

SENIORS GUIDE



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Dear Neighbour

I am pleased to present 2025's Seniors Resource Guide. This guide is designed to be a valuable tool to help you navigate the various services and supports available to you in Hamilton West—Ancaster—Dundas.

As your Member of Provincial Parliament, I have had the privilege of speaking with many of you about the challenges seniors face, including affordability, access to healthcare, transportation, and staying active. Your input and experiences have played a central role in the development of this guide.

Seniors have spent their lives shaping our community, so navigating the later years of life should come with dignity and ease. Whether you're looking for ways to stay active, need assistance with transportation, or are seeking information on health care and housing, this guide has been made for you.

I hope that this guide will bridge the information gap and provide you with up-to-date resources and information that enrich your life and address your needs.

If you have questions or need further assistance, please contact my office by calling 905-628-2755 or email SShaw-CO@ndp.on.ca. My team and I are here to provide support, connect you with resources, and assist with inquiries.

Warmest regards,



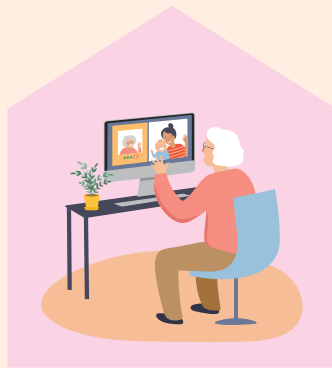
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How to Read This Guide

This guide is structured to be both informative and easy to navigate. Here's how to make the most of it:

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.

Staying Healthy and Active

Physical Activity Centre of Excellence (PACE) at McMaster University

MacSeniors exercise and wellness program offers supervised aerobic and resistance training for community members who are 55 years of age and older. Personalized programs are designed for specialized exercise equipment based on the needs and fitness levels of each participant.

Hours: Monday to Thursday
mornings: 8:00am – 12:00pm

Tuesday and Thursday afternoons:
1:00pm – 3:00pm

Please contact the PACE Reception Desk for more information.

Address: Ivor Wynne Centre, Room E114, McMaster Campus

Phone: 905-525-9140 x 27223

Email: pacesm@mcmaster.ca

Seniors Centre Without Walls

Using conference calls, this program provides free group recreational activities for older adults over the phone. Participants can join in on special guest workshops, games, stories, and fitness classes.

- ▶ No special equipment needed
– any phone will do
- ▶ Each phone session averages
5-10 people on the call

Phone: 905-526-4084

Email: scww@hamilton.ca

Website: hamilton.ca/things-do/recreation/programs/older-adult-55-programs

Hours: Schedule is available on the website.

Cost: None

Who can access this service: Hamilton residents age 55 and older.

How to apply: Spaces are limited.

Phone: 905-526-4084

Email: scww@hamilton.ca to register.

Theatre Ancaster Adult Programs

A non-profit community theatre which provides opportunities for adults to engage in both musical and non-musical programs.

Phone: 905-304-7469

Email: info@theatreancaster.com

Website: theatreancaster.com/adults

Cost: Program fees vary, contact for details

Ancaster Over 60 Euchre Club Meetings

Seniors' social club that meet weekly for euchre games in Ancaster

Phone: 905-648-3504

Contact: Karin Polap, President

Email: karinadolfpolap@gmail.com

Address: 310 Wilson St E, Ancaster

Cost: Admission Membership \$5
and weekly admission \$2

Silver Mountain Euchre Club

A seniors club which holds social activities and euchre games in Hamilton's West Mountain

Phone: 905-318-4253

Contact: Jennifer Nasso

Website: reginamundi.ca/Projects/silver-mountain-seniors

Address: 631 Mohawk Rd W, Hamilton

Cost: Membership \$1 per week

Who can access this service: Open to all seniors.

Dundas 55 Plus Group Programs

Email: dundas55plusgroup@gmail.com

Website: dundas55plus.com

Address: 10 Market St S, Dundas, ON

Hours: Hours vary by program, contact for details.

Cost: Program \$30 for 10 weekly sessions

Who can access this service: Open to anyone 55 years of age and older.

Programs offered by a volunteer group which offers seasonal programs for adults 55+ in Dundas to promote active lifestyles. Activities include exercise classes, ukulele, choir, dancing, and more. Local events are also promoted.

