

OLDER ADULTS

Where to go when you're looking for help

The services listed here are generally for people age 65 and older, although some services are accessible to people as young as age 55. For additional services in Ontario, go to www.connexontario.ca and click on "Directory." In the advanced search option, go to the "Service" section, and for "Service specialized for," click on "Older Adults."

Addictions

Alcohol, Drug and Gambling Services of Hamilton, Older Wiser Lifestyles Program

21 Hunter St. East, 3rd floor, Hamilton, ON

www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services

905 546-3606 option 3 (intake line for alcohol and other drugs) or option 4 (intake line for gambling)

Services offered: Groups on alcohol and the body, adding new activities, safe medication use, sleep and nutrition, depression and anxiety and building resilience; individual support and follow-up groups also available

Eligibility: People 55+ concerned about their use of alcohol or other drugs who wish to make healthy lifestyle choices

Referral: Call one of the intake numbers listed above. Intake will take about 15 minutes over the phone.

Centretown Community Health Centre, LESA Program

420 Cooper St., Ottawa, ON

www.centretownchc.org/program/mental-health-addictions

613 233-5430

Services offered: Substance use and problem gambling service for people 55+; individual counselling complemented by therapeutic support groups and a recreation therapy program that includes outings, mixed-gender substance support group, learning series, women's support group, gambling support and education group

Eligibility: People age 55+ with substance use or gambling problems

Referral: Registration required by calling the phone number above

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at access.resources@camh.ca.

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Community Outreach Program in Addictions (COPA), Reconnect Community Health Services

1281 St Clair Ave. West, Toronto, ON

www.reconnect.on.ca/programs/#cop

416 248-2050 (for clients)

416 640-1934 (access-point referral)

Services offered: Assessment, treatment and care to older adults in the community who are struggling with addictions

Eligibility: People 55+ with an addiction who live within the Toronto Central LHIN boundary (priority to people living between Yonge Street and Kipling Avenue and between Eglinton Avenue and Lakeshore Boulevard.)

Referral: Fax COPA referral form to [416 248-6557](tel:4162486557)

Fees: None

Counselling Centre of East Algoma

9 Oakland Blvd., Elliot Lake, ON

<http://ccea.life/services.html#senior-outreach>

705 848-2585

Services offered: Senior outreach program offers education and support through one-on-one work with a counsellor.

Eligibility: People 55+ with issues related to substance use, medication misuse, abuse, grief, loneliness, anxiety or depression

Homewood Health Centre

150 Delhi St., Guelph, ON

<https://homewoodhealth.com/health-centre>

519 824-1010 (general inquiries); 519 836-5733 (Community Addiction Services (CADS) outpatient services)

Services offered: Program for Older Adults (POA) is an inpatient addiction program; CADS offers outpatient addiction treatment for problems with alcohol and other drugs or gambling

Eligibility: People with substance use or gambling problems

Referral: Online form must be completed by a doctor or supervised health care professional

Fees: Inpatient program through POA costs \$330 per day with OHIP for a semi-private room and \$400 per day for a private room.

Peel Addiction Assessment and Referral Centre

5170 Dixie Rd., suite 302, Mississauga, ON

www.paarc.com/programs.php

905 629-1007

Services offered: Older Persons' Program: Home-based assessment, case management and supportive counselling for substance use and gambling problems

Eligibility: People age 55+ who need help for substance use or gambling problems and who have mobility issues or other complex problems

Referral: Self-referral, can call clinical intake at 905 629-1007 ext. 222 or call the counsellor directly at ext. 231

Rapid Access Addiction Medicine Clinics

More than 20 locations across Ontario

www.metaphi.ca/raam-clinics/

1 866 531-2600 (ConnexOntario) or go to the website and find the phone number under the desired location

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Services offered: Addiction walk-in clinics that provide brief counselling, medication prescriptions (to help with cravings and withdrawal) and referrals to community treatment programs

Eligibility: People with substance use problems (e.g., issues with alcohol, marijuana, cocaine or opioids)

Referrals: None required

Sister Margaret Smith Centre

301 Lillie St. North, Thunder Bay, ON

www.sjcg.net/services/mental-health_addictions/mha-gambling/main.aspx

807 684-5100

Services offered: Individual addiction counselling for people age 55+; two older adult groups: weekly Women's Stepping Stone group for older adult women in recovery (includes lunch and transportation) and Men's Breakfast Club (men make and eat breakfast together as part of the group)

Eligibility: Group participation requires having completed the centre's 30-day residential inpatient program or a similar program elsewhere.

