite 300

When you go to the centre, bring the following with you:

- ▶ your current health card
- ▶ proof of your Ontario residency and personal identity
- ▶ check Ontario Health Coverage Document List for acceptable documents
- ▶ if your Canadian Citizenship or immigration status has changed since receiving your current health card, bring your most recent Citizenship or immigration document
- ▶ your marriage certificate, if you are applying under your married name for the first time
- ▶ optional: a printed health card renewal form, if you have one

ServiceOntario is now offering Virtual Appointments for health card renewals

A virtual appointment is a video call with a ServiceOntario customer service representative to help you renew your health card from home, without visiting in-person at a ServiceOntario centre.

Call ServiceOntario at **1-866-532-3161** to book a virtual appointment.

Birth Certificate Replacements (Ontario Only)

If you need to replace a lost or stolen birth certificate, you can do so in two ways:

Online at www.ontario.ca/page/get-or-replace-ontario-birth-certificate#section-13

- ▶ Fee: \$35

Mail in Application

- ▶ If you do not have access to a computer, a physical application can be printed off for you at my office. If you require assistance with this, please call **705-675-1914**.
- ▶ The \$35 fee still applies to process the application.

Legal and Consumer Resources

Sudbury Community Legal Clinic Elder & Senior Law

They host a program called Advocacy North for Elders and Seniors which provides legal advice and representation to low-income elders and seniors throughout Northern Ontario who have legal issues related to their age. Free and confidential advice is available with the following:

- ▶ Supportive housing & long-term care homes
- ▶ Problems with community services and healthcare
- ▶ Consent and capacity: powers of attorney, decision about capacity
- ▶ Physical, emotional or financial abuse

📍 40 Elm Street, Elm Place, Unit 272
Sudbury, Ontario, P3C 1S8

☎ 705-674-3200 or 1-800-697-8719

They also have a French legal advice telephone line.

Probono Ontario

Offers a free legal advice hotline:

☎ 1-855-255-7256

You can speak to a lawyer for up to 30 minutes for free legal advice or assistance.

CLEO

A great resource for public legal education on topics from housing to abuse and more. A quick Google search will help you find all of their resources!

Human Rights Legal Support Line

If you believe you've experienced discrimination based on age, you can connect with the human rights legal support line to talk about your rights and next steps:

☎ 1-866-625-5179

Justice Net

JusticeNet is a non-profit organization that helps people in Ontario whose income is too high to get legal aid and too low to afford legal fees.

JusticeNet refers people to lawyers, paralegals, and mediators who provide legal services at lower rates for some clients, depending on income.

How does it work?

- ▶ Email Justice Net directly for assistance at info@justicenet.ca

Income Requirements & Rate Fee Schedule

In general, your household must make less than \$70,000 net annually to be eligible for reduced lawyer rates through Justice Net.

Hourly rates range from \$120–\$180 depending on your exact income and the number of dependents you have.

ACE Law: Advocacy Centre for the Elderly

Provides free legal services for low-income older adults 60 years of age and over, usually in the Greater Toronto Area. But they're still a great resource and can also make referrals.

☎ 1-855-598-2656

Consumer Protection Ontario

Consumer Protection Ontario is an awareness program that promotes consumer rights and public safety.

You can find information on your rights or file complaints about various situations such as:

- ▶ Buying or renting a home/condo
- ▶ Renovations
- ▶ Door to door sales
- ▶ Buying/selling a car, car repairs or towing
- ▶ Credit, loans and debt
- ▶ Contracts
- ▶ Wireless Service Plans
- ▶ Shopping in store or online
- ▶ Warranties
- ▶ Identify Theft
- ▶ Travel & Entertainment
- ▶ and much more!

Filing a complaint:

To file an official complaint, there are two steps:

- ▶ First inform the business/company that you will be filing a complaint. It is best to do this in writing.
- ▶ If no resolution is reached, you can proceed with filing a complaint either online or by calling **1-800-889-9768**.

