the Senior's toolkit



A Practical Handbook for Seniors

Brant Elder Abuse Committee

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Every effort has been made to ensure the information enclosed is accurate and up-to-date. Inevitably, however, changes to programming and services will occur. Readers may wish to confirm any details with the agencies/service providers directly.

Inclusion in this book does not constitute endorsement by The Brant Elder Abuse Committee, the Brant United Way or the City of Brantford. Conversely, any omissions of programs and services are not intentional.

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Brant Elder Abuse Committee

BRANTFORD

United Way

BRANT ELDER ABUSE COMMITTEE
344 Elgin St. Brantford, ON N3T 5T3
Penny McVicar at Victims Services
519-752-3140
victimservices@golden.net

The Brant Elder Abuse Committee acts as a public educator as well as a resource facilitator for those choosing to help prevent abuse or rebuild non-abusive lifestyles. The Committee is made up of agencies and volunteers in the community who work together to run workshops and provide advice on resources.

ELDER ABUSE ONTARIO
234 Eglinton Ave E suite 500, Toronto, ON M4P 1K5
Rochella Vassell, Central West Consultant
416-916-6728
Senior Safety Line: 1-866-299-1011
centralwest@elderabuseontario.com
www.elderabuseontario.com

Elder Abuse Ontario (EAO) is dedicated to raising awareness of elder abuse and neglect, through public education, professional training, advocacy, and service coordination. In addition to implementing Ontario's Strategy to Combat Elder Abuse, EAO supports a growing number of vital projects and research in elder abuse and neglect prevention.

Specifically, EAO's mandate is to:

1. Educate professionals and the public about elder abuse and neglect
2. Promote information-sharing among professionals and advocates involved in elder abuse prevention
3. Develop educational and training programs about elder abuse prevention and intervention for professionals and caregivers
4. Advocate for legislative action to meet the needs of victims and their families, and to deal with perpetrators of abuse
5. Provide services and support to victims of elder abuse and neglect
6. Practice and promote sensitivity to multicultural issues related to elder abuse.

WHAT IS ELDER ABUSE?

Abuse occurs in all types of families of all socio-economic, racial, religious and cultural backgrounds. Most elder abuse is caused by a family member. This could be a son, daughter, spouse, grandchild, or other relative. This family member is often dependent on the older person for money or a place to live, or vice-versa. If there is evidence of assault the police will lay charges, and sentences for convicted perpetrators can include jail time.

Most forms of Elder Abuse can be divided into 6 different categories:

1. Physical
2. Psychological
3. Verbal
4. Financial
5. Sexual
6. Neglect

Physical Abuse

The intentional use of physical force that causes pain, discomfort or injury to an elderly person.

Examples include but are not limited to:

- hitting, slapping
- biting, kicking or punching
- overmedicating or withholding medication
- Rough handshaking
- Inappropriate use of restraints

Psychological Abuse

Any action or behaviour that causes emotional pain or distress to an elderly person, diminishing their self-worth and dignity.

Examples include but are not limited to:

- Intimidation through threats
- Name-calling
- Humiliation in private and public
- Talking to the elder as if they were a child
- Making decisions for the person against their will

Verbal Abuse

Any form of verbal communication that is negative in nature and its goal is to belittle and degrade the self-worth and dignity of an elderly person.
Examples include but are not limited to:
Inappropriate volume control of the voice

- Accusing or blaming
- Reflecting abuse as a joke
- Judging or criticizing

Financial Abuse

One of the most commonly disclosed forms of elder abuse, financial abuse can be defined as any theft or unauthorized use of money or property of an elderly person by a family member, caregiver, friend or an unknown person.

Examples include but are not limited to:

- Withholding funds or access to bank accounts
- Forcing the person to sign over Power of Attorney/change their Will
- Forcing the person to sell their pos-

sessions
- Opening up accounts in the person's name
- Making the person sign documents they don't fully understand
- Scams and Frauds

Sexual Abuse

Forcing a person, against their will, to engage in sexual activity through physical contact, threats or coercion.

Examples include but are not limited to:
- Inappropriate touching
- Physical sex acts
- Unwanted sexual comments
- Forcing the person to watch sex acts

Neglect

Failure to provide the necessities of life to a person who cannot maintain adequate care for themselves.

Examples include but are not limited to:
- Unsanitary living conditions: piled up garbage, dirty floors, soiled bedding and furniture
- Malnourishment
- Overmedicated/Under medicated
- Untreated medical issues: bed sores, broken bones from a fall
- Being left unwashed for weeks at a time
- Letting bills go unpaid
- Leaving the person alone in a public place

Signs & Symptoms of Elder Abuse

Victims of elder abuse may show signs of any of the following symptoms:
- Poor hygiene
- Malnourishment
- Unexplained physical injuries
- A heightened sense of fear or anxiety
- Depression

Report Elder Abuse

Elder Abuse is never acceptable. If you or someone you know is in immediate danger or if help is needed in an emergency, call 9-1-1. If you or a senior you know has been a victim of a theft, fraud or physical assault, contact your local police department. For information and referral to community supports that may be of assistance. Locally in Brantford and Brant County contact: **Victim Services of Brant** at: 519-752-3140

Victim Services of Brant

519-752-3140

Victim Services of Brant provides immediate on scene emotional support and practical assistance to victims of crime, tragic circumstance or disaster. The police will offer Victim Services when they arrive on scene at a call where a victim is involved. Victim Services is available to provide immediate support to a victim of crime at their residence, hospital or another safe

location. Even if police have not been called anyone can access Victim Services for support by calling the office and scheduling an appointment. The service is free and confidential.

The Victim Services of Brant, Court Assistance Program provides support to victims at the initial stages of the court process. Victim Services provide support staff with input regarding background of relationship and concerns regarding the accused. This information will be made available to the court.

Victim Support Staff are available to: explain the bail process, advise you of the outcome of the bail hearing, act as a liaison for you with the Crown Attorney and Police Services, and assist you in accessing appropriate support services.

What to Expect When Reporting Elder Abuse to Police

Responding officers will conduct a thorough investigation to the allegations. If officers believe they have reasonable grounds to suspect elder abuse has occurred, that person will be arrested and a charge will be laid.

Charges are laid when reasonable grounds exist to do so. Reasonable grounds are a set of circumstances which would satisfy an ordinary person to believe an offence has been committed. The belief must go beyond mere suspicion. It is important to remember that once a charge has been laid neither the police nor the victim can withdraw the charges.

In cases of assault, the abuser may remain in custody pending a bail hearing.

The Bail Hearing Process

Police may decide to hold the accused for a Bail Hearing and the court will determine whether the abuser should be released or remain in custody.

If released, the abuser will have conditions placed on them that they must follow. Conditions such as no contact directly or indirectly with the victim and not to attend the victim's address are the most common in cases of assault. An accused can be released to a suitable person determined by the courts or on their own Recognizance.

Elder abuse including physical attacks, sexual abuse or threats is a crime. You have a right to call the police and be protected from your abuser.

**For further legal information see Legal Service Section in the guide on page 53.

EMERGENCY SERVICES

In an EMERGENCY, for POLICE, FIRE or AMBULANCE?
CALL 911

Nova Vita Domestic Violence Prevention Services
519-752-4357

- 24 hour crisis line safe, emergency shelter for women and children
- Counselling and safety plan assistance

OIS Emergency ASL Interpreting Service
Available 24 hours/day. Sudden, unforeseen crisis that requires immediate attention in mental health, health, crisis centers and shelters, police/court and child welfare emergencies only.
Phone: 1-866-256-5142
TTY: 1-866-831-4657
E-mail: ois@answerplus.ca
SMS/Text: 905-971-0564

Ontario Poison Centre
1-800-268-9017
TTY: 1-877-750-2233

Senior Safety Line
Toll-free: 1-866-299-1011

The Seniors Safety Line will provide information, referrals, and support 24 hours a day, seven days a week, in over 150 languages.

The hotline is a toll-free, confidential resource for seniors suffering abuse, including financial, physical, sexual and mental abuse and neglect.

The Seniors Safety Line was launched by The Ontario Network for the Prevention of Elder Abuse (ONPEA) to assist abused and at-risk seniors. It is operated in association with the Assaulted Women's Help Line (AWHL). The Ontario Trillium Foundation, an agency of the Government of Ontario, provided funding to help with the set-up of the hotline.

Sexual Assault Centre of Brant
519-751-3471
24-hour crisis line

St. Leonard's Community Services Mental Health Crisis Support-
Walk-In
225 Fairview Dr., Brantford ON N3R 7E3
519-759-7188 or 1-866-811-7188
24 hour Crisis Line

EMERGENCY SERVICES

Telehealth Ontario
1-866-797-0000
TTY : 1-866-797-0007

Victim Services of Brant
519-752-3140- Business Hours
519-756-7050- After Hours

FOR NON-EMERGENCY SERVICES

Brantford Police Service
344 Elgin St. Brantford, ON N3S 7P6
519-756-7050

Brant County OPP
28 Mechanic St. Paris, ON N3L 1K4
519-442-2242

Six Nations Police
2112 4th Line Rd.
Ohsweken, ON N0A 1M0
519-445-2811

Brantford Fire Department
60 Clarence St. P.O. Box 61, Brantford ON N3T 5M3
519-752-4346

Brant County Fire
61 Dundas St. E, Paris ON N3L 3H1
519-442-2241

Six Nations Fire Department
17 Veterans Lane, PO Box 5000, Ohsweken ON N0A 1M0
519-445-4054

Canadian Anti-Fraud Call Center
To report fraud or learn more about fraud protection
1-888-495-8501
www.antifraudcentre.ca

Crime Stoppers
344 Elgin St. P.O. Box 1116, Brantford ON N3T 5T3
519-750-8477
To report anonymously any information about a crime or potential crime
1-800-222-8477
www.canadiancrimestoppers.org

Emergency Management Ontario
1-888-517-0571

A branch of Ontario's community safety and correctional services dedicated to educating and preparing Ontario residents for disasters. Emergency Management also provides emergency notifications, in the event of a oncoming disaster.

Long-Term Care ACTION Line
1-866-434-0144
Register complaints about long-term care homes, home care services and/or Community Care Access Centres

FOR NON-EMERGENCY SERVICES

211
24 hours a day – a free resource for local resources
Call - 211
www.211ontario.ca

211 is the information and referral service that provides the people of Ontario with reliable information on community and social services. By calling you are connected with a Certified Information and Referral Specialist who has been trained to assess your needs, answer your questions accurately, and advise you about the services and programs that are best for you and your loved ones. Calls to 211 are anonymous and confidential.

Brant County Health Unit
194 Terrace Hill St., Brantford, Ontario
519-753-4937 Ext. 259

Public health nurses at the Brant County Health Unit are available during business hours to answer health/medical questions and direct callers to community resources as needed.

EMERGENCY SHELTERS

Ganohkwa Sra Family Assault Support Services
1782 Chiefswood Rd.
Ohsweken ON N0A 1M0
519-445-4324
www.ganhokwasra.ca

Ganohkwasra, meaning "Love Among Us' in the Cayuga language, provides shelter and support for Native men, women and children who are affected by family violence. Ganohkwa provides the following free services to their clients, 24-hour crisis line, walk-in services, emergency shelter for Native adults and their children, group and individual counseling, children's programming along with advocacy and referrals.

Nova Vita Domestic Violence Prevention Services
59 North Park St. Brantford ON N3R 4J8
519-752-4357
www.novavita.org

Nova Vita operates a safe, emergency shelter for women (16+) and their children who are victims of abuse. The shelter is open 24 hours a day, seven days a week, 365 days a year, to women and children of all religious, ethnic, racial and socio-economic backgrounds.

Out of the cold- Emergency Shelter Program
Located at: Yes Church
305 West St. Brantford ON N3R 3V6
519-758-1623
bootc@msn.com

Out of the Cold is an emergency shelter program to provide those who are homeless with a warm, welcoming, safe place to sleep during the winter months. Shelter is for both men and women over the age of 19, but not set up to accommodate couples, families or children under 19.

Salvation Army, Brantford Booth Centre
187 Dalhousie St. Brantford, ON N3T 2J6
519-753-4193
neil_lewis@can.salvationarmy.org

This shelter if for men over the age of 18 and provides meals, emergency accommodations, as well as assessment and referral services.

ABORIGINAL SENIOR RESOURCES

Aboriginal Affairs and Northern Development Office
Brantford Business Centre
58 Dalhousie Street, 3rd floor
P.O. Box 1960
Brantford, ON N3T 5W5
1-800-567-9604
TTY: 1-866-553-0554
InfoPubs@aadnc-aandc.gc.ca

Dedicated Federal government minister assigned to look after the rights and well being of the Aboriginal population and northern communities.