Intergenerational Club

Run through McMaster University, this club brings together older adults and McMaster students to have great conversations, build new relationships and learn more about each other. Call or Email for more information

Phone: 1 (905) 525 9140 ext. 24449

Email: mcleom14@mcmaster.ca

St. Joseph's Villa Adult Day Program

Interactive daily experiences that aim to optimize each person's physical, social, emotional, and intellectual wellbeing. Groups will enjoy exercise programs, arts and crafts, music and movement, educational sessions, and social activities. Personal care assistance, medication reminders, and nutritious meals and snacks are also provided. Open to adults 18+.

Hours: Monday 9:00am-3:30pm,
Tuesday to Friday 9:00am-6:00pm

Phone: 905-627-3541 ext. 2325

Contact: Nancy, Brenda, and Jennifer

Email: nhall@sjv.on.ca or j_croy@sjv.on.ca

Website: sjv.on.ca/community-services/adult-day-program/

Cost: \$27.45 per day

St. Joseph's Villa S.I.M. Gym

An age-friendly gym space with a variety of fitness classes for adults 55+.

Hours: 6:00am-10:00pm every day

Phone: 905-627-3541 ex. 2109

Email: s.i.mgym@sjv.on.ca

Website: sjv.on.ca/community-services/sim-gym/

Cost:

Unlimited Monthly Class Pass & Gym Access: \$35

10-class pass: \$25

Drop-in Class: \$2.50

Alzheimer Society of Hamilton/ Halton Sit to Be Fit Classes

A free exercise program designed to help seniors stay healthy, safe, and strong and promote improved balance, improved strength with prevention of muscle loss, maintenance of strong bones and increased overall independence. Open to all ages.

Phone: 905-768-4488

Contact: Sherri Miller, Team Lead

Email: smiller@alzhn.ca

Web: <https://alzda.ca/program-calendars/>

Cost: None



Shalom Village Falls Prevention Class

A group-based program to reduce risk of falls and injuries. Taught by a regulated health care provider.

Phone: 905-745-1576

Contact: Mike Nielson

Website: <https://www.shalomvillage.ca/>

Cost: None

Shalom Village Fitness Club

Fitness centre for Hamilton adults 65+, with individualized programs designed to meet client's goals. Contact them to book an initial intake appointment. Written doctor's consent is required to join.

Phone: 905-529-1613 x220

Email: info@shalomvillage.ca

Web: <https://www.shalomvillage.ca/services/community-a...>

Hours: Monday to Friday 8:00am-12:00pm, and 1:00pm-4:00pm.

Cost: Membership is \$40 per month, paid every four months.

Initial assessment cost is \$25.

Dundas Community Services Friendly Calling and Friendly Visiting Programs

Each program offers companionship and support to Hamilton seniors through friendly phone calls or in-home visits. Contact Dundas Community Services to sign up for either, or both programs.

Phone: 905-627-5461

Email: dcs@dundascommunityservices.com

Websites:
dundascommunityservices.on.ca/friendly-calling/
dundascommunityservices.on.ca/friendly-visiting/

Transportation

Taxi Scrip Program

Provides subsidized rides for people with disabilities through regular and accessible taxis. Coupons are sold in books that contain \$40 value in vouchers, and participants may purchase up to three books each month.

Phone: 905-529-1212 x1

Fax Number: 905-679-7305

Email: ats@hamilton.ca

Address: 71 Main St W, Hamilton

Cost: Service \$24/book of coupons

Who can access this service: All those who are eligible for the DARTS program are also eligible for the Taxi Scrip program. This includes individuals with disabilities, and those who are unable to access regular transit service. Eligibility is considered on a case-by-case basis.

How to apply: To apply for this service, complete the application form found online and submit it by mail to:

Accessible Transportation Services
c/o 71 Main St. West Hamilton, ON L8P 4S

DARTS Transit

Door-to-door, shared-ride service for registered passengers unable to use regular HSR buses due to functional or physical limitations. Registration with Accessible Transportation Services required.

Phone: 905-529-1717

Alternate Phone: 905-529-1212 x1

Email: info@dartstransit.com

Web: dartstransit.com

Address: 71 Main St W, Hamilton,

Hours: Reservations: Mon-Sat 8:30 am–2 am and Sun 8:30 am–12:30 am

Who can access this service: People with disabilities who are unable to access regular transit service. Also available to qualified residents of other municipalities while they are visiting Hamilton.

Pre-registration is required.

How to apply: To register, complete an ATS application form (found online), including approval from a health care professional, and submit by mail, fax, or email.