Consumer Affairs Canada

Consumer Affairs Canada is similar to Consumer Protection Ontario, except they only deal with the federally regulated issues listed below. Beside each topic, you'll find the name of the organization in which you can file a complaint with:

- ▶ Problems with your bank – Financial Consumer Agency of Canada (FCAC)
- ▶ Unauthorized credit or debit transactions – Financial Consumer Agency of Canada (FCAC)
- ▶ Wireless Service charges & unsolicited calls – The Canadian Radio-television and Telecommunications Commission
- ▶ False Advertising – Competition Bureau

- ▶ Food Safety – Health Canada
- ▶ Vehicle Safety – Transport Canada

For more information on federal government resources, or for specific contact information for any organization listed above, please contact your MP's office or visit www.canada.ca.

The Better Business Bureau (BBB)

The BBB helps consumers across Canada find or make complaints about accredited businesses across the country.

Contact the BBB

For assistance in filing a complaint or for more information, please call **1-800-459-8875**.

Long-Term Care

As we introduce the Long-Term Care section of our guide, it's important to acknowledge that the COVID-19 pandemic brought unprecedented challenges, highlighting the need for enhanced care and support in long-term care facilities and the foundational contributions of our senior population to the fabric of the Sudbury community. They have been the backbone of our country, shaping it through their enduring efforts and resilience.

Before, during, and post-pandemic, I remain committed to advocating for stronger protections and continuous improvements in long-term care across Sudbury. I encourage and welcome anyone who wishes to discuss further improvements to reach out directly to my office!

How to apply

For information about eligibility and admission, call Home and Community Care Support Services at **310-2222** (no area code needed).

They determine eligibility for placement into long-term care homes and manage wait lists. They will assign you a care coordinator who can provide you with information about homes in your area

and assist you in completing your application for placement into a long-term care home.

Choosing a Home

When choosing a long-term care home in Ontario, families and seniors should carefully consider several factors to ensure the facility meets their needs and expectations. Here is a list of key points to keep in mind:

- ▶ Accreditation and Licensing
- ▶ Location and Accessibility
- ▶ Quality of Care
- ▶ Safety and Security
- ▶ Medical and Personal Care Services
- ▶ Staff Qualifications and Turnover
- ▶ Resident Satisfaction and Feedback
- ▶ Meals and Nutrition
- ▶ Activities and Social Programs
- ▶ Cost and Financial Considerations
- ▶ Facility Condition and Cleanliness

Taking the time to thoroughly evaluate these factors will help families and seniors find a long-term care home in Ontario that offers a safe, supportive, and comfortable environment.

Did you know?

The Ministry of Health and Long-Term Care provides comprehensive reports on long-term care homes across Ontario, aimed at offering transparency and insight into the care standards and living conditions of these facilities.

Cost and Paying for Long-Term Care

LTC homes offer three different accommodations: basic, semi-private and private. Accommodation rates are set by the Ministry of Health and Long-Term Care. All long-term care home residents are required to contribute towards the cost of accommodation and meals. This is called a co-payment fee.

Types of accommodation:

Long-stay Basic

- ▶ Daily Rate: \$65.32
- ▶ Monthly Rate/Co-Payment: \$1,986.82

Long-stay Semi-private

- ▶ Daily Rate: \$78.75
- ▶ Monthly Rate/Co-Payment: \$2,395.32

Long-stay Private

- ▶ Daily Rate: \$93.32
- ▶ Monthly Rate/Co-Payment: \$2,838.49

Long-Term Care Rate Reduction Program

You may qualify for a rate reduction if the cost of basic accommodation is beyond your means. You can apply by informing the long-term care home in which you would like to apply to. An applicant would likely qualify for a rate reduction if their annual income is **\$25,629 or less**.

If you're a veteran, you may qualify for extra financial help. You must re-apply every year.

