



Seniors **STAYING INDEPENDENT**

in Windsor and Essex County

Falls are a leading cause of serious injury and death among seniors (those over 65 years of age).

The good news is there are a number of local resources and services in our community that can help seniors stay independent.

LIST OF SERVICES

A Guide to Program and Services for Seniors

www.ontario.ca/document/guide-programs-and-services-seniors

This Ontario online guide supports seniors and their caregivers. The guide covers a wide range of information including tax credits, health, caregiving, housing, transportation and staying safe. Print copies can be requested.

Canadian National Institution for the Blind (CNIB)

519-253-1900

1-800-563-2642

www.cnib.ca

Offers multiple programs and services to assist with the living, working, playing, learning, and technological supports offered to individuals with vision and hearing loss, or those with vision and hearing difficulties. A few of these programs and services include: peer support groups, recreational programs, vision tests, braille and literacy education, and technology training programs.

Community Support Centre of Essex County

519-728-1435

www.communitysupportcentre.ca

Offers many services to certain areas of the county (e.g., Lakeshore, Belle River and Essex) including: Adult Day Program, Community Food Pantry, Congregate Dining, Foot Care, Home Supports, Transportation Services, Virtual Community Centre and Visiting. Also, here the Compassion Care Community program is offered, which has trained Connectors to help individuals improve their quality of life.

Alcohol and Medication

www.connexontario.ca

We now know that even a small amount of alcohol can be damaging to your health. Drinking less is better. Alcohol can change the way a medication works and have harmful effects. Talk to your healthcare provider about potential interactions with any new medication. If you have concerns regarding drug and alcohol use, call ConnexOntario 1-866-531-2600 to find local services.

Council on Aging Windsor-Essex County

519-968-3586 www.councilonaging.ca

Working with seniors in the community to educate and inform the public about issues concerning the aging population and how to create programs best suited to enhance senior living.

Eye Exam

211 www.211ontario.ca

Seniors should have their vision checked yearly. It's free for those 65 and older who are residents of Ontario. Check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: optometrists and ophthalmologists.

Geriatric Outpatient Services

519-257-5111 ext. 76955

Geriatric Assessment Program (GAP)

www.hdgh.org/geriatricassessmentprogram

GAP promotes independent living to help delay or prevent a senior from being placed in a long-term care facility (e.g., nursing home).

Provides assessment, education, support, treatment, and advice from a multi-disciplinary team.

Serves adults 65 years of age and older who are frail, at risk, or have complex medical problems. Assists caregivers, family, health care workers, and professionals to learn the latest developments and resources in seniors' health care. Referrals may be received from physicians and nurse practitioners only.

Geriatric Mental Health Outreach Team (GMHOT)

www.hdgh.org/geriatricmentalhealthoutreach

GMHOT serves adults 65 years of age and older with serious mental health issues including responsive behaviours associated with dementia. This program aims to enhance the mental health and well-being of individuals living at home, in long-term care homes, and in retirement homes.

Health 811

811 TTY: 1-866-797-0007

www.health811.ontario.ca

Call, chat, or visit the website to get fast, free, confidential health advice or information from a registered nurse, 24 hours a day, seven days a week (a video consultation can be arranged). Other health services include symptom checking, support to quit smoking, finding a healthcare provider or service, and getting health information (e.g., medical library, knowledge hub). This service can connect you to a registered dietitian for free nutrition information.

Hearing Exam/Canadian Hearing Services

1-866-518-0000 TTY: 1-877-215-9530

www.chs.ca Walk-ins welcome at 300 Giles

Seniors should have their hearing checked on a regular basis. Their cost for a hearing test by an audiologist is free for anyone over the age of 18. Locally two dispensing audiologists help dispense hearing aides that have varying costs, from this not-for-profit organization.



Home and Community Support Services Erie St. Clair

310-2222

Toll free: 1-888-447-4468 TTY: 519-258-8092

www.healthcareathome.ca/eriestclair

www.eriestclairhealthline.ca

Coordinates health care services in the patient's home or other community settings. Provides information and referrals to community health and social services in Windsor and Essex County, Chatham-Kent, and Sarnia and Lambton County. Services Include: nursing, personal care and home support, occupational therapy, physiotherapy, social work, speech language pathology, nutrition counselling/dietetics, and more.

Home Maintenance

211

www.211ontario.ca

For help with yard work, snow shovelling, window washing, housecleaning, etc. Fees may apply. Check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: home health care services, renovations, home improvements, maid and butler services.

Medical Supplies

211

www.211ontario.ca

There are a number of companies that provide medical supplies for a fee (e.g., medical alert pendant, bracelet). Check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: medical equipment and supplies.

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MedsCheck Program

1-866-255-6701 (INFOline)

TTY: 1-800-387-5559

www.health.gov.on.ca/en/pro/programs/drugs/medscheck/faq_original.aspx

Visit your regular pharmacist and ask about MedsCheck. Patients are eligible for a free one-on-one 30 minute annual appointment to review medications and to help them understand that all medications need to be taken as prescribed. Includes additional programs involving MedsCheck for Diabetes, at-Home, or for Long-Term Care residents. For a list of pharmacies that offer MedsCheck, check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: pharmacy or pharmacies.

Ontario Assisted Device Program

1-800-268-6021

TTY: 1-800-387-5559

www.ontario.ca/page/assistive-devices-program

Provides Ontario residents who have long-term physical disabilities (six months or longer) with support, funding, and access to assisted devices that meet their needs.