Brantford Native Housing
318 Colborne Street, E.
Brantford, Ontario
N3S 3M9
519-756-2205

Brantford Native Housing is a non-profit charitable organization whose main objective is to provide safe, secure and affordable rental homes and support services for urban Native people living in the city of Brantford and Brant County

Six Nations Crisis Services
1-866-445-2204

24 hour, 7 days a week crisis support – Mental health as well as child and family services

De dwa da dehs nyes Aboriginal Health Centre
36 King Street,
Brantford, Ontario N3T 3C5
519-752-4340

To improve the wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity and distinctive values and beliefs. The Aboriginal Health Centre serves all Aboriginal people, regardless of status and offers assistance to outside service organizations to provide care in a culturally appropriate way.

Dreamcatcher Charitable Foundation
P.0. Box 657
Ohsweken, Ontario
N0A 1M0
1-866-508-6795

A registered foundation to provide support and address situations that are unique to First Nations communities. The foundation will provide grants to individuals who have a goal of developing the youth into community leaders.

Application for Indian Status
1-800-567-9604
TTY: 1-866-553-0554
www.ainc.gc.ca/br/is

To find out if you are eligible for Indian status and how to apply, or to find out more

information about what rights or benefits are available, please contact
Indian and Northern Affairs Canada

Iroquois Lodge
- Long-term Care Home
1755 Chiefswood Rd. Ohsweken, Ontario
N0A 1M0
519-445-2224

Provides Long-term Care to the communities of Six Nations, Brantford and Brant County.

Ganohkwasra Family Assault Support Services
1781 Chiefswood Road
PO Box 250
Ohsweken, Ontario
N0A 1M0
24 Hour Crisis Line: 519-445-4324

Counselling Services are available for women, youth, children and men who have been abused, at risk for abuse, and/or are abusive. Abusive behaviours and their generational sources are explored in a caring, non-judgmental way. The commitment to this holistic healing process may be long term, based on the needs of the individual.

Ministry of Aboriginal Affairs
1-866-381-5337
www.aboriginalaffairs.gov.on.ca/english/services/seniors.asp

Non-Insured Health Benefits

First Nations and Inuit Health Branch Canada
Ontario
1547 Merivale Road, 3rd Floor
Postal Locator: 6103A
Nepean, Ontario
K1A 0L3
1-800-640-0642
Dental: 1-888-283-8885

The Non-Insured Health Benefits (NIHB) is a national program that provides coverage to registered First Nations and recognized Inuit to support them in reaching an overall health status that is comparable with other Canadians. The NIHB provides coverage for a limited range of medically necessary goods and services to which these clients are not entitled through other plans or programs.

Ojistoh House
318 Colborne St, Brantford ON N3S 3M9
519-753-5408
mail@brantfordnativehousing.com

Ojistoh House is a transitional home for Aboriginal women with or without children who are experiencing homelessness. Ojistoh House has an application that should be filled out by a community service provider. Fees are based on geared-to-income calculations.

ABORIGINAL SENIOR RESOURCES

Karahkwa House
237 Mohawk St, Brantford, ON N3S 2X4
573-753-5408 or
mail@brantfordnativehousing.com

Karahkwa House is a transitional home for Aboriginal men who are experiencing homelessness or at-risk of homelessness with a focus on addiction recovery. Karahkwa House has an application that should be filled out by a community service provider. Fees are based on geared-to-income calculations.

Six Nations Health Services
1745 Chiefswood Rd.
Ohsweken ON N0A 1M0
519-445-2418
www.snhs.ca

Resource for information about all health related services that are offered though Six Nations. Including Senior Support Services, and Mental Health Services.

Six Nations Long Term Care/Home & Community Care Program
29 Cao Lane
Ohsweken, Ontario
N0A 1M0
Personal Support Services:
519-445-0077
Senior Support Services:
519-445-4055
Palliative Care Six Nations of the Grand River
519-445-0077

Six Nations of the Grand River
Council
Chief Ava Hill
1695 Chiefswood Road
Ohsweken, Ontario
N0A 1M0
519-445-2201

To get in touch with Council Members directly contact Six Nations of the Grand or visit the website atwww.sixnations.ca

ACTIVE LIVING FOR SENIORS

Staying physically and socially active in your senior years is imperative not only to physical and mental health but to quality of life. It is easy to become sheltered and less active as we age. In order to remain independent and healthy we need to stay active and engaged. Look for programs of interest and ways to stay connected.

Adult Recreation Therapy Centre
408 Henry St., Brantford, ON N3S 7W1
519-753-1882
artc@bellnet.ca

The Adult Recreation Therapy Centre (ARTC) is a community-based adult day program offering structured activities to individuals affected by conditions such as stroke, Parkinson's disease, MS, and other progressive disorders, as well as for adults with diminished abilities related to mild cognitive impairment related to early dementia

Beckett Adult Leisure Centre
219 Colborne St, Brantford ON N3T 2H2
519-756-3261

The Beckett Adult Leisure Centre provides a variety of health, fitness and recreational activities for those adults who are 50 years and older. There is a cafeteria on site that provides hot lunches. These are some of the activities offered:

- Weight Room (and orientations)
- Fitness programs
- Clogging Classes
- Billiards
- Line Dancing
- Darts
- Walking Club
- Cribbage
- Bid Euchre
- Scrabble
- Contract Bridge
- Crokinole
- Shuffleboard
- Knitting Club
- Computer Club
- Games Room
- Other recreation clubs and events available

Brantwood Community Services-Recreation and Therapy Centre
25 Bell Lane Brantford ON N3T 1E1
519-753-2658
vschweyer@brantwood.ca
www.brantwood.ca

Our Goal at the Recreation and Therapy Centre is:
To provide opportunities for individuals in the community to improve or maintain their physical wellness in a well-equipped and fully accessible environment. Come enjoy the specialized supports at Brantwood Community Services Recreation Therapy Centre. Perfect for adults/youth with developmental challenges and seniors, the facilities feature a Hydrotherapy Pool that reaches temperatures of 94 degrees, a Snoezelen Multi Sensory Room and accessible physical management and

fitness equipment. Individualized fitness programs are developed and overseen by our in house Kinesiologist.

Brantwood focuses on providing programming that is tailored to the needs of the individual. In understanding your abilities, challenges and goal areas, Brantwood can provide you with daytime, evening and group recreation supports that are reflective of your needs.

Amenities offered within the Recreation Therapy Centre include:

- Physical Management & Fitness Area
- Kinesiologist Supports
- Hydrotherapy Pool
- Snoezelen Multi Sensory Room
- Community Day Supports
- Evening Interest Classes
- Registered Massage Therapy (Conducive to the needs of individuals with limited mobility)
- Registered Dental Hygienist

Doug Snooks Eagle Place Community Centre
519-754-0711
333 Erie Ave. Brantford, ON

Recreation, through physical, social and artistic expression, provides opportunities for individuals to improve their health and wellness, socialize and interact with others, learn new skills, have fun and find balance in their lives. Eagle Place Seniors Club Adults 50 & up activities include Bingo, Horse Races, Various Card Games, Guest Speakers, Special Entertainment, Coffee, Tea and Treats.

Ontario Seniors Games Association
Unit 52 -2455 Cawthra Rd,
Mississauga, Ontario L5A3P1
905-232-8581
www.ontarioseniorgames.ca

"The Ontario Senior Games Association's (OSGA) whole purpose is to promote an active life style for those 55+ adults who are not involved in the more advanced or master levels of activities. It is the view of the OSGA that seniors will become involved when friendly levels of competition can be maintained."

Senior Groups at the YMCA/YWCA of Brantford
143 Wellington St.,
Brantford ON N3T 3B2
519-752-6568
www.ybrantford.com

The YMCA/YWCA in Brantford has fitness programs for adults as well as one specific to seniors. The Build Better Bones program runs every Monday, Wednesday and Friday from 10:00 a.m. – 11:00 a.m. and has been design to help improve bone density.

Senior Resource Center
783 Colborne St, Brantford ON N3S 3S3

519-309-0032
seniorsresourcecentre@rogers.com

The Seniors' Resource Centre is a non-profit organization, that offers free help to Brantford, Brant County, Six Nations and surrounding region with Government Forms, Long Term Care Programs, Nursing Homes, and programs that Seniors need to navigate important services.

The Wayne Gretzky Sports Centre
254 North Park St. Brantford ON,
519-756-9900

Programs for seniors and older adults include the Warm Water Workout to help those who suffer from back injuries, arthritis, and joint problems. The exercises focus on mobility and strength

LEGIONS

Dunsdon Legion Branch 461
9 Tollgate Rd. Brantford, ON N3R 4Z4
519-752-6668
www.dunsdonbranch461.ca

Paris Legion Branch 29
70 William Paris, ON
519-302-0461

Burford Legion Branch 543
Park St, Box 86, Burford, ON N0E 1A0
519-449-5339

LIFELONG LEARNING

Lifelong learning is the process of keeping your mind and body engaged—at any age—by actively pursuing knowledge and experience. The pursuit of knowledge through lifelong learning has wonderful benefits for adults 50-plus:

- Keeps your mind sharp
- Improves memory
- Increases self-confidence
- Offers an inexpensive way to try something new
- Saves money as you learn to "do it yourself"
- Gives you a feeling of accomplishment
- Helps you meet people who share your interests
- Builds on skills you already have
- Offers an opportunity to learn a new skill or trade and increase your income
- Gives you a new interest that you can share with family and friends

Life Long Learning Plan (LLP)
The Lifelong Learning Plan (LLP) set out by the Canadian Government allows you to withdraw amounts from your RRSPs to finance full-time training or education for you or your spouse or common-law partner. Information and application forms can be found on the Canada Revenue Agencies website.

LIBRARIES

Many of these libraries offer a variety of workshops and events throughout the year, and some are specifically tailored to seniors. Contact your local branch to get involved in their programs and services.

Brantford Public Library
Main Library (Brantford)
173 Colborne St., Brantford, ON N3T 2G8
519-756-2220

St. Pauls Avenue Branch
441 St. Paul Ave.,Brantford, ON N3R 4N8
519-753-2179

County of Brant Public Library
Burford Branch
24 Park Ave., Box 267
Burford, Ontario, N0E 1A0
519-449-5371

Glen Morris Branch
474 East River Rd.,
Glen Morris, ON N0B 1W0
519-740-2122

Paris Branch
12 William St., Paris, ON N3L 1K7
519-442-2433

Scotland-Oakland Branch
281 Oakland Rd., Scotland, ON N0E 1R0
519-446-0181

St. George Branch
8 Main Street North,
St. George, ON N0E 1N0
519-448-1300

FAITH / RELIGION

The location of churches and other places of worship are listed in the local telephone directory. In addition to their faith services, many churches host social activities and/or support groups. Churches and places of worship also allow for another connection into the community, and can act as a way to meet new people and friends. In a time of need churches and places of worship can act as a support system. Getting involved allows for seniors to keep their mind and body active, while giving back to the community.

SERVICE CLUBS

Senior Clubs and activities occurring within Brantford and Brant County

For up to date information about the programs being offered call 519-756-3261 or visit www.brantford.ca, and search senior services

Brantford Lions Club
320 Colborne St. W, PO Box 25037
Brantford, N3T 1K8
brantfordon.lionwap.org
President: John Howe 519-753-6758

ACTIVE LIVING FOR SENIORS

Brant Lodge No.45
117 Charing Cross Street
Brantford, ON
N3R 4E7
Steve Frotten, 519-752-7409
secretary@brant45.ca
www.brant45.ca

Burford No.106
Burford Masonic Temple
421 Maple Avenue South Burford, ON
N0E 1A0
brantmasons.com

CARP-Canada
PO Box 940
Stn Main
Markham, ON
L3P 9Z9
1-888-363-2279
support@carp.ca

Brantford CARP- Chapter 17
David Simmons, Chair
519-753-4317
carpbrantford@gmail.com

Kinsmen Club of Brantford & Brant County
25 North Park Street Brantford, ON
N3R 4J4
519-754-0169
info@brantfordkinsmen.ca
www.brantfordkinsmen.ca

Kiwanis Club of Brantford
(519) 753-7442
Kiwanis@bfree.on.ca

Rotary Club of Brantford
2 Edge Street, Brantford ON N3T 6H1
www.brantfordrotary.com
michelle@brantfordrotary.com

ALZHEIMER'S

What is Alzheimer's disease?

Alzheimer's disease is the most common form of dementia, a serious brain disorder that impacts daily living through memory loss and cognitive changes, and as well changes in behavior and insight.