To access the application form, visit **forms.mgcs.gov.on.ca/dataset/014-4816-69**

If you are facing issues within a long-term care facility, please contact the Long-Term Care Family Support and Action Line, toll-free at **1-866-434-0144**.

Staying Healthy and Active

The City of Sudbury offers a range of recreational and leisure programs at various older adult centers or recreation centers across the community. The centers provide opportunities to socialize, volunteer, and stay active both mentally and physically.

One example:

YMCA

The YMCA of Northeastern Ontario is committed to supporting our local families, children, adults, youth and seniors. They offer health and fitness, aquatics and swimming, and many different community programs and services.

Contact:

📍 140 Durham Street
Sudbury, Ontario, P3E 3M7

☎ 705-674-8315

✉ communications@ymcaneoo.ca

As there are many programs that vary across the city, we encourage you to call **3-1-1** to inquire about services offered nearest to you.

Tax Credits for Seniors

Ontario Trillium Benefit (OTB)

OTB is a combination of the Ontario Sales Tax Credit, Ontario Energy and Property Tax Credit, and Northern Ontario Energy Credit. You can claim the credit on Form ON479 – Ontario Credits included in your personal Income Tax and Benefit Return tax package.

Ontario Seniors Care at Home Tax Credit

A refundable tax credit for seniors 70+ to help with eligible medical expenses. The tax credit provides 25% of up to \$6,000 in claimable medical expenses, with a maximum credit of \$1,500 for seniors aged 70+ in 2024 - including their spouses.

You can claim the credit on Form ON479 – Ontario Credits included in your personal Income Tax and Benefit Return tax package.

Senior Homeowner Tax Credits

Seniors' Home Safety Tax Credit

A temporary, refundable personal income tax

credit for renovations aimed at making your home safer and more accessible. The tax credit provides 25% of up to \$10,000 in eligible expenses for a senior's principal residence in Ontario, with a maximum credit of \$2,500 for seniors 65+ or those living with senior relatives.

You can claim the credit on your Income Tax and Benefit Return.

Senior Homeowners' Property Tax Grant

A tax credit of Up to \$500 back on property taxes for low to moderate-income seniors over the age of 64 that own or occupy their principal residence.

You can apply for this credit when filing your annual tax return using the ON-BEN Application Form.

Senior Transportation Tax Credits

Seniors Public Transit Tax Credit

A refundable tax credit for public transit expenses. Claim up to \$3,000 in public transit expenses to receive up to \$450 each year for seniors aged 65+.

You can submit a claim when you file your personal Income Tax and Benefit Return.

Senior Utility Support Programs

Low-Income Energy Assistance Program

Ontario offers emergency assistance for electricity and natural gas bills, which is eligible to low-income customers who are behind on bills or facing service disconnection. The program provides up to \$500 assistance for electricity bills (\$600 if heated electrically), and \$500 for natural gas bills.

Apply by contacting the LEAP Program:

☎ Toll-free: 1-855-831-8151
TTY: 1-800-855-1155.

Ontario Electricity Support Program

The program provides a monthly on-bill credit to lower electricity bills for lower-income households, which is eligible to lower-income customers with accounts with electricity distributors or unit sub-meter providers.

Apply by contacting Ontario's Electricity Board:

☎ Toll-free: 1-855-831-8151
TTY: 1-800-855-1155

Home Adaptations for Seniors Independence

The Canada Mortgage and Housing Corporation (CMHC) has established the Home Application for Seniors' Independence (HASI) program. This program gives financial assistance for adaptations made to the home to help low-income seniors in their daily living of their home.

Seniors can apply and/or landlords can apply on your behalf, and you can receive up to \$3,500 in the form of a forgivable loan. If you are a homeowner, the loan will be forgiven if you continue to live in the home for six months after the adaptations are completed. Also note that a landlord making adaptations to a rental unit cannot increase the rent as a result of the adaptations.