Seniors for Seniors Driver Companions

Provides driver companions to transport and accompany older adults to and from medical appointments, shopping centres, grocery stores, visiting friends, and other errands. Companions use their personal vehicles and can accommodate seniors with cognitive impairments, walkers, and collapsible wheelchairs.

Phone: 905-572-6162

Address: 21 Hunter St E, Hamilton,

Cost: Service fees vary, contact for details

Who can access this service:

Open to all older adults.

How to apply: Contact for information. Visit the website for information about how to volunteer as a driver companion:

spectrumhealthcare.com/services/senior-care-services/driver-companions/

Dundas Community Services Assisted Transportation Services

A non-emergency, door-to-door transportation service. Volunteer drivers accompany clients to and from medical appointments and grocery shopping.

Phone: 905-627-5461

Email: dcs@dundascommunityservices.com

Address: 2 King St W Suite 3A, Dundas,

Hours: By appointment only.

Cost: Service Fees vary, please inquire with office.

Who can access this service: Open to seniors and people with disabilities or limited means of transportation who live in Dundas. Users must be independently mobile and cognitively sound. No wheelchairs, but collapsible walkers or canes can be accommodated.

How to apply: Contact for information; pre-booking required, minimum one week notice.

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, visit www.ontario.ca/page/ministry-seniors-accessibility or call 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.

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
- ▶ Respiratory equipment and supplies
- ▶ Home oxygen therapy
- ▶ Artificial eyes and facial prosthetics
- ▶ Custom orthotic braces, compression garments and lymphedema pumps
- ▶ Prosthetic breasts or limbs
- ▶ Enteral-feeding pumps and ostomy supplies

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 Service Ontario location
- ▶ By mail with an application form available at Service Ontario

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

One-on-One Tech Calls, Cyber Seniors

Provides one-on-one phone support for seniors needing help with their computer or mobile device. Appointments with

youth volunteers are 30 minutes long.

Phone: 1-844-217-3057

Email: info@cyberseniors.org

Web: cyberseniors.org

Hours: By appointment.

Cost: None

Who can access this service: Open to all seniors.

How to apply: Phone or visit website to book an appointment.

Print Disability Library Services, Centre for Equitable Library Access

Supports public libraries in providing accessible collections for Canadians with print disabilities, offering media in various formats (audio, braille, e-text), and providing advice, training, and information.

Phone: 1-855-655-2273 x2

Email: help@celalibrary.ca

Web: celalibrary.ca

Cost: None



Who can access this service: Canadians with a self-declared print disabilities as defined by Canadian Copyright Law. Must have a Public library card.

How to apply: Contact local public library to register for CELA services or visit CELA website.

HearingLife Services

Provides a wide range of hearing healthcare services.

Phone: 1-888-514-9515

Email: info@hearinglife.ca

Web: hearinglife.ca

Hours: Hours vary by location, contact for details.

Cost: Most fees covered by OHIP

Who can access this service: Open to all; free hearing tests are available for adults ages 19 or older.

How to apply: Book an appointment by phone or online.

March of Dimes Home and Vehicle Modification Program

Provides funding to eligible applicants for basic home and/or vehicle modifications which enables children and adults with mobility restrictions

Phone: 1-877-369-4867

Email: hvmp@marchofdimes.ca

Web: marchofdimes.ca/en-ca/programs/am/hvmp

Hours: Contact for information.

Cost: Based on the client's financial situation

Who can access this service: To be eligible, applicants must:

- ▶ be a permanent Ontario resident
- ▶ be a person with a substantial impairment that is ongoing and/or recurring and is expected to last one year or more
- ▶ have an impairment that impedes

mobility and results in substantial restriction in activities of daily living

- ▶ qualify financially

How to apply: Complete the online assessment form to begin the application process.

Home Library Service

Provides library material to Hamilton residents who cannot access Hamilton Public Library services on their own. Open to Hamilton residents who are homebound or institutionalized for three months or more because of age, illness, frailty, or caregiver responsibilities.

Phone: 905-546-3200 x3222

Email: hls@hpl.ca

Web: hpl.ca/Home-Library-Service

Cost: None

CNIB Foundation

Offers social and recreational programs, skill training, and technology programs for individuals who are blind, Deafblind, or who have low vision.