Referral: Not required. People can self-refer by calling the number above and asking for intake.

Fees: Free

Note: Groups have a waitlist.

Stonehenge Therapeutic Community

60 Westwood Rd., Guelph, ON

www.stonehengetc.com

519 837-1470

info@stonehengetc.com

Services offered: Adult residential treatment programs (4.5 to six months) and various community-based programs

Eligibility: Generally for adults 18+.

Referral: Many services can be accessed by self-referral by calling Here 24/7 at 1 844 437-3247.

Cost: Free.

Alzheimer's Disease and Other Dementias

Adult Day Program for Frail or Socially Isolated Seniors and Seniors with Alzheimer's Disease or Dementia

3601 Victoria Park Ave., 2nd floor, room 209, Scarborough, ON

carefirstseniors.com

416 649-1212

katherine.ho@carefirstseniors.com

Services offered: Adult day program for older adults who are physically frail, post-stroke, cognitively impaired, have early-stage Alzheimer's disease, are socially isolated or have challenges. Provides transportation and meals.

Fees: \$26 per day, but depending on financial need, some fees can be waived. Transportation costs are extra.

Eligibility: Age 55+

Alzheimer Society of Ontario

20 Eglinton Ave. West, 16th floor, Toronto, ON

<http://alzheimer.ca/en/on>

416 967-5900 or 1 800 879-4226

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Services offered: Information, resources, education, support and counselling; First Link program that connects individuals and their families with their local Alzheimer Society program and other community services

Note: Visit the website to find out about local programs and services by the 29 branches across Ontario.

Baycrest: Adult Day Program for Frail Seniors

3560 Bathurst St., Toronto, ON

www.baycrest.org

416 785-2500 ext. 2223

webmaster@baycrest.org

Services offered: Social, recreational and therapeutic activities for frail older adults and adults with special needs, Alzheimer's disease and related dementias in a group setting for part of the day

Referral: Referral department at Baycrest (call number above, or Community Navigation and Access Program at 1 877 540-6565)

Fees: Set fee (subsidies are available for some), plus transportation fee

Baycrest: Behavioural Support for Seniors

3560 Bathurst St., Toronto, ON

www.baycrest.org/Baycrest/Healthcare-Programs-Services/Programs/Behavioural-Support-for-Seniors-Program

416 785-2500 ext. 2005

bsupportstrategy@baycrest.org

Services offered: Specialized behavioural programs including community outreach teams, transitional behavioural unit, long-term care teams, education and training consortium

Eligibility: Seniors 65+ and diagnosed with dementia or suspicion of dementia, their families and caregivers; seniors must be living at home or in long-term care homes with the Toronto Central catchment area

Fees: Free

St. Joseph's Health Centre, Community Responsive Behaviour Team

www.caredove.com/wwsgs/service/detail/sid/1986/refr/search

1 855 849-6228

Services offered: Assesses people with cognitive impairment for specific responsive behaviours; works with caregivers to identify strategies to manage the behaviour and reduce risks

Eligibility: People with dementia who exhibit agitation, repetition or wandering due to dementia, mental health problems or addictions and who live in the Waterloo Wellington region

Referral: From a health care professional, such as a family doctor or care co-ordinator. Call the toll-free number above and ask to speak with the Waterloo Wellington specialized geriatric services clinical intake person for more information. Referral form at www.systemcoordinatedaccess.ca

Mental Health Programs

Baycrest: Outpatient Mental Health Program

3560 Bathurst St., Toronto, ON

www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Centre-for-Mental-Health/Outpatient-Mental-Health-Program