You qualify if your household income is \$36,000 or under in Sudbury. Your home must be a permanent residence, and the resident(s) must be 65 or older.

Types of renovations include:

- ▶ **Entrances and Exits:** ramps, handrails, lever handles on doors.
- ▶ **Storage:** adding easy-to-reach storage areas in kitchens, bathrooms and laundry rooms.
- ▶ **Bathroom Renovations:** no slip floors, lever faucets, replacing bathtubs, handheld shower devices, grab bars.

Contact CMHC:

☎ 1-800-668-2642

Transportation

As a senior in Sudbury you have options when it comes to staying mobile. While some seniors value the ability to continue driving their own vehicle, many others seek alternative transportation as part of a healthy, active lifestyle.

GOVA (all ages)

GOVA is the City of Greater Sudbury transit system. It offers a range of features designed to enhance the commuting experience for residents and visitors alike, including GOVA Plus which offers options for persons who cannot access a conventional transit vehicle.

☎ 3-1-1

🖱 www.greatersudbury.ca/live/transit

Red Cross (55+)

Offers assistance to patients who are transitioning from hospital to home.

Services may include:

- ▶ Assistance with transportation
- ▶ Home configuration
- ▶ Shopping
- ▶ Finding other community support services to help

Contact:

☎ 705-674-0737

Goshenite Seniors Services Inc. (50+)

- ▶ Assists seniors with transportation to and from appointments
- ▶ Provides door-to-door transportation to medical or dental appointments, grocery shopping or for community or family events
- ▶ Accompanies individuals into their appointment if needed

- ▶ Grocery shopping and delivery
- ▶ Delivery of medications

Approved service provider for Veterans Affairs.

Contact:

☎ 705-698-5318

N'Swakamok Native Friendship Centre — Lifelong Care Program

- ▶ Provides support for Indigenous people in need of non-hospital care who are frail, vulnerable and at risk
- ▶ Meets the physical, mental, emotional and spiritual needs of people who require care, support, information, service referrals, health education or extended support

Services offered include medical transportation services.

Contact:

☎ 705-674-2128

Driving Courses for Mature Drivers

You may consider taking a refresher course to sharpen your driving skills and address age-related driving challenges anytime. Along with learning new strategies, you can review driving rules and regulations, common causes of collisions and avoidance techniques. Some resources include:

Greater Sudbury Driving School

✉ info@greatersudburydrivingschool.com

☎ 705-988-8820

Warning Signs for Aging Drivers

Be aware of the following warning signs that you may be an unsafe driver:

- ▶ You are nervous behind the wheel
- ▶ Other drivers frequently honk at you

- ▶ You have had a number of fender benders and near misses
- ▶ Family or friends worry about your driving
- ▶ You often become lost when driving or forget where you were going

If you've increasingly experienced any of the above as a senior driver, it may be time to consider alternate forms of transportation.

Canadian Automobile Association (CAA) toolkit for seniors

☎ Toll-free: 1-800-222-4357

Veteran Supports

Even heroes need help sometimes. See below for resources that provide services for Veterans and their families.

Soldier's Aid Commission

Provides financial assistance of up to \$2000 annually to Ontario's eligible Veterans and their families in financial need. The Commission supplements support offered by the Royal Canadian Legion and Veterans Affairs Canada.

For more information about applying:

☎ 416-327-4674

✉ sac@ontario.ca

Royal Canadian Legion – Ontario Command

Offers assistance to Veterans, still Serving Members of the Canadian Armed Forces, RCMP and/or their dependents to raise awareness of and potentially obtain government support from Veterans Affairs Canada. Inquire about available programs and services at any Sudbury Legion branch or visit www.on.legion.ca.