Symptoms of Alzheimer's disease usually develop slowly and gradually worsen over time, progressing from mild forgetfulness to widespread brain impairment. Chemical and structural changes in the brain slowly destroy the ability to create, remember, learn, reason, and relate to others. As critical cells die, significant personality loss may occur.

Signs and symptoms of Alzheimer's disease

For many people, detecting the first signs of memory problems in themselves or family members brings an immediate fear of Alzheimer's disease. However, most people over 65 experience some level of forgetfulness such as misplacing the keys or glasses. Forgetfulness is merely inconvenient but does not impact on one's daily life. Forgetting is not a normal part of aging. Understanding the significance of these age-related changes begins with knowing the difference between what is normal and what is an early symptom of Alzheimer's.

Coping with an Alzheimer's diagnosis

An Alzheimer's diagnosis is an enormous adjustment for both you and your family member. For many, the secrets to navigating this journey are learning, supporting, and loving. While there is currently no cure for Alzheimer's disease, there are treatments available for the symptoms. These treatments cannot prevent Alzheimer's from progressing but if symptoms are diagnosed early enough, they can be effective in delaying the onset of more debilitating symptoms. Early diagnosis can prolong independence and is the first step towards treatment, management, and living life fully.

If a loved one's symptoms have been diagnosed as Alzheimer's disease:

If a family member has been diagnosed with Alzheimer's disease you may also be dealing with a host of emotions. You may be grieving for your family member especially if significant memory loss is already present. You may feel like you no longer know this person as new behaviors and moods develop that are unlike the person you remember. You may start to become overwhelmed with the needs of your loved one, or even resentful that other family members won't help enough.

- **Learn as much as you can.** Understanding what to expect will help you plan for care and transitions. Knowledge will help you both

honor a family member's strengths and capabilities throughout each stage, and make sure you have the strength and resources to carry on.

- **Don't take on the caregiving journey alone.** No matter how dedicated you are, at some point you will need some help in caregiving. No one can be awake and alert 24 hours a day. You have your own health and other obligations to consider. Having support in caregiving is key, whether it be from other family, in-home help, respite care, or making the decision to move your family member to assisted living or nursing home.

Visitors and social events

Visitors can be a rich part of the day for a person with Alzheimer's disease. It can also provide an opportunity for the caregiver to socialize or take a break if appropriate. Plan visitors at a time of day when your family member can best handle them. Visitors can be briefed on communication tips if they are uncertain. They can also bring memorabilia your family member may like, such as a favorite old song or book. Family and social events may also be appropriate, as long as the person with dementia is comfortable. Focus on events that won't overwhelm the person; excessive activity or stimulation at the wrong time of day might be too much to handle.

Alzheimer's disease or Dementia programs in Brant County

Alzheimer's Society of Brant
519-759-7692
6 Bell Lane Suite 701
Brantford, ON N3T 0C3

The Alzheimer Society of Brant exists to alleviate the personal and social consequences of Alzheimer's disease and related disorders. They provide services for individuals with Alzheimer's disease and other dementias, and their families, including support groups, counselling and education programs. They promote Alzheimer's disease research and partner with MedicAlert® Safely Home® to provide a nationwide program designed to help identify the person who is lost and assist in a safe return home.

B.R.A.V.A- Brant Regional Association of Volunteer Administrators
519-759-7692
Volunteer Visiting Program
6 Bell Lane, Suite 701

This volunteer-based program offers our clients in the early to mid-stages of Alzheimer's disease and related dementias, an opportunity for social stimulation and companionship. The program also benefits the caregivers by providing a short period of respite.

John Noble Home Day and Stay Program

97 Mt Pleasant St. Brantford ON N3T 1T5
519-754-4065

The Day and Stay program is a Wellness Centre for seniors with memory problems. The program is held at the John Noble, County home with a separate entrance. The area is designed and built for persons with dementia and projects a warm caring home-like environment. Application process is through the HNHB CCAC, affordable user fees for all programs.

DISABILITY SERVICES*

When you hear the word "disability", what pops into your mind? Do you think of a person who uses a wheelchair? Or a person with a service animal?

There are many kinds and degrees of disabilities. Being hard of hearing is different from being Deaf. Having low vision is different from being legally blind.

A disability can happen to anyone at any time. Some people are born with a disability. For others, the disability happens because of an illness or an accident. Sometimes it's because the person is getting older.

Let's take a look at various types of disabilities:

- Visual
- Hearing
- Deaf-blind
- Physical
- Speech or language
- Mental health
- Intellectual/ developmental
- Learning

Accessibility for Ontarians with Disabilities Act, 2005*

The government enacted the Accessibility for Ontarians with Disabilities Act in 2005. This act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

Accessibility standards- Ontario now has accessibility standards in five areas:

- Customer service
- Employment
- Information and communications
- Transportation
- Design of public spaces

*Retrieved from the *Ontario Ministry of Economic Development, Trade and Employment* Website.

The Canadian Hearing Society

Beckett Building, 225 Colborne St.
Suite 139, Brantford ON N3T 2H2
519-753-3162
TTY: 1-877-843-0370
www.chs.ca

CHS is the leading provider of services, products and information that removes barriers to communication, advance hearing health, and promotes equity for people who are culturally Deaf, oral deaf, deafened and hard of hearing.

CHS offers a complete roster of essential services, including hearing testing, hearing aids, counselling, speech-reading training, tinnitus support, hearing help classes, sign-language instruction and interpreting, accessibility services, education services, employment services, and a complete range of communication devices.

DISABILITY SERVICES*

Hearing Care Counselling Program
assists Hard of Hearing older adults, their families and caregivers. Through home visits, provides information, counselling and support to help cope with hearing loss. Assistance with hearing aids, speech-reading training, tinnitus support, and hearing help classes. Can recommend specialized communication devices, assist with setup and training and provide loaner equipment. Services at no cost to the client.

Communication Devices Program
Feel safe and confident in your home. CHS carries the most complete range of communication devices that improve communication, safety and independence including visual smoke detectors, amplified phones, amplified headsets for tv, TTYs (text telephones), signaling devices such as flashing lights for door, telephone and alarm clocks. Our loaner program allows you to try devices before you purchase. Visit our online store at www.chs.ca or our print catalogue.

Ontario Interpreting Services (OIS)
Pre-booked, professional, confidential ASL-English interpreting services across Ontario and LSQ-French interpreting services in select areas. On-site or remote interpreting through Video Remote Interpreting (VRI).

Monday to Thursday 8am-8pm
Friday 8am-5pm
Phone: 1-855-656-3748
Skype: callois.chs
E-mail: requests@oischs.ca
TTY: 1-877-843-0368
Fax: 1-855-656-3750

OIS Emergency Interpreting Service
Available 24 hours/day. Sudden, unforeseen crisis that requires immediate attention in mental health, health, crisis centers and shelters, police/court and child welfare emergencies only.
Phone: 1-866-256-5142
TTY: 1-866-831-4657
E-mail: ois@answerplus.ca
SMS/Text: 905-971-0564

Communication Access Realtime Translation (CART) Services
Professional word-for-word transcription of speech to text in real time provides Deaf, hard of hearing and deafened patients, staff, clients and/or consumers, full access to the spoken word. Provided on-site or remotely. On-site CART services have a CART writer at the location where the event is taking place. Remote services involve the Deaf or hard of hearing person signing on to a website that carries the CART transmission. Our CART writers are affiliated with their professional association and meet a 98% verbatim accuracy.
Phone 1-866-256-5142

TTY: 1-877-843-0368
Fax: 1-855-656-3750
Email: CART@chs.ca

Canadian National Institute for the Blind (CNIB)
67 King St., Brantford, ON N3T 3C8
1-888-275-5332
www.cnib.ca
info@cnib.ca

About CNIB
CNIB is a registered charity, passionately providing community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted have the confidence, skills and opportunities to fully participate in life.

Canadian Deafblind Association
Mail: 50 Main Street
Paris, ON N3L 2E2
519-442-0463
TTY: 519-442-6641
info@cdbaontario.com
www.cdbaontario.com

Canadian Deafblind Association Ontario Chapter is a non-profit organization committed to enhancing the lives of people who are deafblind through support, services, awareness, recognition and Intervention.

Community Living Brant
366 Dalhousie St,
Brantford ON N3S 3W2
519-756-2662
www.clbrant.com
communitylivingbrant@clbrant.com

Community Living Brant offers a wide variety of services and supports for individuals with a developmental disability and their families.

Brantford. Public Works Commission. Windrow Snow Clearing for Seniors and Physically Disabled Individuals
10 Earl Ave, Brantford, ON
519-752-4832

Snow Windrow Removal Program for seniors or persons with a physical disability, offered at no charge to those who qualify, administered by the Public Works Dept.

DEFINITION: Snow Windrow is the portion of snow at the end of the driveway created after the road plow has plowed the municipal road

ELIGIBILITY: All individuals of the residence must be 65 years of age and older, or persons with a physical disability, in order to qualify for this program

DISABILITY SERVICES*

Participation House
10 Bell Lane, PO Box 2048
Brantford ON N3T 5W5
519-756-1430
www.participationhousebrantford.org

Residential programs and services for
adults with physical disabilities

Snow Buddies and Leaf Raking Program
City of Brantford
519-756-3261
snowbuddies@brantford.ca
**Free assistance with raking leaves or
shoveling snow for seniors

END OF LIFE PLANNING

Advance Care Planning

Advance Care Planning is about making choices while you are competent about how you wish to be cared for in the future if you become incapable of making decisions. You can take steps now to ensure that your wishes are followed, by providing someone you trust with the authority to act on your behalf.

More information can be found on the Ministry of the Attorney Generals website:

http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/estate_planning.asp

Speak Up Campaign for Advance Care Planning
www.advancecareplanning.ca

Provides interactive workbooks and guides to ensuring that your loved ones know your wishes in the event you are not able to express them. Creates a starting point for conversations, to discuss your wishes for you health, financial and legal matters.

End of Life

When someone close to you dies, you could be faced with making difficult decisions with little preparation. Knowing your rights ahead of time could make this stressful time a little easier. Ontario law protects consumers who are making final arrangements. For example, a funeral, transfer service, cemetery or crematorium operator must give you a current price list of all the supplies and services they offer before you enter into a contract, so you can compare rates. They also need to tell you if they will receive a commission by recommending certain services or suppliers. By law you have 30 days to cancel a contract for funeral, burial or cremation services and get a full refund for any part of the contract not yet provided. In addition, all prepaid contracts written as of July 1, 2012 must be guaranteed. This means that if you have paid your contract in full, your service provider must supply everything specified in your contract when you need it and without any additional charges, even if prices have gone up.

Ministry of Consumer Services
1-800-889-9768
www.ontario.ca/consumerservices

Board of Funeral Services
1-800-387-4458
www.funeralboard.com

The Last Post Fund
401-505 René-Lévesque Blvd. West
Montreal, QC H2Z 1Y7
1-800-465-7113
info@lastpost.ca
www.lastpostfund.ca

The Last Post Fund's mission is to ensure that no Veteran is denied a dignified funeral and burial, as well as a military gravestone, due to insufficient funds at the time of death.

Local Funeral Homes and Cremation Centres

Beckett-Glaves Family Funeral Centre
88 Brant Ave., Brantford, ON N3T 3H3
519-752-4331

Budgell Dwayne D Funeral Home Limited
1105 Rest Acres, Paris, ON N3L 3E3
519-442-2200

Dennis Toll Funeral Home
55 Charing Cross St.,
Brantford, ON N3R 2H4
519-753-8655

Hill & Robinson Funeral Home & Cremation Centre
30 Nelson St., Brantford, ON N3T 2M8
519-752-2543

Mc Cleister Funeral Home
495 Park Rd. North Brantford, ON
N3R 7K8
519-758-1553

Ovington Keith Funeral Home Ltd
134 King, Burford, ON N0E 1A0
519-449-1112

Rumble Funeral Home
373 Maple S, Burford, ON
call contact brant 519-758-8228

Styres Funeral Chapel
1798 4th Line, Ohsweken, ON N0A 1H0
519-445-2262

Thorpe Brothers Funeral Home & Chapel
96 West St. Brantford, ON N3T 3E7
519-759-2211

Tranquility Cremation Services Inc.
276 St Paul Ave., Brantford, ON N3R 4M8
519-757-1654

Wm. Kipp Funeral Home
184 Grand River St. N., ON N3L 2N1
519-442-3061

ORGAN AND TISSUE DONATION

Organ and tissue donation can help enhance and save lives, and provide immediate comfort and long-lasting consolation to grieving family members. You can also choose to donate a body to science or medical research in Ontario.