Phone: 1-800-563-2642

Web: CNIB.ca

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 **905-628-2755** or email us at SShaw-CO@ndp.on.ca

Driver's Licence

Please be aware that the government no longer sends out renewal reminders in the mail. You can 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 – cyp.mgcs.gov.on.ca/cyp-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 Service ON 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

Senior Driver Renewal Program

For seniors age 80+, you must fulfil the following requirements to renew your driver's licence:

- ▶ Renew every 2 years
- ▶ Undergo a driving record review, complete a vision test, and participate in a Group Education Session followed by an in-class cognitive screening exercise at a DriveTest Centre.

Your local DriveTest centre is located at:

Address: 370 Kenora Ave, Hamilton

Phone: 1 888-570-6110

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 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. For these vehicles, licence plates will also renew

automatically every year, as long as you have no outstanding fees or tolls and your insurance is up-to-date. For commercial vehicles, motorhomes, and trailers, you still need to apply for licence plate renewal; it will not happen automatically.

How do I renew?

- ▶ You can renew online easily by visiting **www.ontario.ca/page/renew-your-licence-plate#section-4**
- ▶ In person at a ServiceOntario centre

Health Card

Renewing your health card can easily be done online IF you have either a driver's licence or a photo ID card and can be done by visiting: **cxp.mgcs.gov.on.ca/cxp-web/product-renewal/renewal-options**.

If you do not have a driver's licence or photo ID card, you will need to renew in person at a Service ON location.

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

Service ON 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 Service Ontario 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 my office at **905-628-2755**.

Citizenship/ Proof of Citizenship Documents

In some cases, the province requires proof of citizenship to renew ID if you were born outside of Canada. If this is the case, you can contact the MP's office for assistance in filing those applications if you no longer have the physical paperwork.

Legal and Consumer Resources

Hamilton Community Legal Centre

HCLC is a non-profit community legal clinic that provides free legal services to low-income people. They can provide legal help regarding housing, social assistance and disability, immigration, and refugee law. They provide legal help for tenants regarding evictions, harassment by landlords and rent subsidy cut off. They also provide duty council services, meaning they can prepare questions and possible arguments you can use in your hearing at the Landlord Tenant Board.

What area of law can the clinic assist with?

- ▶ Employment and Work
- ▶ Health and Disability
- ▶ Housing Law
- ▶ Immigration Law
- ▶ Tribunals and Courts

They can provide information on:

- ▶ Abuse and Family Violence
- ▶ Criminal Law
- ▶ Debt and Consumer Rights
- ▶ Family Law
- ▶ French Language Rights
- ▶ Help from Lawyers and Paralegals
- ▶ Human Rights
- ▶ Wills and Powers of Attorney

For more information and to determine if you are eligible, call **905-527-4572** or visit **www.hamiltonjustice.ca**

Advocacy Centre for the Elderly

Provides legal services to low-income seniors in various living arrangements. Services include legal rights information, government office assistance, court representation, legal consultations, and educational workshops. Does not handle wills, estate administration, real estate, criminal, or family law.

Phone: 416-598-2656

Toll-Free Number: 1-855-598-2656

Fax Number: 416-598-7924

Web: acelaw.ca

Address: 2 Carlton St, Toronto, ON M5B 1J3, Canada

Cost: None

Who can access this service: Open to all aged 60 and older as well as younger persons with cognitive deficits or physical disabilities who reside in long term care or retirement homes.

JusticeNet

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?

- ▶ Visit **www.justicenet.ca** to search their online directory of low cost legal professionals OR,
- ▶ Email JusticeNet 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 JusticeNet.

Hourly rates range from \$120-\$180 depending on your exact income and the number of dependents you have. Please visit **www.justicenet.ca/fee-schedule** for exact rates.



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 at **www.consumerbeware.mgs.gov.on.ca/eseach/compform/english/complaint.jsp** 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 with which you can file a complaint:

- ▶ Problems with your bank – Financial Consumer Agency of Canada
- ▶ Unauthorized credit or debit transactions – Financial Consumer Agency of Canada
- ▶ 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.

Ombudsman Ontario

Ontario's Ombudsman takes complaints from the public about provincial government services and resolves them wherever possible.

Toll-free: 1-800-263-1830

TTY: 1-866-411-4211

Patient Ombudsman

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

Toll-free: 1-888-321-0339

Email: info@patientombudsman.ca (for general inquiries)

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 for the victims. 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:

Emergency Services:

- ▶ **911** or text **T911**

Hamilton Police

- ▶ Non Emergent issues and general reporting of senior abuse or senior supports, please call **905-546-4925** if you are in the Hamilton region.