Osteoporosis Canada

1-800-463-6842

www.osteoporosis.ca

Healthy bones can reduce your risk of a fall. Talk to your health care provider about having a bone mineral density test or visit Osteoporosis Canada for more information.

Parks and Recreation Programs

211 www.211ontario.ca

Each municipality has their own programming and services for seniors. Some offer reduced fees for seniors. For a complete list of your local Parks and Recreation Programs, contact your municipality.

Check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: senior recreation, older adult, senior groups, and senior.

Seniors Centres and Social Clubs

211 www.211ontario.ca

There are a number of senior centres and social clubs in Windsor and Essex County. Senior centres offer a wide range of services and activities (e.g., fitness programs, foot care, transportation services). Social clubs offer a variety of leisure and recreational activities. Check the Yellow Pages, call 211, or visit www.211ontario.ca. Keywords: senior recreation, senior groups.

Telehealth Ontario

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

www.ontario.ca/page/get-medical-advice-telehealth-ontario

Call to get fast, free, confidential health advice or information from a registered nurse, 24 hours a day, seven days a week. They can connect you to a registered dietitian for food and healthy eating support. Also, they can connect you to a primary care expert or mental health and addictions counsellor. Support is available to help you quit smoking.

Transportation – CareLink Health Transit

1-855-728-1433

Provides transportation throughout Windsor and Essex County at a cost to those 55+ and those with disabilities.

Unlock Food Canada

1-866-797-0000 (Telehealth Ontario)

www.unlockfood.ca

A website that is available in English and French, and is brought to you by the Dietitians of Canada. This site provides information on nutrition, food, and healthy eating, as well as recipes, videos, and interactive healthy eating tools. You can also find out more about dietitians, how they can help you, and where to find dietitians in your area.



VON Canada, Erie St Clair - VON Windsor-Essex

519-254-4866 www.voneriestclair.ca

Adult Day Program

Provides program activities designed to enhance individual abilities. It supports those who have physical or cognitive impairments and/or chronic health care needs. There is a fee for this service that offers respite for a caregiver.

Meals on Wheels

Provides healthy meals, a security check, and a short visit from volunteers.

DETOUR Detering Emergency Time Offering Urgent Respite

This program provides emergency respite service for Windsor and Essex County seniors, as assessed by emergency department staff and geriatric emergency managers. This program is for those who:

- are 65 years and older;
- require limited mental health support; and
- require supervision from personal support health workers.

Home Help

Provides in-home help to seniors. Some services include light housekeeping, laundry, making meals, and grocery shopping. They also provide friendly visits and personal care.

In-Home Visiting Nurse and Shift

Nurses go into patient's homes to perform assessments, help with symptom control, provide medical treatments, rehabilitation therapy, and education and counselling to seniors and their families.

Supportive Housing

Staff visit to assist with personal care, light housekeeping, meal preparation, and laundry. Attendant services in supportive housing locations are also available.

Chronic Pain Management Assessment and Referral Program

Provides pain assessment(s) for those suffering from chronic pain. Assessments are conducted by a team of health care providers, who will provide patients and their referring health care provider with treatment options and recommendations for ongoing pain management.

Seniors Maintaining Active Roles Together® (SMART)

519-254-4866 ext. 6239 www.vonsmart.ca

SMART is a research and evidence-informed exercise and fall prevention program for community dwelling adults 55+. The SMART program aims to improve participants' overall well-being through functional fitness classes, social connections and the prevention of falls. The SMART Program is FREE and is offered in Retirement homes, community group locations, 1:1 in the comfort of one's home and live, online via Zoom. The SMART Program teaches participants how to identify fall risk factors and how to implement strategies that will help reduce the risk of experiencing a fall.

Windsor-Essex Community Health Centre

www.wechc.org

Chronic Disease Self-Management

1-855-259-3605

FREE programs, structured as a series of interactive group workshops, are designed to help people with chronic health conditions and caregivers to better manage their symptoms and their daily life. Workshops include: Chronic Pain, Diabetes, Diabetes Healthy Feet & You, **Getting the Most from your Healthcare Appointment** and Powerful Tools for Caregivers.

Home Safety Assessments and Grab Bar

519-997-2823 ext. 341

This program provides eligible seniors with assistance to stay in their homes. An Occupational Therapist will go out to the home to identify changes that could be made to improve safety. This might include installing grab bars or other safety equipment or referrals to other healthcare professionals.

Chronic Disease Management and Fall Prevention

519-997-2823 ext. 341

Provides exercise, self-management skills, education, and resources for seniors with various chronic diseases. **Group programs are run in-person and virtually.** Includes a nurse, physiotherapist, kinesiologist, and a respiratory therapist.

The Fall Prevention program works with clients to assess fall risk factors, and then provide education, recommendations, and referrals to community resources to help keep older adults safer and more independent.

Diabetes Wellness

519-997-2823 ext. 301

Group and individual support from certified diabetes educators (i.e., nurses and dietitians) for adults with Type 1 or 2 diabetes or at risk of developing diabetes.

Windsor-Essex County Health Unit

Chronic Disease and Injury Prevention

519-258-2146 ext. 3200

www.wechu.org

Provides information and resources on fall prevention and local services.

Ontario Seniors Dental Care Program

519-258-2146 ext. 1199

Provides free dental care to seniors who qualify. Seniors with an **OSDCP card** can call to make an appointment.