In Ontario, medical schools or Schools of Anatomy are dependent upon the generosity of persons willing to donate their bodies to train future medical professionals, enhance skill sets and expand knowledge. Donating your body to science is different from donating organs and tissues to a living person. Body donation means that your whole body is donated to a Schools of Anatomy for educational and research purposes only.

For more information and to register for organ donation:
www.beadoner.ca
Service Ontario
1-866-532-3161
TTY: 1-800-387-5559

For more information about whole body donation:
Trillium Gift of Life Network
1-800-263-2833
www.giftoflife.on.ca

POWER OF ATTORNEYS (POA)

Definition:
A power of attorney is a document that states who is legally allowed to make decisions if a person is no longer able to act on their own behalf. The word "attorney" in a power of attorney does not mean "lawyer." It is just the legal name used to describe your decision-maker. The document can allow the appointed person to handle financial matters such as paying bills, signing checks, banking, management of a business or investments. There is more than one type of power of attorney, including both financial and medical. Many people choose to limit the power of attorney, keeping major decisions for themselves as long as they're mentally competent.

Capacity Assessment Office
1-866-521-1033
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/capacity.asp

A 'capacity assessor' is someone who is qualified and designated to determine whether an individual is mentally capable of making certain types of decisions. In Ontario, doctors, occupational therapist, registered nurses, registered social workers and psychologists can be qualified as a 'capacity assessor'.

Consent and Capacity Board
151 Bloor Street West, 10th Floor
Toronto, ON M5S 2T5
1-866-777-7391
TTY: 1-877-301-0889
www.ccboard.on.ca/scripts/english/index.asp

The Consent and Capacity Board's (CCB) mission is the fair and accessible resolution of consent and capacity issues, balancing the rights of vulnerable individuals with public safety. The CCB's key areas of activity are the adjudication of matters of capacity, consent, civil committal and substitute decision-making.

Power of Attorney: Personal Care
Gives a designated person the authority to make health care decisions on behalf of the person.

Power of Attorney: Property
Gives a designated person the authority to make legal/financial decisions on behalf of the person.

Ontario Government resource for informa-

tion about: Power of Attorney
Call: 1-800-366-0335
Or visit:
http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.asp

WILLS AND ESTATES

A will is a written document in which you indicate how your assets should be distributed upon your death. A will may also help you to take advantage of tax-savings opportunities and tax deferrals that may arise as a result of your death. It's a good idea to have a lawyer who knows estate law prepare your will. Be careful when using a "Will Kit" as some of these kits may not comply with Ontario law. If you do not sign and witness your will in accordance with the rules of the Succession Law Reform Act, it may not be valid.

When a person dies, it's important to know if he or she has a will and where it is kept. Some people file their will with local courts or with a lawyer, or keep it in a safety deposit box or a drawer at home. The executor of an estate carries out the wishes contained in a will.

If a person dies without a will (intestate), then the estate is distributed according to Ontario's Succession Law Reform Act. The estate may also end up being administered by the Public Guardian and Trustee in certain circumstances if an Ontario resident dies without a will, or with a will but with no one to act as estate trustee.

If you have questions about your own will or about being a beneficiary, you should consult a lawyer.

FINANCIAL

Canada Pension Plan (CPP)
The Canada Pension Plan (CPP) retirement pension provides a monthly benefit to eligible Canadians.

You must have worked and made at least one valid contribution (payment) to the CPP to qualify for a CPP retirement pension. The standard age to begin receiving the pension is 65. However, you can take a permanently reduced CPP retirement pension as early as age 60 or take a permanently increased pension after age 65.

Old Age Security Pension
The Old Age Security (OAS) pension is a monthly payment available to most Canadians 65 years of age who meet the Canadian legal status and residence requirements. You must apply to receive it.

In addition to the Old Age Security pension, there are three types of Old Age Security benefits:

- Guaranteed Income Supplement
  If you live in Canada and you have a low income, this monthly non-taxable benefit can be added to your OAS pension.
- Allowance
  If you are 60 to 64 years of age and your spouse or common-law partner is receiving the Old Age Security pension and is eligible for the Guaranteed Income Supplement; you might be eligible to receive this benefit.
- Allowance for the Survivor
  If you are 60 to 64 years of age and you are widowed, you might be eligible to receive this benefit.

Ontario Disability Support Program (ODSP)
Brantford and the County of Brant
195 Henry St. Bld.4, Unit 2, Brantford ON N3S 5C9
519-756-5790

If you have a disability preventing you from working, you may qualify for income support through Ontario Disability Support Program. A referral is available though Ontario Works. Call for more information on the program and how to apply. This program is for Ontario Residents age 65 and younger.

Ontario Works- Brantford Office
220 Colborne St. Box 845, Brantford ON N3T 2H1
519-759-7009

To apply, call 519-759-7009, you will be asked to provide your personal and financial information. You will be given an appointment with a case manager to review your file. In order to receive any types of federal or provincial social assistance payments, you must have filled an income tax return for the previous year.

Pension Programs –Service Canada
English: 1-800-277-9914

French: 1-800-277-9915
TTY: 1-800-255-4786
www.servicecanada.gc.ca

Informative resource, look online or call the 1-800 number for up to date information on all federal government programs and services

Veterans Affairs Canada (VAC)***
1-866-522-2122
www.veterans.gc.ca

Veterans Affairs Canada offers a wide range of services and benefits to eligible veterans and others. Their programs include: Disability Pensions and Awards, Bureau of Pensions Advocates, War Veterans Allowance, Soldiers' Aid Commission of Ontario and Benevolent. Call or look at the Veterans Affairs website for more specific information on each of these programs.

TAXES

Canada Revenue Agency
1-800-959-8281
TTY: 1-800-665-0354
www.cra-arc.gc.ca

If you are a senior, there are many reasons why you should file an annual personal tax return even if you have no income to report. For example:
The Goods and Services Tax/Harmonized Sales Tax (GST/HST) credit, a tax free quarterly payment that helps offset all or part of the GST or HST you pay
Refundable tax credits or grants that you may be eligible for even if you have earnings or have paid no tax
Pension programs that automatically renew when you file your tax return, such as Old Age Security, Guaranteed Income Supplement, Allowance and Allowance for the Survivor.

There are additional government income programs for older Canadians, but you must apply for most of them. You won't receive benefits automatically. Many programs use your income tax return to determine if you are eligible. Filling you tax return by April 30th each year is the best way to ensure that you are getting the benefits you are eligible to receive.

"Learning About Taxes"
This free online course can help teach you how to prepare and file a basic income tax and benefit return. To access the course, please visit www.cra-arc.gc.ca/educators

FREE INCOME TAX CLINICS IN BRANTFORD

Held at 1100 Clarence St. S. –Appointments necessary
Contact the Community Resource Service at 519-751-4357 Ext. 226 to book an appointment.

Qualified individuals will be offered free tax services, sponsored by Millard, Rouse & Rosebrugh LLP Chartered Accountants

and the Community Resource Service in partnership with The Institute of Chartered Accountants of Ontario. Total Income per Household Unit for taxpayers with:

No Dependents must be less than- $20,000

With Dependents must be less than: - $30,000

County of Brant Public Library
A representative for Revenue Canada will be available to provide assistance with income tax returns.

Qualifications:
Seniors, people with low income (single $30,000), those receiving social assistance, students and newcomers to Canada. All with Simple Tax returns.

Please call your preferred branch to make an appointment.
www.brant.library.on.ca

Community Volunteer Income Tax Program (CVITP)
The objective of the CVITP is to help eligible taxpayers who do not know how to prepare their income tax and benefit returns, and who have low to modest income and a simple tax situation.

The CVITP is a collaboration between the Canada Revenue Agency (CRA) and community organizations who host tax preparation clinics and arrange for volunteers to prepare the returns.

The CRA offers training and tax software for volunteers, as well as coordinators to guide community organizations as they deliver the program.
Maximum income for a single person is $30,000 and $40,000 for a couple.

2014 Clinics were held through the following organizations:
Brant Senior Citizens Daycare Centre Inc.
519-753-5840
25 Charlotte St. Brantford, ON N3T 2W3
brantseniors@rogers.com

Brantford Seniors Resource Centre
519-303-0032
783 Colborne St. Suite 2
Brantford ON N3S 3S3
seniorsresourcescentre@rogers.com

Phil McColeman, MP Brantford/Brant
519-754-4300
108 St. George St. Brantford ON N3R 1V6
phil.mccoleman.c1b@parl.gc.ca

**Please contact them for up-to-date clinic information.

PROVINCIAL TAX CREDITS AND BENEFITS

Healthy Homes Renovation Tax Credit***
Ontario Ministry of Finance

1-866-668-8297
www.ontario.ca/healthyhomes
This tax credit helps with the cost of making you home safer and more accessible. It can be claimed by senior homeowners and tenants, and by people who share a home with a senior relative. Some examples of eligible expenses include wheel-in or walk-in showers, grab bars and handrails, or lowered counters or cupboards.

***If you are a senior with a low- to moderate-income, you may be eligible to receive the following:

Ontario Trillium Benefit (OTB)
1-877-627-6645
www.ontario.ca/trilliumbenefit

The OTB combines the Ontario Sales Tax Credit, Ontario Energy and Property Tax Credit and Northern Ontario Energy Credit. Most recipients receive monthly OTB payments.

Ontario Senior Homeowners' Property Tax Grant
1-877-627-6645
www.ontario.ca/seniortaxgrant
The grant allows for up to $500 for each eligible household to help offset property taxes if you own your own home

Brantford-Save on Energy
220 Colborne St. Brantford, ON N3T 2H1
519-756-1360
customerservices@brantford.ca
http://saveonenergy.brantfordpower.com

Ontario Renovates Program (Homeowners Repair Program)
Ministry of Municipal Affair and Housing
Local contact: Jeffrey Lowe at 519-759-3330, ext. 6240
jlowe@brantford.ca
www.ontario.ca/kq46

The Ontario Renovates program provides forgivable loans to eligible low-income homeowners and landlords to make necessary repairs to home or units to increase accessibility and to create affordable rental housing in existing single family homes.

HEALTH AND WELLNESS

Canadians are living longer healthy lives. Health Canada is responding proactively through research and planning. If you are a senior, look for ways to keep yourself healthy, strong and flexible. Staying healthy is an important way for you to keep your independence. There are four determinants that play key roles in healthy aging:

- Healthy Eating
- Injury Prevention
- Oral Health
- Physical Activity
- Smoking Cessation

Credit: Health Canada

Canadian Cancer Society- Community Services
Brant- Norfolk Office
442 Grey St, Unit E, N3S 7N3
519-753-2566

The Canadian Cancer Society has a number of different programs and services available to help you and your loved ones cope with cancer.

Cancer Information Service
A national, bilingual, toll-free service available to Cancer patients and their families, the general public and healthcare professionals, to speak with a trained information specialist to receive credible and comprehensive information that is confidential and specific to your situation.
The Canadian Cancer Society also maintains the website www.cancer.ca, which offers a wide range of information and materials. Along with printed publications that can be found online, or at your local office

Smoker's Helpline
1-877-513-5333
Trained quit specialists are available to assist you in developing a "QUIT PLAN", and to answer any questions as well as refer you to services in your community. Smokers' Helpline has proven tips and tools to help you quit successfully. For free, personalized and non-judgmental support, advice and information connect to quit today."

Peer Support
You don't have to face cancer alone. Support Specialist connect cancer patients and their caregivers with trained volunteers who understand what its like to live with cancer. Support is available over the phone, in person or in a group setting.

Transportation
Volunteer drivers provide transportation to and from cancer related appointments. See page 64 for more details.

Wigs and Head Coverings
Wigs and Head coverings are available free of charge from the Canadian Cancer Society Hamilton- Wentworth Unit.

Look Good, Feel Better
A free workshop for women who are interested in learning how to manage the appearance-related side effects of cancer and its treatment, the workshop includes make-up tips, hair alternatives, nail and cosmetic hygiene.

Canadian Diabetes Association
Brantford Branch
St. Joseph Lifecare Centre
99 Wayne Gretzky Pkwy, 5th Flr.
Brantford, ON N3S 6T6
519-756-9131
www.diabetes.ca

The Canadian Diabetes Association offers a wide range of support and services related to individuals living with type I or type II diabetes. The CDA also funds and preforms world class diabetes research. See your local office or the website for specific information of the services offered in your community.