EAPON (Elder Abuse Prevention Ontario)

- ▶ EAPO is recognized as the provincial organization leading elder abuse prevention in Ontario.
- ▶ Their mission is to create an Ontario that is free from abuse for all seniors. They provide support to seniors affected by abuse, foster public awareness, deliver training, and community building.
- ▶ You can contact Elder Abuse Prevention Ontario for support by calling **416-916-6728**

Ontario Health atHome:

- ▶ 613-745-5525

CRIME STOPPERS Hamilton:

- ▶ 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 200 languages for seniors experiencing abuse.

Government Finance & Elder Support

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.

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.

ODSP's Extended Health Benefit (EHB)

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.

Ontario Works (OW)

If you need financial assistance for food and housing, 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?

Provincial centralized intake:

1-888-999-1142

Monday to Friday, 8:30 am to 5 pm,
excluding holidays

Old Age Security (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 your OAS pension application is approved 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

Note: You can also receive a higher amount for each month should you decide to delay your first payment. For more information visit www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/benefit-amount.html#h2.

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 **1-800-277-9914** or visit a local Service Canada location.

Guaranteed Income Supplement (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.

The Maximum Monthly Payment is \$1072.93 depending on eligibility.

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 at **1-800-277-9914** or visit a local Service Canada location.

For direct support, you may also contact the MP's office.

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 and 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 and send it to your nearest Service Canada office.

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

CPP Retirement Pension

The Canada Pension Plan (CPP) retirement pension 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 a Canada Pension Plan (CPP) retirement pension, 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 a 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.

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

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 available 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**

Ontario Renovates Homeowner Program

The Ontario Renovates homeowner program

provides financial assistance to low-income seniors and to persons with disabilities for essential repairs and accessibility modifications to support independent living.

You may be eligible for Ontario Renovates homeowner assistance if:

- ▶ You own a home in the City of Ottawa as your sole and principal residence
- ▶ Your maximum home value is at or under \$670,908, according to property tax and MPAC assessment
- ▶ You are 65 years of age or older
- ▶ You have a disability
- ▶ You live with a senior or a person with a disability

Funding is a forgivable loan over ten years, with a maximum amount that includes up to \$5,000 for accessibility, not requiring repayment.

Key areas for adaptations:

- ▶ **Entrances and Exits:** Adding ramps and improving lighting.
- ▶ **Stair Safety:** Handrails on both sides, adequate lighting, non-slip treads.
- ▶ **General Navigation:** Lever-type door handles, lower thresholds.

Applications are one-time and subject to financial assessment. Contact Housing Services at **905-546-2424 ext. 2758** or via email **affordablehousing@hamilton.ca** for application details.



Health Care

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 varies 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**.

Ontario Health atHome

Formerly called CCAC, LHIN, and Home and Community Care Support Services (HCCSS), Ontario Health atHome coordinates in-home and community-based care services. In addition, Ontario Health atHome can direct you to the health care services and resources that you need. An Ontario Health atHome 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
- ▶ Much more

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

For more information on how Ontario Health atHome can help you or a loved one apply for home care or long-term care, check out the section on long-term care.

Drugs

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. To find out about participating clinics or learn more about senior dental services contact the City of Hamilton at **905 546-2424 ext. 3789**.

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.

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 ages 65+ and Canadians with a Disability Tax Credit certificate are now eligible for the CDCP.

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, visit www.canada.ca/en/services/benefits/dental/dental-care-plan or call 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 a prescription.

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 19 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.

Housing

This section covers the different types of housing options available for seniors in Hamilton West—Ancaster—Dundas, highlighting how each choice supports different lifestyle 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.

Adult Lifestyle Communities

Adult Lifestyle Communities are privately operated designated 55+ residences that blend independence and social engagement for retirees. There is no specific legislation regulating these residences.

Life Lease Housing

Life lease housing offers seniors the opportunity to purchase long-term occupancy rights in a property, typically at a lower cost than condominiums. This arrangement includes paying a lump-sum purchase price, property taxes, and monthly maintenance fees, while benefiting from reduced housing costs, reduced maintenance responsibilities, increased community engagement, and access to convenient on-site amenities.

Typically, they are developed by nonprofit organizations, and there is no regulatory or legislative oversight body for life lease housing.

Retirement Homes

Nearly 780 licensed retirement homes 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.