Available benefits include:

- ▶ Disability benefits
- ▶ War Veterans Allowance
- ▶ Review/Appeal/Reassessment
- ▶ Financial assistance

To contact the Ontario Command for more information about available programs, services, benefits:

☎ Toll-free: 1-888-207-0939

✉ info@on.legion.ca

Veterans Ombud

The Office of the Veterans Ombud reviews complaints and challenges the policies and decisions of Veterans Affairs Canada where individual or systemic unfairness is found. An independent and respected voice for fairness and a champion for the well-being of Veterans and their families. Call toll-free **1-877-330-4343** or email info@ombudsman-veterans.gc.ca.

Veteran Graphic Licence Plate (Poppy Plates)

Licence plates with a Veteran graphic are available for the vehicles and motorcycles of eligible veterans. To apply for a Veteran Plate Eligibility Certificate, visit a ServiceOntario location or visit www.ontario.ca/customplates.

Sudbury Legions

Royal Canadian Legion Dr. Fred Starr Br. 76

✉ Branch76legion@gmail.com

📍 1553 Weller Street
Sudbury, ON P3B 1K9

☎ 705-566-4010

Royal Canadian Legion Br. 564

📍 2200 Long Lake Road
Sudbury, ON P3E 5H1

☎ 705-522-6060

Key Contacts, Clubs and Extra Resources

ParkSide Older Adult Centre Sudbury

The mission of the ParkSide Centre is to enable, provide and advocate opportunities for people over 50 to explore their potential and to maintain a healthy, active and independent lifestyle. Our primary objective is to provide social, recreational and educational programs and services for older adults ages 50+.

📍 140 Durham Street, Sudbury
☎ 705-673-6227

Friendly to Seniors Sudbury

Friendly to Seniors Sudbury was created by seniors for the benefit of older adults in our community. The program is delivered by qualified and trained volunteers who conduct awareness assessments of private and public facilities and encourage sensitivity to the concerns and needs of older adults. The objective of Friendly to Seniors is to make businesses and organizations more senior accessible, welcoming and service-oriented to everyone. They are closely associated with CARP.

☎ 705-507-6037

Ukrainian Seniors' Centre

The Older Adults Ukrainian Centre of Sudbury offers seniors the opportunity for socialization, activity and community through a variety of meetings, activities and events. The mission of the Ukrainian Centre of Sudbury is to promote healthy living and involvement in social, cultural, recreational and charitable activities for older adults in a Ukrainian ambiance.

📍 30 Notre Dame Avenue, Sudbury
☎ 705-673-7404

One-Eleven Senior Citizens' Centre

The One-Eleven Senior Citizens' Centre is a multi-purpose activity centre to which the older adults of Sudbury may come to participate in recreational and educational programs, to receive health information and to enjoy the camaraderie of fellow older adults. Our centre is open seven days a week, with formal programs operating Monday through Friday from 9:00 a.m. to 4:00 p.m.

📍 111 Larch Street, Sudbury
Senior Lounge Floor 1R
Hours: Monday through Friday from
9:00 a.m. to 4:00 p.m.
☎ 705-675-5303
✉ oneelevenseniors@gmail.com

Le Club Amical du Nouveau Sudbury

Club Amical du Nouveau-Sudbury is a non-profit francophone organization founded in 1982. We offer the seniors of Greater Sudbury activities that respond to their physical, emotional and spiritual needs.

📍 553 Lavoie Street, Sudbury
☎ 705-566-2113

Centre de Santé Communautaire

The Centre de Santé Communautaire du Grand Sudbury offers a variety of primary care services and programs for the French-speaking community of Greater Sudbury.

📍 19 Frood Road, Sudbury
☎ 705-670-2274
✉ info@santesudbury.ca

Club Joie de Vivre

The Club Joie de Vivre offers seniors in the French-speaking community the opportunity for socialization, activity and community through a variety of meetings, activities and events. We are affiliated with Centre de Santé Communautaire du Grand Sudbury.

📍 19 Frood Road, Sudbury
☎ 705-566-6372

Sudbury South Seniors and Pensioners

Offers seniors the opportunity for socialization, activity and community through a variety of meetings, activities and events.