Continence Care Clinic
St. Joseph's Healthcare – Hamilton
1-877-490-2732
Contact:
Melissa Northwood, RN Clinical Nurse Specialist
continenceclinic@bell.net
Clinic is held at St. Joseph's Lifecare Centre, Brantford

A standardized continence assessment would be completed by a nurse continence advisor, with follow-up visits at 6 weeks and 12 weeks. Self-management of continence care is promoted through the use of behaviour modification strategies related to lifestyle options, pelvic muscle exercises, bowel program, fluid intake, weight reduction, personal hygiene changes and incontinence product options.

Emergency Health Needs- Ontario Works Brant
Special Assistance Case Manager: Debra Roberts- 519-759-3330 ext. 6273

This program is intended to meet the needs of people with low income or people who receive a fixed government income such as Employment Insurance, Old Age Security, WSIB etc. to meet an emergency or unexpected health need. Items and services covered may include eyeglasses, emergency prescription drugs, emergency dental as well as repair to and purchase of dentures.

Heart and Stroke Foundation
A-442 Grey St. Brantford, ON N3S 6X2
519-752-1301

Acts as a source of information to Canadians about Heart and Stoke related illnesses, works to advocate about these illnesses and fundraises to support important medical research.

Ontario Seniors' Secretariat
The Ontario Seniors' Secretariat is the

sector of the Ontario Government that is dedicated to the improvement of quality of life for our senior residents. This is achieved through advocacy, development of policies and programs along with facilitation and providing information to seniors.

Visit: www.ontarioseniors.ca or call the Seniors' INFOline 1-888-910-1999 or TTY: 1-800-387-5559 for up-to-date information regarding government programs and incentives geared to seniors.

Oral Health

Oral Health for seniors is just as important as it was through their younger years. Poor oral health can affect a person's quality of life. Regular dentist visit, daily brushing and flossing can help maintain your natural adult teeth.

See your local Dentist or Denturist for more information and tips regarding your oral health.

ORTHO-CONNECT- Canadian Orthopaedic Foundation

1-800-461-3639 or visit www.canorth.org

Ortho connect is a telephone based service that connects new patients and clients with a trained volunteer who's been through the same or a similar surgery.

Steps to Protect your Vision

- If you are over the age of 45, have your eyes examined on a regular basis.
- If your eyes water, it may be that you are more sensitive to light, wind, or temperature change. Simply shielding your eyes or wearing sunglasses may solve the problem.
- Turn on the lights. Seeing better can sometimes be as easy as changing a light bulb to one with a higher wattage. Putting 100 or 150 watt bulbs in your lamps can reduce eye strain. Just make sure the fixture is designed for that wattage. Bright light is important in stairways to help prevent falls.
- Don't smoke. Smoking tobacco is a major risk factor in the early onset of age-related macular degeneration.
- Reduce glare as much as possible by using good lampshades, glare shields on computer monitors, and sunglasses. Sunglasses should provide 99 to 100% UV-A and UV-B protection. UV rays can harm your eyes even on a cloudy day.
- Protect your eyes from accidents in your home, Example: Put a grease shield over frying foods.
- Make sure spray cans and nozzles are pointed away from you when spraying.
- Wear safety glasses in the workshop and when using chemical

products such as ammonia.
- Eat your carrots. A daily dose of the vitamins and minerals found in melons, citrus fruit, carrots, spinach, and kale may help slow the progress of age-related eye diseases such as macular degeneration, glaucoma, and cataracts.
- Don't drive at night if you have problems with depth perception, glare, or other vision difficulties.

The Grand River Council on Aging (GRCOA)
363 Colborne St,
Brantford, ON N3S 2N2
519-754-0777
226-388-0795
info@grcoa.ca
www.grcoa.ca

"The GRCOA is a planning body tasked with promoting seniors' issues in Brantford and Brant County. We inform public, professional and government bodies on matters related to the needs and best interests of the ageing population. As part of our duties, we also host educational events and gather data to help plan for future needs while tracking progress on current issues." –GRCOA

ADDICTIONS

DRUG AND ALCOHOL AND GAMBLING

Responsible Gaming Resource Centre (RGRC)
Brantford Casino, 40 I-comm Drive,
Brantford, ON
519-752-2950
For persons 18 years and older:
RGRC provides information about the risk of gambling and ways to avoid gambling problems and assistance to people who are worried about their gambling or of someone close to them. Provides information about where you can find free, confidential counseling throughout Ontario; answers to any other gambling-related question, with advice and support if needed.

Brant Erie Alcohol's Anonymous (AA)
PO Box 26010, Brantford ON N3R 7X4
519-752-5981
www.alcoholics-anonymous.org
Support for alcoholics trying to stay sober. Call for meeting times and locations.

Brantford Native Housing Relapse Prevention Group
318 Colborne St. E.
Brantford ON N3S 3M9
519-753-5408 ext. 235

Narcotic's Anonymous (NA)
At Heritage United Church, Sundays 8pm
360 Colborne St. Brantford ON N3S 3N3
1-888-811-3887
Hamilton Chapter: 905-522-0332

A support group for recovering addicts.

New Directions Group Addiction Services
11769 Chiefswood Rd.
Ohsweken ON N0A 1M0
519-445-1769
www.snhs.ca

Counselling and information on alcohol and drug abuse is provided. Other programs include community health services and youth programs.

Problem Gambling Information
1-888-230-3505

COUNSELLING SERVICES

Nova Vita Domestic Violence Prevention Services
Community Counselling Program
51-752-1005 ext. 221
www.novavita.org

Group and individual counseling for women (16 yrs and over) who are in, or have been in, an abusive relationship. Sessions are conducted in a safe, supportive, confidential environment. Counselling services are free; free transportation and childcare may be available. Call for more information and to arrange for an intake appointment.

Nova Vita Domestic Violence Prevention Services
Challenge to Change
519-752-1005 ext. 254
www.novavita.org

Group counseling for men who want to stop their violent and abusive behaviour towards their partners. The program challenges participants to take responsibility for their actions, learn how to control and change their abusive behaviour and to respect their families and themselves. Participants are expected to complete at least 16 weeks in the program. Individual counseling may be available.

Sexual Assault Centre of Brant
519-751-1164
www.sacbrant.ca
Counselling and support service for women 16 and over who are survivors of sexual violence, including survivors of child sexual abuse. Call for more information about services. The 24-hour crisis and Support Line, 519-751-3471, is available to both female and male survivors of sexual violence as well as to their friends and family members

There are a number of private counselling and support services within Brantford and Brant County, that can be located in the local telephone directory

** See the Mental Health as well as Additions sections for more counseling and support services that are available in the Brantford and Brant County area.

FALLS PREVENTION

- Every 10 minutes in Ontario, at least one senior visit the ER due to a fall
- Every 30 minutes in Ontario, at lease one senior is admitted to hospital sue to a fall

***Cited from Hamilton Niagara Haldimand Brant LHIN*

Helping Ontario's Seniors Stay Healthy, Physically Active and Independent
This program is carried out by the local HNHB LHIN:

Hamilton Niagara Haldimand Brant Local Health Integration Network
905-945-4930
264 Main Street East,
Grimsby ON L3M 1P8
hamiltonniagarahaldimandbrant@lhins.on.ca
www.hnhblhin.on.ca
Please call, e-mail or visit the website for the most up-to-date information of the available services.

The local LHINs fund physiotherapy, exercise and falls prevention classes help seniors within the community stay healthy, and recover from surgery or injury. These services are available to residents over the age of 65, and available within Long-term care and retirement homes as well as offered within the community at various locations.

Home Support Exercise Program
Emily Liefl- Home Support Exercise Program
905-687-8484 ext. 246
eliefl@marchofdimes.ca

- 12 week in-home exercise program for frail seniors
- Consists of 10 gentle yet progressive exercises that can maintain and/or improve strength, balance, coordination and flexibility to help prevent falls, and maintain/improve ones ability to perform activities of daily living
- The program is free for eligible seniors
- Family members and caregivers can also attend training to help those they care for through the program

S.A.F.E ZONE
Exercise program focuses on muscle strengthening, balance, endurance and flexibility. Groups overseen by kinesiologist with expertise in exercise and fall prevention strategies.

Contact:
Adult Recreation Therapy Centre
519761-1291 or at jnorris@artc.ca

Safety at Home Program
The program conducts a safety check of senior's homes and suggests modifications to their home environments. There is no charge for the assessment within the home. Modification work to be negotiated between brokered worker and client. A subsidy will be available to low income seniors.

Contact:
Lee Ann Lake – Safety at Home Coordinator
519-759-7750

SMART (Seniors Maintaining Active Roles Together)
Exercise and educational program
Program aims to increase balance, strength and endurance and learn more about falls prevention. Encourages independence and improved quality of life

Contact:
519-759-7750
Nicole Dowson or Karen Platt

STAND UP!
12 week evidence based Exercise and falls prevention program for seniors
Benefits include:
Increased balance, strength and endurance
Improved knowledge of falls prevention strategies
Provided in a small group format
Led by a physiotherapist and fitness instructor
No fee to attend
No medical referral needed.
Contact:
Linda McMaster, Stand Up! Program Coordinator, Saint Elizabeth
1-877-972-0800 ext. 2276 or at
lindamcmaster@saintelizabeth.com

MENTAL HEALTH SERVICES

Behavioural Supports Ontario- Community Outreach Team (BSO COT)
Provides short-term support to older adults who have age-related cognitive impairment and are in crisis. This teams adds a geriatric mental health expertise to crisis treatment plan.
To learn more about the program visit:
www.hnhblhin.on.ca

The local Brant BSC COT team, can be reached 24 hours/ 7days a week by calling St. Leonard's –Mental Health Crisis Line
519-759-7188 or 1-866-811-7188

Brant Mental Health Crisis- Responses System
519-752-2273
A 24 hour/ 7 days a week mental health crisis line for ages 16 and over

Brant Seniors Mental Health Outreach Program
St Joseph's Healthcare Hamilton
519-752-3636
www.stjosham.on.ca

"Regional service to assist family, community and long-term care providers in the continuing care of older adults with complex cognitive, emotional and behavioural disorders

- Specialized assessment, consultation, treatment and short-term specialty case management and intervention
- Education and community/program development, community homes, retirement and supportive housing and Long Term Care facilities"

Canadian Mental Health Association-Brant County
44 King Street, Suite 203,
Brantford, ON N3T 3C7
519-752-2998
mail@cmhabrant.on.ca
www.brant.cmha.ca

Case management, supported housing, court support & diversion, social/recreation program, life skills group, peer support, family education & support, mental health promotion and public education activities targeted at adults with mental illness and their families.

St. Leonard's Community Services Mental Health Crisis Support
Walk-In
225 Fairview Dr., Brantford ON N3R 7E3
519-759-7188 or 1-866-811-7188
24 hour Crisis Line

Ages 16+ Addiction and Mental Health Crisis Services provides crisis support and/or counseling for individuals experiencing mental health or situational crisis. Addiction and Mental Health Crisis Services works in partnership with Brant Community Health Care System and The Alzheimer's Society – Behaviour Supports Ontario –Community Outreach Team. No appointment necessary.

MEDICAL SERVICES

A family doctor who you trust and can confide in can play a significant role in helping you stay safe and healthy. Ask people whose opinion you trust to recommend a doctor, dentist or other healthcare professional. You will have to call to find out if the doctor is taking new patients.

The Brant Community Healthcare System
www.bchsys.org

Alliance of health care services within Brantford and Brant County. Their website includes a lot of important information in regards to any hospital related concerns or questions.

Brantford General Hospital
200 Terrace Hill Street, Brantford, Ontario
519-752-7871
24-hour emergency care

The Willett Urgent Care Centre
238 Grand River St., North Paris
519-442-2251
Urgent Care Centre Hours:
Mon. to Fri. 10 a.m. to 9:30 p.m.
Sat. and Sun. 10 a.m. to 5:30 p.m.

Avenue Medical Centre- Walk In
221 Brant Avenue, Brantford, Ontario
519-753-8666
info@avenuemedical.ca
www.avenuemedical.ca
Hours: Mon. to Thurs.: 5 -8 p.m..
Fri. 2 -6 p.m.
Sat. Sun. Holidays 10 a.m. - 2 p.m.

Brantford Medical Centre- Urgent Care
40 Shellington Place Ave.,
Brantford N3S 0C5
519-753-9581
www.bmcionline.com
Hours: Mon. to Fri. 9 a.m. - 9 p.m.
Sat. Sun. Holidays 9 a.m. – 5 p.m.
Mental Health Crisis Counselor: Monday-Friday 10 a.m. - 5 p.m.

Brant County Health Unit
194 Terrace Hill St., Brantford, Ontario
519-753-4937 Ext. 259
Public health nurses at the Brant County Health Unit are available during business hours to answer health/medical questions and direct callers to community resources as needed.