Applications are made directly to the retirement home, with costs covering accommodation and meals, and added costs for any additional care services. For concerns or questions, contact the RHRA at **1-855-275-7472**.

Financial Assistance Programs for Senior Housing in Ontario

Navigating housing costs as a senior can be challenging. Fortunately, various financial assistance programs in Ontario offer support:

Low-Income Housing Options

Social Housing Registry of Ottawa helps people submit and update their applications for subsidized housing in Ottawa. Applicants are referred to the Registry by social service and government agencies or on their own. There are over 50 housing providers in Ottawa that have rent-geared-to-income (RGI) housing, Affordable Housing, and supportive housing.

While the Registry supports applicants, it does not operate or offer affordable housing itself.

For a single-person household to be eligible for Rent-Geared-to-Income, the asset limit is set at \$50,000, while for households with two or more members, it is \$75,000. The income limits vary depending on the size of the household, ranging from \$53,000 for a one-bedroom to \$92,500 for households requiring four or more bedrooms.

To apply for housing, interested individuals can start the application process online. For more personalized assistance, community program coordinators are available to help tenants maintain their housing and support community health.

For further inquiries or to get started with the application process, contact Access to Housing at **905-546-2424 ext.3708**.

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 Social Housing Registry of Ottawa. 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.

The application process is not open to the public and must be done by referral. Contact the Province's Information Centre for questions about the COHB at:

1-888-544-5101 or 1-800-263-7776 (TTY).

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 Ontario Health atHome 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 to the Patient Ombudsman by phone, email, or online form

- ▶ **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 annual tenant guide!

Additional Housing Resources and Contacts for Seniors in Hamilton

- ▶ 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, call toll-free: **1-866-296-MPAC (6722)** or visit the MPAC website at www.mpac.ca.

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. They have been the backbone of our country, shaping it through their enduring efforts and resilience.

I remain committed to advocating for stronger protections and continuous improvements in long-term care across Hamilton West—Ancaster—Dundas.

How to apply

For information about eligibility and admission, contact Ontario Health atHome – **1-800-810-0000**.

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.

📍 Your local Ontario Health atHome office is located at 211 Pritchard Road, Unit 1, Hamilton.

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.

To access the report, visit
www.publicreporting.lthomes.net/en-ca/default.aspx

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**.

Food Assistance

Ancaster Community Services Meals on Wheels

Delivers hot meals to those in need, short-term or long-term. Meals by Set the Table Kitchen & Co., delivered by volunteers. Specialty diets available. Includes full meal, 10 oz soup, and dessert.

Phone: 905-648-6675

Email: ancastercommunityservices@gmail.com

Web: ancastercommunityservices.ca/programs-ser...

Address: 300 Wilson St E, Ancaster, ON L9G 2B9, Canada

Cost: Service \$8 per meal, invoiced monthly

Who can access this service:

Open to Ancaster residents

- ▶ Seniors who are finding it challenging preparing their own meals
- ▶ Adults who are chronically ill
- ▶ Adults living with a disability
- ▶ Adults convalescing from surgery or illness
- ▶ Adults undergoing medical treatment

How to apply: Contact to pre-register. 24 hours notice is required for requests or cancellations.

Meals on Wheels

Delivers hot meals to those in need, short-term or long-term. Meals by Set the Table Kitchen & Co., delivered by volunteers. Specialty diets available. Includes full meal, 10 oz soup, and dessert.

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

How to apply: call **613-233-2424** for a phone assessment.

Cost:

- ▶ Hot meals are \$8.40
- ▶ Frozen Meals are \$7.78

- ▶ Desserts and breakfast snacks are \$3.54

Hamilton West—Ancaster—Dundas Community Support (OWCS)

On Fridays from 11:00 am to 2:00 pm OWCS offers isolated seniors a nutritious full-course meal followed by entertainment provided by OWCS volunteers.

Phone: 613-728-6016

Address: 1137 Wellington St West, Hamilton

Cost: \$10.00 per lunch. Transportation is available for those who require it for \$8.00.

How to Apply: call to register.

Heart to Home Meals

Heart to Home Meals is an online food delivery platform for seniors.

- ▶ Place an order online at www.hearttohomemeals.ca
- ▶ Choose your meals, checkout and schedule your delivery
- ▶ No subscriptions and no contracts!

For assistance, please call Heart to Home directly at **1-866-933-1516**



Veteran Supports

Even heroes need help sometimes. See below for resources that are available for Veterans and their families in Hamilton West—Ancaster—Dundas.