📍 Lockerby Legion, Long Lake Road
☎ 705-522-3993

Victorian Order of Nurse (VON) Adult Day Centre

When everyday activities become difficult, VON lends a helping hand. They encourage independence, socialization and physical activity through recreation. They offer an environment that is safe, supportive and stimulating. They strive to accommodate persons of all abilities which includes seniors who may feel isolated in the community and their caregivers. Activities are developed to assist families, caregivers and those with health and physical challenges. Their program features individual and group activities, outings in the community, hot and nutritious full-course meals, and respite and support for the caregiver.

📍 2140 Regent Street South, Sudbury
☎ 705-671-1575 ext. 2012

Ontario Ombudsman

Do you have a problem with an Ontario government organization, your city or town, or another public body (such as a children's aid society, university, or school board)?

They help fix problems with public services.

☎ 1-800-263-1830
✉ info@ombudsman.on.ca

Alzheimer Society of Sudbury

Offers support programs and educational resources to help support persons living with dementia.

📍 960B Notre Dame Avenue
Sudbury, ON P3A 2T4
☎ 705-560-0603
✉ info@alzheimersudbury.ca

Helpline – personal emergency response system

Personal emergency response service allows seniors and individuals to call for assistance at the press of a medical help button. Call for more information:

☎ 705-523-7000

House of Kin

Provides low-cost accommodation, based on financial need, to families of medical patients who travel to Sudbury for treatment. It allows patients from out of town presently booked into the hospital to stay as out-patients in the centre, and offers medical rates for patients and those accompanying them, bereavement rates for those in Sudbury for a funeral, seniors rates and general rates for those in Sudbury not for medical reasons.

☎ 1-877-633-2374

Canadian Hearing Services – Sudbury

Provides hearing testing through the use of an audiogram to determine degree and type of hearing loss as well as other related services.

Eligibility

- ▶ Individuals who are deaf, deafened or hard of hearing
- ▶ Home visitation is for seniors 55 years of age and over

📍 359 Riverside Drive, Unit 104
Greater Sudbury, ON, P3E 1H5
☎ 1-866-518-0000
✉ audiology@chs.ca

SQUAD Sudbury

SQUAD is “Sudbury Queers United Around Diversity”, and they are building an inclusive community intended to celebrate who you are. If you’re looking for 2S-LGBTQ+ friends, programs and more, connect with them at:

📍 125 Durham Street, Basement
Greater Sudbury

Sudbury Workers Education & Advocacy Centre

SWEAC is an organization of workers and community volunteers committed to improving the lives and working conditions of people in low-wage and unstable employment. They also have an Injured Workers Ally group.

📍 109 Elm Street, Suite 209
Sudbury ON P3C 1T4

☎ 705-470-2173

✉ outreach@sudburyworkerscentre.ca

Northern Initiative for Social Action (55+)

Offers free, comfortable, confidential, and in-person peer support to older adults in the Sudbury area.

📍 36 Elgin Street
Sudbury, Ontario P3C 5B3

☎ 705-222-6472

Ontario Coalition of Indigenous Peoples

Serves as a membership-based coalition for Indigenous rights and interests. The Coalition functions as an affiliate member of the Indigenous Peoples' Assembly of Canada (IPAC), formerly known as the Congress of Aboriginal Peoples (CAP). It works to implement programs in areas of health care, employment training and post secondary education, affordable housing, legal services, poverty issues, cultural enhancement, and mental health services. They also provide information for accessing provincial and federal government programs and services.

☎ 249-419-1350

Sudbury Multicultural and Folk Arts Association

Works toward building bridges between Newcomers and existing services, identifying problems and solving them and providing multicultural and cross-cultural services to the communities.

Located in Tom Davies Square.

📍 PO BOX 5000, Station 'A'
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Notes

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JAMIE WEST

MPP for Sudbury



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