The Brant County Health Unit offers a range of programs and services directed at health education, disease prevention, nutrition, healthy growth and development of children, healthy lifestyles, sexual health and more. The Resource Centre is open to the public during business hours. Factsheets and pamphlets are available on a wide range of topics including food and nutrition, fitness, women's health, birth control and parenting. Services are confidential and most programs are free of charge.

De dwa da dehs nyes Aboriginal Health Centre
36 King Street, Brantford, Ontario
519-752-4340

To improve the wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity and distinctive values and beliefs. De dwa da deha nyes Aboriginal Health Centre assists Aboriginal people accessing culturally appropriate health car programs and services. The Aboriginal Health Centre focuses on holistic preventive and primary health care that includes Physicians, Nurse Practitioners, Traditional Healing and other primary services – Mental Health Support, Diabetes Management Team as well a community health supports – Advocacy, Outreach and Health Promotion and Education Services. The Aboriginal Health Centre serves all Aboriginal people, regard-

less of status and offers assistance to outside service organizations to provide care in a culturally appropriate way.

Grand River Community Health Care Centre
363 Colborne Street
Brantford, ON N3S 3N2
519-754-0777
info@grcgc.ca
Mental Health Walk In:
Wednesday 1 - 3 p.m.

The Grand River Community Health Centre (GRCHC) provided community-based primary health care and pursues wellness, health promotion, and community development initiatives in Brantford and the County of Brant.

The GRCHC is a non-profit, registered charitable organization, governed by a volunteer board of directors. The GRCHC is funded by the Ministry of Health and Long-Term Care, through the HNHB LHIN, and also receives project-related funding grants and private donations.

Telehealth Ontario
1-866-797-0000
TTY : 1-866-797-0007

Free Access to a Registered Nurse — 24 Hours a day, 7 days a Week.

Now help is close at hand. You do not need to provide your health insurance number and all information is confidential. It doesn't hurt to call. A Registered nurse will answer your questions, asses your symptoms and advise if you should go to the doctor, clinic or hospital. You do not need your OHIP number.

MEDICATIONS

As you get older, the way medications work in your body can change. Some medications, or combinations of medications, can make you sleepy or dizzy and can cause you to fall.

Health Canada also estimates that:

- Seniors consume between 20 and 40 percent of all prescription medicines.
- Between 18 and 50 percent of all medications used by seniors are used inappropriately
- Between 19 and 28 percent of hospital admissions for patients over 50 years of age occur as a result of medication problems.
- 60 percent of these admissions are attributed to adverse reactions and 40 percent to non-compliance.

Blister Packs and Dosette Packaging
Blister or Dosettes packaging is available at most pharmacies, and is a simple and convenient way to receive a weeks worth of medication in a clearly labeled contained package.

By dispensing medication in this packaging form:

- Reduces medication dosage errors
- Allows an opportunity for loved ones to monitor missed/ overage dosages
- Ensures that discontinued medications are disposed of in an effective manner
- Decreases medication interactions of over the counter and behind the counter medications

MedsCheck
Ministry of Health and Long-Term Care
1-800-387-5599
www.ontario.ca/medscheck

This is a free program that allows you a 20-30 minute annual discussion with a pharmacist to review your medications (prescription and over the counter) and how these medications are affecting each other. This program will assist you in managing your medications. There are programs available for those who are unable to visit a pharmacy. Some pharmacies also offer home visits to review medications. Call your pharmacy to ask if this is offered to you.

Ontario Medication Return Program (OMRP)
info@healthsteward.ca
www.healthsteward.ca

A program that is offered in most of your local pharmacies, to ensure the safe and proper disposal of old/un-needed or expired over the counter or prescription medications.

Keeping unnecessary medications around your house is not recommended, as it is unsafe. Children or teens could take these medications by accident, or thefts could occur with the growing demand for certain prescription drugs on the street.

NUTRITIONAL SUPPORT

Brantford Food Bank- Community Resource Service
1100 Clarence St. S. Ste. 102,
Brantford ON N3S 7N8
519-751-4357
www.info@crs-help.ca

Open Mon. to Fri. 1-3:45 p.m.. Emergency food and services may be accessed once a month, ID required for all members of the household.

EatRight Ontario
1-877-510-5102
www.eatrightontario.ca

EatRight Ontario is a 100% free service that allows you to ask nutrition-related

questions and receive feedback by phone or e-mail from a Registered Dietitian. Excellent resources for nutritious recipe's, menu planning, cooking on a budget, as well as a specialized guide for Healthy Eating for Older Adults.

Emergency Food Programs
Nutritious meals are available free of charge at various locations in Brantford, Monthly food program calendars are available online by visiting the City of Brantford website at www.city.brantford.on.ca

Feed Brant
Visit www.feedbrant.ca to find free and low-cost places to get, grow and learn about, and eat food in Brantford and the County of Brant.

Good Food Box Program
202- 1100 Clarence St. Brantford ON
519-751-4357 Ext. 41

Local fruit and vegetables available the third week of every month for only $12 (feeds 1-2 people) and $17 (feeds 4-5 people)

Meals on Wheels
25 William St., Brantford ON N3T 2W3
519-753-4189

Provides nutritious and affordable meals to the home for individuals who are no longer able to shop for their own food and or cook their own meals while remaining in their independent home.

Salvation Army- Brantford Family and Community Services
33 Diana Ave., Brantford ON N3T 0C2
519-759-0698

Open Mon. Wed. Fri. 1 - 4 p.m. Emergency food/grocery assistance, services may be accessed once every three months

Salvation Army- Paris Family and Community Services
19 Broadway St. W. Unit 8, Paris ON

Open Mon. Wed. Fri. 1-4 p.m.. Food assistance for low-income community members, services may be accessed once every 30 days.

Sobeys - Grocery Delivery Service
Call 519-758-1648 to place your order

On Tuesday and Thursday phone your order in between 9 a.m. to 11 a.m.
Groceries will be delivered after 3 p.m..
6-dollar delivery charge for 6 bags (Locally)
Cash/Credit cards accepted- No personal cheques

HOUSING

City of Brantford- Housing Department
220 Colborne St. Brantford ON N3T 5R7
519-759-3330
www.brantford.ca (click on "housing")

The Housing Department oversees social housing programs in Brantford and Brant County. The rent in these units is set according to the income of the household (generally 30% of monthly gross income). There are a variety of housing units including detached, townhouses and apartment style as well as some units have been modified for those with physical handicaps. There is a long waitlist for housing so it is important to get your completed application in and to make sure your contact information stays up-to-date.

Brantford Native Housing
318 Colborne St. Brantford, ON
519-756-2205 ext. 223

Subsidized housing is provided for low-income Native families. Housing is available in Brantford. Call or visit the office to obtain a rental application form. Providing a safe, affordable, and secure place to live in dignity and peace.

Housing Resource Centre
220 Colborne St. Brantford, ON N3T 2H1
519-759-3330

The Housing Resource Centre is a free community service providing help to both tenants and landlords.

Tenants' Services include: help finding suitable and affordable housing in Brantford and Brant County. You can also contact the centre to get information about the Tenant Protection Act and other related legislation or for assistance with a wide range of housing issues.

Brant-Brantford Homeless Prevention Assistance (BBHPA)
Contact Ontario Works- Brant
519-759-3330

BBHPA a program developed to help prevent individuals and families from experiencing homelessness. Funding is limited and subject to eligibility criteria and availability. It assists with:
- last month's rent deposit;
- rent arrears; and,
- heat, hydro, and water arrears.

IMMIGRANT SERVICES/MULTICULTURAL SERVICES

YWCA of Hamilton/Burlington/ Brantford Employment, Training and Settlement services

YMCA Employment, Training and Settlement Services
YMCA of Hamilton/Burlington/Brantford
38 Darling St., Suite 201 Brantford, ON
N3T 6A8
519-752-4568
Immigrant_Settlement@ymca.ca
www.newcomerconnections.ca

Free settlement services for newcomers to Canada –including community information, assistance with government forms, job search assistance, etc. Translation and interpretation referral services also available (a fee may apply)

Citizenship and Immigration Canada
1-888-242-2100
TTY: 1-888-576-8502

INDEPENDENT LIVING RESOURCE FOR SENIORS IN THEIR OWN HOMES

ASSISTIVE DEVICES

Assistive Devices Program- Ministry of Health and Long-Term Care
1-800-268-6021
TTY: 1-800-387-5559
http://www.health.gov.on.ca/en/public/programs/adp/

- The objective of the Assistive Devices Program (ADP) is to provide consumer centered support and funding to Ontario residents who have long-term physical disabilities and to provide access to personalized assistive devices appropriate for the individual's basic needs.
- Devices covered by the program are intended to enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.

March of Dimes
1100 Clarence St. S., Brantford, ON
www.marchofdimes.ca

The Ontario March of Dimes also offers an Assistive Devices Program to help you buy, repair and maintain a wide variety of mobility or assistive equipment (including wheelchairs).
To learn more call, e-mail or check out there website:
1-866-765-7237
adp@marchofdimes.ca
www.marchofdimes.ca/adp

OTs 2 Go -Assessment/Fitting of Assistive Devices
St. Peter's Hospital, Hamilton Health Sciences
905-777-3837 Ext. 12424

A travelling seating and mobility service for seniors and adults who are experiencing age related disorders carried out by two Occupational Therapists. A complete mobility assessment is conducted with follow-up included: Prescription of mobility devices when needed, funding applications (ADP, ODSP, March of dimes, insurance companies etc.) as well as training of seniors and caregivers in safe use of equipment. There is no cost to the client for the assessment, but clients are responsible for the non-funded portions of the equipment that is prescribed.

RETAIL LOCATIONS TO PURCHASE ASSISTIVE DEVICES

Action Medical
50 Market St. S., Brantford, ON N3S 2X5
519-756-8889
www.actionmedical.ca

AllSource Depot- Home Health Supplies
800 Talbot St., St. Thomas, ON, N5R 6A3
1-855-210-7200
www.allsourcedepot.com

Bayshore Home Health
5-84 Charing Cross St.
Brantford, ON N3R 2H3
519-751-9497

Brantwood Community Services- Seating Clinic
519-753-2658, Ext. 146
seating@brantwood.ca
www.brantwood.ca/specialized-services

Rexall Pharmacy
260 St. Paul, Brantford, ON N3R 4M7
519-756-6363
www.dellpharmacy.com
Equipment rental, home health care products, mobility aids and therapeutic hosiery, Ostomy and Diabetes supplies, Foot care clinics and pharmacist consultation Certified Asthma Specialist on staff

Home Sleep Care - 2 locations
57 Colborne St. W.,
Brantford, ON N3T 1K6
519-720-0393
139 Grand River St. N., Paris, ON N3L 2M4
519-442-9284

MEDIchair-Cowell- Home medical equipment specialists
750 Colborne Street
Brantford ON, N3S 3S1
519-758-1000
www.brantford.medichair.com

Medigas
71 Charing Cross, Unit 4
Brantford, ON N3R 2H4
519-442-0734
www.medigas.com

Pharmasave Smith Drugs
794 Colborne St, Brantford, ON N3S 3S4
(519) 752-2892
www.pharmasavesmithdrugs.com

Silver Cross
62 Pond St, Simcoe, ON N3Y 2T4
519-426-0525
www.silvercross.com/locations/Simcoe.html

*** A variety of home health care supplies can also be purchased from local Pharmacies.

HOME HEALTH CARE

Respite Care Basics

Caregivers must seek respite support to maintain their own health and well being while supporting loved ones. The task of caregiving can become very exhausting, and overwhelming, leaving them feeling isolated. Respite care can take many forms, but boils down to two basic ideas: sharing the responsibility for caregiving and getting support for yourself. Finding the right balance requires persistence,

patience, and preparation.

Types of Respite Services
In-home respite:

- Informal family support and relief
- Online caregiver communities and video workshops
- Volunteer or paid companionship
- Personal care or skilled health assistance

Out-of-home respite:

- Adult day programs
- Residential respite care
- Caregiver support groups

Even the healthiest families can be severely stressed by ongoing care, and the division of labor is frequently lopsided. You can encourage support and participation by:

- Talking openly and regularly. Keep everyone up to date on your loved one's needs and condition. Family members who don't share the day-to-day caretaking experience may not fully appreciate the situation.
- Encouraging family members to evaluate what they can reasonably and honestly do. Changing roles and varying resource levels can impact family involvement. Welcome different viewpoints, accept limitations, and be willing to try alternate strategies.
- Recognizing your own feelings and discussing disproportionate tasks. Harboring resentment when you need more help can lead to your burnout and impaired health. Ask directly for support and specific time commitments. Consider establishing a calendar to organize relief and reconfirm schedules.
- Participating in support groups. Learning how other families cope can suggest new options and provide reassurance. When siblings are unable or unwilling to share the load, peer support can be invaluable.