Veteran Affairs Canada Veteran Services

Provides a wide variety of services for Canadian Veterans and their families, including health and wellness support, income assistance, post-service training, home help, housing aid, bereavement support, family benefits, and recognition of service.

Phone: 1-866-522-2122

TTY: 1-833-921-0071

Email: information@veterans.gc.ca

Web: veterans.gc.ca

Address: 120 King St W, Hamilton.

Who can access this service: Veterans and their dependents and families.

How to apply: Contact for information.

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, call **416-327-4674** or email 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 Hamilton 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, call toll-free **1-888-207-0939** or email info@on.legion.ca.

Legion Branch Locations Near Hamilton West—Ancaster—Dundas:

- ▶ Branch 622 – Stoney Creek Legion
905-662-4171
- ▶ Branch 163 – Limeridge Road
905-387-4515
- ▶ Branch 26 – Dundas Legion
905-627-7221

Visit www.legion.ca for a complete list of Legion Branches.

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 are 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 Service Ontario location or visit www.ontario.ca/customplates.

End of Life Resources

It can be overwhelming trying to determine next steps when preparing for end of life 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 two ways:

- Online at www.publications.gov.on.ca/300975 (you will need to print these off)
- You can contact my office at **905-628-2755** and we can mail them to 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 several 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 and tell you about tax and other things to consider 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.iso.ca/lsrs/welcome.

► Hamilton Community Legal Clinic

Lawyers volunteer their time to make wills for people who cannot afford to pay for the service.

Must be low income and there must be a clear need for the will.

Phone: 905-527-4572

Email: general@hamiltonjustice.ca

For more information on government & legal requirements, contact the Ministry of the Attorney General at **1-800-518-7901**.

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 resources can be found at www.advancecareplanningontario.ca

- ▶ Information for Substitute Decision Makers is also available at the website above

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-centred coordinated care that aims to relieve suffering and improve quality of life for patients and their families at all stages of 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**.

Support for Caregivers

One of the most difficult roles is being a caregiver. You might be providing care for an elderly parent, friend, or family member or navigating through the complex world of long term care, home, hospice or palliative care. Caregivers face a physically and emotionally difficult task, and access to support is crucial.

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.

Caregiving Essentials Course

Offered through McMaster Continuing Education, this is a free eight-week online course for caregivers to enhance their knowledge and skills. Caregivers will access information at your own pace and meet others through an online discussion board.

Dundas Community Services Caregiver Support Group

Offers caregivers an informal setting to share their experiences with one another in a confidential manner. Monthly meetings often include a speaker.

Phone: 905-627-5461

Email: dcs@dundascommunityservices.com

Web: dundascommunityservices.on.ca/

Address: 50 Hatt St, Dundas,

Cost: None

Who can access this service: Open to all caregivers.

How to apply: Contact for information.

Alzheimer Society

If you are caring for someone living with Alzheimer's or Dementia, you can participate in workshops facilitated by the Alzheimer Society. Their Caregiver Wellness Program provides social and educational development opportunities. Call 905-529-7030 or email help@alzda.ca to register.

Seniors at Risk in Hamilton

Facilitate timely interventions and supports for seniors impacted by issues such as dementia, abuse/exploitation, mental and physical health challenges, precarious housing, food insecurity, and social isolation. Programs include:

- ▶ Case Management for Seniors at Risk
- ▶ Dementia and Caregiver Support
- ▶ Homelessness Prevention and Intervention
- ▶ Volunteer Telephone Support
- ▶ Virtual Senior Group

Phone: 289-919-3450

Email: sarih@gsch.ca

Web: goodshepherdcentres.ca/services/seniors-at-risk-in-hamilton/

Address: 400 King St W, Hamilton,

Cost: None

- ▶ **Who can access this service:** Seniors impacted by issues such as dementia, abuse/exploitation,
- ▶ mental and physical health challenges, precarious housing, food insecurity and social isolation.

How to apply: Referrals and service requests can be made through CareDove.

Cultural Supports

Life After Fifty-Five

Informal, weekly group to reduce social isolation amongst seniors and build strong community supports. Casual conversation aimed on improving **English** language skills and cultural awareness.

Phone: 905-522-3233

Web: hucchc.com/health-wellness/

Cost: None

Who can access this service: **Anyone** over the age of 55. Newcomers **welcome**.

How to apply: Contact **info@empowermentsquared.org** for information about registration.