Community Care Access Centre- Brant
519-759-7752
195 Henry St, Unit 4, Bldg 4 Brantford, ON N3S 5C9
www.hnhb.ccac-ont.ca

Community Care Access Centres (CCACs) are the local point of access to community-based health care services. CCACs provide access to government-funded in-home health care (nursing, personal support, physiotherapy, occupational therapy, speech therapy and nutrition) and community services, and long-term care homes. They also provide information about local community support service agencies, and we can link people to these agencies.

Who can receive services?
People of all ages may receive our services. To receive services, you must be a resident of Ontario, have a valid health card, and be able to receive care safety at home. In some cases, clients may receive care in other settings such as at school or at a community based nursing clinic.

Costs
There are no out-of-pocket costs for CCAC services. CCAC services are funded by the Government of Ontario, and are governed by provincial guidelines. There may be user fees for services provided by community agencies.

Lifeline (Philips) –Medical Alert Service
1-855-579-5950
www.lifeline.ca

Philips Lifeline is an easy-to-use personal response service that lets you summon help any time of the day or night - even if you can't speak. All you have to do is press your Personal Help Button, worn on a wristband or pendant, and a trained Personal Response Associate will ensure you get help fast.

Canadian Medic Alert Foundation Inc.
1-800-668-1507
www.medicalert.ca

1 out of 3 Canadians have a condition paramedics need to know about. In an emergency, we make your needs clear and alert your loved ones. Get freedom and peace of mind. By wearing a Medic Alert bracelet, necklace or watch, in the event of an emergency paramedics can use the information engraved on your personalized jewelry to access your urgent medical needs along with your medical history.

VON - Health and Community Services
446 Grey, Brantford, ON N3S 7L6
519-759-7750
www.aberdeenhealth.ca

Haldimand-Norfolk Office
69 Robinson St., Simcoe, ON
519- 426-8111 or 1-888-308-6335
www.von.ca

"Aberdeen Health & Community Services is a charitable organization that exists to enhance the quality of home and community care for individuals and families in Brant, Haldimand and Norfolk through professional excellence, care and compassion of our staff and volunteers."

Canadian Red Cross Society
25 William St. Brantford ON N3T 3K3
519-753-4189
www.redcross.ca

Meals on Wheels and other home support programs for the elderly and/or physically challenged. Transportation program available to those needing help getting to in-town, county and

out-of-town medical appointments.

North Hamilton Community Health Centre. Feet First Steps for Health Foot Care Program
Brant Location – Grand River Community Health Centre
363 Colborne St. Brantford ON N3S 3N2
519-754-0777
www.grandriverchc.ca

"Offers free foot care to diabetic or pre-diabetic seniors who do not have the resources to access foot care. Services are provided by Registered Chiropodists (licensed foot and ankle specialists) and Registered Practical Nurses specializing in advanced Foot Care. Individuals may be referred by their health care professional or make a self-referral by calling"

Helping Hands In-Home Physiotherapy
519-717-1856
149 Dufferin Ave. Brantford, ON N3T 4R2

Serving Brantford and Brant County

*Available for those that do not qualify for CCAC. Successfully treated people with cancer, falls, osteoporosis, fractures, hip and knee replacements, recent surgery, and many types of medical problems. Focus on senior health and neurology. Receipts provided.

HOME CARE SERVICES

Bayshore Home Health
84 Charing Cross Unit #5, Brantford ON
519-751-9497
www.bayshore.ca

Comfort Keepers
519-512-1000 – Brantford
http://www.comfortkeepers.ca

Concepts of Care
22 Washington Street, Paris, ON
519-442-1670
www.conceptsofcare.com

Home Instead Senior Care
43 Spalding Drive,
Brantford, ON N3T 6B7
519-752-4663
www.homeinstead.com/3035

LifeGuard Homecare
(519) 753-2552
heidiws@lifeguardhomecare.com
http://www.lifeguardhomecare.com

Nurse Next Door
19 Victor Blvd. St George, ON
519-900-5540
brantford@nursenextdoor.com
www.nursenextdoor.com

Paramed Brantford
325 West Street, Unit 201
Brantford, ON N3R 3V6
519-756-4606
www.reveraliving.com

INDEPENDENT LIVING RESOURCE FOR SENIORS IN THEIR OWN HOMES

St. Joseph's Homecare
1-800-463-6612
www.stjosephshomecare.ca

Saint Elizabeth Health Care
1-877-972-0800 or 905-972-0800
www.saintelizabeth.ca

LESBIAN GAY BISEXUAL TRANSGENDER QUEER (LGBTQ) RESOURCES

Brantford Pride Committee
Grand River Community Health Centre
347 Colborne Street, Brantford
519-865-6030
brantfordpride@gmail.com

Brantford Pride is an organization consisting of community members committed to promoting peace, diversity and equality for the LGBTQ population in Brantford and Brant County.
Call or check out the website for a calendar of events that include:

- Pride Cruise
- Pride Dance
- Pride Church Service & more

Senior Pride Network
416-355-6787
www.seniorpridenetwork.com

Our Mission
The Senior Pride Network is committed to promoting appropriate services and a positive, caring environment for older lesbian, gay, bisexual, trans and queer people in Toronto and throughout Canada.

Our Vision
The Senior Pride Network envisions a series of communities of older lesbian, gay, bisexual, transgender, transsexual, intersexed and two-spirited people that are affirming, supportive and healthy.

Other online resources:
www.rainbowhealthontario.ca
A province-wide program providing LGBTQ health information, consultation, training, research and policy services

The Bridge
www.thebridgebrant.com

A local committee that works to promote the importance of acceptance and inclusion in an effort to eliminate stigma, bullying and discrimination at all levels of community life

LEGAL

The Law Society of Upper Canada
1-800-668-7380
TTY: 416-644-4886
www.lsuc.on.ca

The Law Society has a number of services to help you find a lawyer or paralegal. Lawyers can help you with all types of legal issues: family or criminal matters, civil litigation, wills, powers of attorney and estate matters, real estate transactions and administrative law matters.

Law Society Referral Service
1-800-268-8326
www.lrs.lsuc.on.ca

If you have a legal problem, this service will connect you to a lawyer or licensed paralegal who will provide a free 30-minute consultation to help you determine your rights and options.

Legal Aid Ontario
1-800-668-8258
TTY: 1-866-641-8867
www.legalaid.on.ca

Provides legal assistance to low-income individuals and disadvantaged communities through a broad range of services. This service also includes information and referrals to duty counsel, community legal clinics or other agencies. Legal aid staff will ask you questions to help you find the service that best fits your legal issue. Legal Aid Ontario also funds numerous independent, community-based legal aid clinics.

Advocacy Centre for the Elderly (ACE)
416-598-2656
www.acelaw.ca

ACE is a specialty community legal clinic that provides low-income seniors with legal services, including advice and representation to individual and group clients, public legal education, law reform and community development activities. ACE serves clients 60 years of age and over who live in the Greater Toronto Area, and may also provide services to seniors outside of Toronto if a case is of significance to the seniors' community.

Office of the Public Guardian and Trustee (OPGT)
1-800-366-0335
Hamilton Office
119 King Street West, 9th floor,
Hamilton, ON L8P 4Y7
1-800-891-0502

The Office of the Public Guardian is committed to improving accessibility for our clients with disabilities. OPGT plays a role in protecting mentally incapable people, protecting the public's interest in charities as well as dealing with dissolved corporations. Information can also be obtained through the Office of the Public Guardian and Trustee regarding Power of Attorney.

LEGAL

Free legal information is available:

Family Law Information Centre (FLIC)
519-758-3460
44 Queen St. Brantford, ON N3T 3B4
Monday 1:30 p.m.-4:00p.m.

General Advice Clinics: Monday 2 p.m. - 4 p.m.. Lawyers are available to answer questions and provide legal advice. A financial eligibility assessment is required. You can also get a 30-minute consultation by calling the Law Society Referral Centre at 1-800-268-8326. You will be given the name and telephone number of a lawyer in your community. You will also get a six digit referral number which you will have to provide when you call the lawyer to make an appointment.

Crown Attorney's Office
519-758-3480
44 Queen St. Brantford, ON N3T 3B4

Victim Witness Assistance Program (VWAP)
519-752-5725
80 Wellington St. Brantford, ON N3T 2L9

Staff can provide:
Information specific to your case, including the meaning of various court hearings
Your input to the Crown Attorney regarding the court proceeding including any concerns or safety issues you may have.

- Preparation to testify at court if a trial date is scheduled
- Information and assistance with Victim Impact Statements
- Referrals to community agencies and supports

Community Legal Education Ontario (CLEO)
416-408-4420
www.cleo.on.ca

CLEO is a community legal clinic that produces free public legal education materials about a variety of issues, including Power of Attorney, elder abuse, etc. These publications describe the laws as simply and clearly as possible to help people understand and exercise their legal rights. CLEO does not give legal advice.

ARCH Disability Law Centre
1-866-482-ARCH (2724)
TTY: 1-866-482-2728
www.archdisabilitylaw.ca

This specialty legal aid clinic is dedicated to defending and advancing the equality rights of people with disabilities in Ontario. ARCH legal services are provided by lawyers and articling students who report to a volunteer elected Board of Directors, at least half of whom are people with disabilities.

LOCAL GOVERNMENT REPRESENTATIVES

City of Brantford
Brantford City Hall
519-759-4150
100 Wellington Square, PO Box 818
Brantford, ON N3T 5R7
Mayor: Chris Friel

County of Brant
Brant County Office
419-449-2451
26 Park Ave, PO Box 160
Burford, ON N0E 1A0
Mayor: Ron Eddy

Six Nations Band Council
519-445-2201
Ohsweken, ON N0A 1M0

Member of Provincial Parliament- Brant
Dave Levac- MPP
519-759-0361
96 Nelson St. Suite 101,
Brantford N3T 2N1

Member of Parliament – Brantford/ Brant
Phil McColeman- MP
519-770-4870
108 St. George St, Suite 3
Brantford N3R 1V6

LONG-TERM CARE HOMES

Long-Term Care Homes are designed for people who need help with daily activities, supervision in a secure settings and/or access to 24-hour nursing care. They are also known as nursing homes, municipal homes for the ages or charitable homes foe the aged. They are licensed or approved and funded by the Ministry of Health and Long-Term Care and must meet provincial standards when it comes to care, services and resident fees.

If you are considering a Long-Term Care Home, you must contact your local Community Care Access Centre (CCAC). The CCAC determines eligibility for long-term care and manages wait lists. The CCAC will assign you a caseworker who can assist you in completing you application for long-term care. You can identify up to five Long-Term Care home on your application

Brierwood Gardens
425 Park Rd N Brantford, ON N3R 7G5
519-759-1040
www.reveraliving.com/brierwoodgardens

Hardy Terrace
612 Mount Pleasant Rd., Brantford, ON
519-484-2431
www.diversicare.ca/home/ind_comm.php?cid=43

Georgian Manor
7 Harriett St. Brantford, ON N3S 1J1
705-549-3166

John Noble Home
97 Mount Pleasant St., Brantford, ON N3T 1T5
519-756-2920
www.jnh.ca
info@jnh.ca

Leisure World Caregiving Centre
389 West Street, Brantford, ON N3R 3V9
519-759-4666
www.leisureworld.ca

Park Lane Terrace
295 Grand River Street North, Paris, ON
519-442-2753
www.parklaneterrace.ca

St. Joseph's Life Care Centre
99 Wayne Gretzky Parkway, Brantford, ON
519-751-7096
www.sjlc.ca
rcercone@stjos.ca

Telfer Place
245 Grand River Street North, Paris ON
519-442-4411
www.reveraliving.com/telfer

Brierwood Garden Senior Community
425 Park Road North, Brantford,
519- 759-1040

Stedman Community Hospice
99 Wayne Gretzky Parkway Suite 102,
Brantford, ON N3S 6T6
519-751-7096 Ext. 2500
admin@stedmanhospice.ca

Stedman Community Hospice seeks to enhance the quality of life for those living with a progressive life-threatening illness. The Hospice also runs day programs for non-residents that offer support for patients faced with a life-threatening illness, caregivers, and bereaved family members – including children

BRANTFORD RETIREMENT HOMES

Amber Lea Place
519-754-0000
384 St. Paul Ave. Brantford, ON N3R 4N4
www.amberleaplace.com
info@amberleaplace.com

Charlotte Villa
519-759-5250
120 Darling St. Brantford, ON N3T 5W6
www.reveraliving.com/charlotte

Chartwell Tranquility Place
519-759-2222
436 Powerline Road Box 3000 Stn Main. Brantford, ON N3T 6G5
www.chartwell.com/locations/tranquility-place/index.php

Darling Place Residence
519-752-9800
226 Darling St. Brantford, ON N3S 3X2

Footloose Lodge
519-754-0042
25 Buffalo St. Brantford, ON N3R 1C7

Kayorie Manor Retirement Home
519-759-7303
14 Nelson St. Brantford, ON N3T 2M5

Magnolia Retirement Home
519-795-2333
318-320 Dalhousie St. S. Brantford ON N3S 3V7
magnoliaretirementhome@bellnet.ca
www.magnoliaretirementhome.com

Park View Retirement
519-752-1714
254 Dalhousie St. Brantford, ON N3S 3V2
www.parkviewbrantford.com

Riverview Terrace
519-756-4141
104 Brant Ave. Brantford, ON N3T 3H3
www.riverview-terrace.com
mmaguire@gold-river.com

Seasons Bell Lane
519-752-5477
55 Diana Ave. Brantford, ON N3T 0C2
seasonsretirement.com/bell-lane/

PARIS RETIREMENT HOMES

Penmarvian Retirement Lodge
519-442-7140
185 Grand River St. N Paris, ON N3L 2N2
www.penmarvian.com
info@penmarvian.com

Queensview Retirement Community
1-877-831-2585
70 King Edward St. Paris, ON N3L 2G8

http://www.nauticallandsgroup.com/
queensview-retirement-suites-c561.php
awalker@queensviewrc.ca

Tefler Place
519-442-4411
245 Grand River St. N Paris, ON N3L 3V8
www.reveraliving.com/telfer

SAFETY AND SECURITY

EMERGENCY PREPAREDNESS

Emergency Management Ontario
1-877-314-3723
AskEMO@Ontario.ca
Ontario.ca/beprepare

Visit www.ontario.ca/beprepared for a detailed step-by-step approach for ensuring your safety during an emergency situation.

Be prepared in Three Easy Steps…

1. Make a Plan
2. Build a Kit
3. Be Informed

Recommended items to keep in the house in case of an emergency:

- Water, at least a 3 day supply
- Non-perishable food, at least a 3 day supply that requires no refrigeration, cooking or little water
- Flashlight and extra batteries
- First Aid Kit including a supply of prescription medications
- Whistle to signal for help

It is law in Ontario now, that as well as having a working smoke detector on every level of your home, you must have a working Carbon Monoxide detector on every level

FIRE SAFETY

When it comes to fire safety, seniors are particularly vulnerable. Decreasing mobility and cognitive challenges can make it harder to respond to a fire and reach safety. To stay safe, remember the following:

- Make sure you have working smoke alarms. By law, smoke alarms are required to be on every story of your home and outside all sleeping areas. Test your smoke alarms monthly and change the battery once a year or when the low battery warning sounds. If you suffer hearing loss or sleep with the bedroom door closed, install a smoke alarm inside your bedroom or install a flashing or vibrating smoke alarm.
- Have at least two ways out of every room if possible. Develop a home fire escape plan that considers your mobility challenges. Practice your escape plan often. For seniors with memory concerns, record escape plans and place copies in an easily accessible location.
- Stay in the kitchen when cooking. Cooking fires are one of the leading causes of fire injuries among older adults. Turn off the stove/oven if you leave the room while cooking. Wear tight fitting or rolled up sleeves when cooking. Loose or dangling clothing can easily catch fire if it comes in contact with the burners or open flame.
- Encourage smokers to smoke outside or use large deep ashtrays that can't be easily knocked over to col-

lect ashes from cigarettes. Do not extinguish cigarettes in plant pots, which often contain peat moss, shredded wood and bark that can easily ignite.
- Empty ashtrays properly by dousing ashes with water or emptying them into the toilet. Make sure they are completely out. Never empty ashtrays directly into the garbage.
- Never smoke in bed.

FRAUDS AND SCAMS

Seniors are often the target of frauds and scams, and can be targeted in person, over the telephone or online. Always remember that if something seems too good to be true, it most likely is. Here are some scams to look out for:

Home Renovation Scam
Con artists will contact seniors and offer a special senior discount on various home renovations, such as building a wheelchair ramp or patching the roof. The con artist will charge you three or four times fair market price for the renovation job. It is important to always ask for references and educate yourself about the cost of any renovations you are interested in.

Public Utility Imposter Scam
Con artist and thieves, normally in pairs, will pose as public utility workers and try to enter your home. One will accompany you to your in home service location (gas meter), while the other searches your home for valuables, medications and information about your identity. Always ask for identification and confirm with the public service company the identity of the inspector(s) and the need for an appointment.

Prize or Vacation Scam
Seniors will receive notification by phone or e-mail that they have won a prize or a trip, but are also told a payment is required to cover transportation, insurance or legal fees. Never send money in advance – if you truly won something you should not have to pay for it.

Emergency Scam
Fraudsters like to create a sense of urgency. They send e-mails pretending to be a trusted friend or relative, such as a grandchild, and claim that an emergency has happened and that they need money right away. In disguise as your trusted friend or relative, they will claim they can't call you. Always be cautious when someone on the Internet is asking you to wire them money right away.

Counterfeit Websites
Seniors are the fastest-growing group of online shoppers. Unfortunately, some websites sell counterfeit products at drastically reduced prices. Always take you time and research the product that you want to buy. Take care to buy from a reputable website. Examine customer reviews and look for a phone number that you can call to talk to a representative.

Canadian Anti-Fraud Centre-SeniorBuster
1-888-495-8501
www.antifraudcentre.ca

This center collects information from consumers about various types of fraud and plays a crucial role in education the public about specific mass marketing fraud pitches. SeniorBuster is a group of older adult volunteers who work to combat mass marketing fraud practices against seniors. The SeniorBuster program offers education, counseling and referrals for senior victims of illegal mass marketing fraud and identity theft or fraud.

Some tips to avoid being scammed:

- If it seems too good to be true, it most likely is!
- Always shred important documents, that have any personal information on them
- Be extra cautious about giving anyone your Social Insurance Number
- Never give out banking, personal or credit card information unless you know you are dealing with a repeatable organization or charity
- Report suspicious activity to the police, to protect others from being caught in a scam
- If you have been targeted by fraud, don't be embarrassed, you are not alone, Report the incident to the police

Internet Safety:

- Create strong passwords, that contain capital letters and numbers
- Change your passwords frequently, and do not share them with others
- Remember to sign-out of websites when you are finished (Ex. Online banking)
- Never release personal information over the internet
- Use caution when using online dating websites, ensure that you are talking to who you think you are
- Don't fall for e-mail scams – be cautious about links that are sent to you in a suspicious e-mail, it could be a virus
- Use anti-virus protection software on your computer to protect your important confidential documents.
- Don't be afraid to ask for help!
- Many local libraries run computer classes and courses, that can allow you to feel more comfortable and confident on the computer and the internet.

SAFETY AT HOME

Some tips to ensure safety around the home…

- Always keep a phone and important phone numbers close by, even while in bed
- Always keep your doors locked, even when you are home
- When arriving home, have your keys in hand ready to gain quick entry if necessary
- Install a peephole in your door to allow you to see who is knocking at the door before you open it
- Do not let anyone in your home that you do not feel safe with
- Consider installing a security system, depending on your environment
- Ensure that you have proper safety devices in your home to accommodate for any disabilities that you might have. (i.e. smoke detector with visual indicators for the hearing impaired etc.)
- Leave a light on during the evening, or have a light on a timer if you are not home
- Have good lighting outside
- Never give out information over the phone or internet
- Ash neighbors to keep an eye for any suspicious behaviour
- Keep money, medications and expensive jewelry in a safe place out of sight
- Only give out your house key to someone that you can absolutely trust, do not hide a key on the property
- Ensure that your house number can be seen from the road at all times, to allow for the response of emergency vehicles
- Consider using only your initials on a door plate, or mail box to not allow for gender classification
- Community watch, beware of dog and alarm system signs can deter criminal activity

Some things to consider to be prepared for an intruder or burglar:

- Try to avoid contact with the intruder
- Call 911 as soon as it is safe to do so
- Try to bring attention to the situation, by shouting “Go away”, “Get out of my house”, or “Call the police”
- Conduct your self in a confident manor –strong voice, and body language
- You are allowed to use force against your attacker when defending yourself, but be aware that if you use something as a

weapon in self defense, it could be turned against you

Telephone Security:

- When using the telephone, don't give personal information to strangers, or callers representing themselves as market research or telemarketing companies as they may not be genuine.
- When answering the telephone, it may be better to use "Hello" rather than reveal your name or telephone number. Do not let strangers know that you are at home alone.
- When recording an answering machine message, do not indicate what times you will be in or out, and keep personal information to a minimum
- A women living alone could consider using the term 'we' in the recording, or have a male friend record the message.

Brantford Transit
64 Darling St. Brantford ON N3T 2K6
519-753-3847
www.brantford.ca/residents/roadstransportation/public_transit/Pages/default
transit@brantford.ca

Local bus service is provided in the City of Brantford. Call or look on their website for information about bus routes, fares, specials and discounts.

For transportation out of town contact the following for schedules and fares:

- VIA Rail
  1-888-842-7245
  www.viarail.ca
- Inter-city bus service
  519-756-5011 (including Greyhound)

Brantford Lift
Call to book a ride: 519-752-4444 ext. 1
www.brantfordlift.ca

Offers accessible transportation for residents of Brant County at affordable rates. An eligibility application form is available on their website. Please call or visit their website for more information

Volunteer Transportation Program
Canadian Red Cross- Brantford Branch
25 William St. Brantford ON N3T 3K3
519-753-4189- Contact Heather

The Canadian Red Cross provides transportation for the frail, elderly and disabled

TRANSPORTATION

in the community to medical based appointments. The service is for those unable to use public transportation or private means. Transportation will be provided both out-of-town and locally when possible. Transportation is provided by volunteers using their own vehicles.

Canadian Cancer Society- Community Services Transportation
98 Paris Rd, Unit 2.
Brantford ON N3R 1H9
519-753-2566
www.cancer.ca/brantford
Contact your local Canadian Cancer Society office to find out about the availability of volunteer drivers to help you travel to and from your cancer-related appointments. Three-business day notice is required for all transportation bookings.

Service Ontario- Ministry of Transportation
Driver License/ Accessibility Parking
325A West St. Unit 103. Brantford ON, N3R 3V6
519-753-0352
www.ontario.ca/serviceontario

Senior Driving Renewal Program
Starting with your 80ths birthday, you will receive two things in the mail, a renewal form and a letter letting you know the process for renewal. Letter and form will arrive 90 days before your licence is to expire. You will call 1-800-396-4233 to book an appointment in your local area.

During your renewal appointment you will:

- Take a vision test
- Undergo a driver record review
- Attend a shorter group education session
- Complete two, brief, non-computerized in-class screening assignments
- If necessary, take a road test.

Visit Ontario.ca/seniordriver or call 1-800-396-4233 to have any questions answered.

LOCAL TAXI SERVICES

Brant Taxi
1-888-710-8239
Local: 519-752-1010

289 Murray St. Brantford, ON N3S 5S9

Bell City Cabs
519-759-1300
124 Market St. Brantford,
ON N3T 3A1

TRANSPORTATION

City Taxi
519-759-7800
40 Dalhousie St. Brantford,
ON N3T 2H8

Paris Taxi Transportation Service
519-442-7873
764 Governor's Rd. E. Paris,
ON N3L 3H6

Grand River Cab & Limo
519-442-3334
5 Grand River St. N. Paris,
ON N3L 2L9

Driving Miss Daisy
37 Kanata Cres., Brantford,
ON N3R 7E8
519-865-1461
www.drivingmissdaisy.com

Brant Elder Abuse Committee

For additional information please contact:

Victim Services of Brant
P.O. Box 1116
344 Elgin Street
Brantford, ON N3T 5T3
Phone: 519-752-3140
Email: victimservices@golden.net
www.victimservicesbrant.on.ca

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An online version of the handbook is available on the Victim Services of Brant website. Copies may be downloaded, printed and circulated free of charge. If material is reprinted, please credit the source. Copies are also available at many social service agencies and organizations that provide service to seniors.

Cover artwork and graphic design created by Katie Sinkowski, RGD.

THE CORPORATION OF THE CITY OF BRANTFORD

United Way