Canadian Punjabi Seniors Association

A seniors' Punjabi Group, which runs daily card programs at the Dominic Agostino Riverdale Community Centre

Phone: 647-891-5940

Contact: Bikkar Singh Sandhu, President

Email: bikkar52sandhu@gmail.com

Address: 150 Violet Dr, Hamilton

Cost: Membership \$10 per year

Gruppo Dell'amicizia

Italian speaking seniors meet for prayers, activities, coffee and cookies. Annual summer picnic in July and a dinner event during the spring or summer.

Email: gruppoamicizia@yahoo.it

Address: 165 Prospect St N,
Hamilton, ON L8L 6X7, Canada

Cost: None

Who can access this service: Italian older adults.

Club de l'Age d'Or Notre-Dame

A seniors' club for the French community in Hamilton. Includes activities and a soup lunch

Phone: 289-439-8842

Web: <http://www.paroissenotredame.com/>

Address: 243 Cumberland Ave, Hamilton

Cost: Membership fees vary, contact for details

Who can access this service: Open to all ages 50 and older.

How to apply: Contact for information.

Hamilton Jewish Family Services - 55+ Programming

Offers a variety of supports and services for older adults, including:

- ▶ Adult Day Program: One-on-one opportunities to work with staff, skill development, and social interaction. A primary focus of this Day Program is to provide social inclusion opportunities.
- ▶ Education: Includes courses, groups, and workshops on topics including positive aging, long-term care access, estate tax, technology usage, and more.
- ▶ Social opportunities: Kibitz Corner, games, coffee and chat, and more.
- ▶ Seniors Counselling: Drop-in counselling with a Social Worker.

Phone: 905-627-9922 x23

Email: info@hamiltonjfs.ca

Web: [hamiltonjfs.ca/ programs-services/seniors-supports](http://hamiltonjfs.ca/programs-services/seniors-supports)

Address: 30 King St E, Dundas

Hours: Hours vary by program, contact for details.

Cost: None

Who can access this service: Adults aged 55 years and older.

How to apply: Contact for information.

Wesley Seniors Outreach Program

Assists isolated newcomer seniors aged 55+ with making social connections and maintaining independence.

Phone: 905-528-5629 x301

Email: newcomer.services@wesley.ca

Web: wesley.ca/seniors-outreach-program/

Cost: None

Centre de Santé Communautaire Support Services for Seniors and Vulnerable Persons

Provides social, recreational, health and other services to French-speaking Hamilton adults aged 55+.

Phone: 905-528-0163

Email: cschn@cschn.ca

Web: <https://www.cschn.ca/pour-les-55-ans-et-plus/>

Cost: None



Key Contacts

Sandy Shaw, MPP

905-628-2755

SShaw-co@ndp.on.ca

SandyShawMPP.ca

Find your MP

<https://www.ourcommons.ca/Members/en>

Find your Hamilton City Councillor

hamilton.ca/city-council/council-committee/city-council-members/city-councillors

Access to Housing

905-546-2424 ext. 3708

City Housing Hamilton

905-523-8496

Hamilton Community Legal Clinic (HCLC)

905-527-4572

Hamilton Housing Help Centre

905-526-8100

Hamilton ACORN

905-393-5734

hamilton@acorncanada.org

Advocacy Centre for Tenants Ontario

acto.ca

Community Legal Education Ontario

cleo.on.ca

stepstojustice.ca

City of Hamilton By-Law Enforcement

mle@hamilton.ca

905-546-2782

Pro Bono Ontario (tenant & small landlord assistance)

1-855-255-7256

probonoontario.org/housing

Landlord and Tenant Board

1-888-332-3234

2-1-1

Referrals to government, community, social and health services.

24/7 hotline with service in 150 languages

gethelp@211ontario.ca

211ontario.ca

Emergency Shelters:

Inasmuch House

24 Hour Crisis Line – 905-529-8600

905-529-8149

Interval House of Hamilton

24 Hour Crisis Line – 905-387-8881

905-387-9959

Martha House

24 Hour Crisis Line – 905-523-6277

905-523-8895

Mary's Place

905-540-8000

Native Women's Centre

905-664-1114



SANDY SHAW

MPP Hamilton West—Ancaster—Dundas



Community Office

177 King St. West, Dundas, ON L9H 1V3

📞 905-628-2755 ✉️ SShaw-CO@ndp.on.ca

🔍 sandyshawmpp.ca