416 785-2500 ext. 2730

OPMH@baycrest.org (for referrals only)

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Services offered: Psychiatrist consultation for outpatient and case management for seniors' mental health problems

Eligibility: Age 65+, with a doctor's referral

Fees: Covered by OHIP

Canadian Coalition for Senior's Mental Health

20 Crown Steel Dr., Unit 6, Markham, ON

<https://ccsmh.ca>

905 415-3917

ccsmh@secretariatcentral.com

Services offered: The "Areas of focus" section of website provides downloadable free brochures on delirium, depression, mental health in long-term care and suicide prevention in older adults.

Canadian Mental Health Association – Waterloo Wellington

234 St. Patrick St. East

<https://cmhaww.ca/types-programs-services/services-for-seniors/>

1 844 437-3247

Services offered: Connects people to mental health services for seniors, including an assessment and treatment program for older adults with mental health concerns, and intensive geriatric services for seniors with complex medical and/or mental health needs; addiction services for adults of all ages (counselling, day and residential treatment)

Eligibility: Age 65+ for seniors programs

Referral: Depends on location of the service. Call the number above for details.

Centre for Addiction and Mental Health, Psychogeriatric Assessment, Consultation and Education (PACE)

Intergenerational Wellness Centre, 80 Workman Way, Labatt Wing, 1st floor, Toronto, ON

416 535-8501 ext. 33448 (general inquiries) or 416 535-8501 ext. 33305 or ext. 39611 (information about status of referrals)

Services offered: Assessment and psychogeriatric consultation in the client's own environment; psychiatric follow-up may include counselling, support, medication monitoring and home visits; groups on health and age-related topics; advocacy, education and support to clients' families

Eligibility: Age 60+

Referral: Referrals through Access CAMH are accepted from all sources, including professional, physicians, family members and self.

Geriatric Telemedicine Clinic

www.camh.ca/en/your-care/programs-and-services/geriatric-telemedicine-clinic

416 535-8501 ext. 39611 or ext. 33305

Services offered: Medication review, diagnostic assessment of common psychiatric disorders, behavioural management of dementia

Eligibility: People age 60+ with psychiatric issues who live in remote areas of Ontario and do not have access to psychiatric services or who require a specialist consultation

Referral: Physician referral required. Download the form from the website and call your doctor.

Note: There may be a wait to receive services.

Late-Life Mood Disorder Clinic

www.camh.ca/en/your-care/programs-and-services/latelife-mood-disorder-clinic

416 535-8501 ext. 33448

Services offered: Consultation and ongoing treatment to people over age 60 who have longstanding mood disorders or have recently developed a mood disorder

Eligibility: Over age 60

Referral: GP must complete CAMH online form

Memory Clinic

www.camh.ca/en/your-care/programs-and-services/memory-clinic

416 535-8501 ext. 33448

Services offered: Assessments and follow-up (e.g., initial evaluations, neuropsychological testing, second opinions, follow-up medical care after initial diagnosis, links to community resources, caregiver education, guidance and support, research opportunities)

Eligibility: People age 50+ with memory concerns

Referral: Self-referral accepted through Access CAMH: call 416 535-8501, press 2 and fill out CAMH referral form

Neuropsychiatric Clinic

416 535-8501 ext. 39151 (general inquiries)

Services offered: Neuropsychiatric assessment and follow-up

Eligibility: People age 18+ with neuropsychiatric issues

Referral: Physician referral required through Access CAMH

Cota

550 Queen St. East, suite 201, Toronto, ON

www.cotainspires.ca

416 785-9230 ext. 8793 or 1 888 785-9230

intake@cotainspires.ca

Services offered: Individualized support, in-home safety assessments and other case management within the Geriatric Mental Health Case Management program; other services for adults with mental health and cognitive challenges

Eligibility: Adults with age-related dementia, and people 65+ with a serious mental illness

Referral: Call 416 785-9230 ext. 8793

Cost: Covered by OHIP

Mood Disorders Association of Ontario

36 Eglinton Ave. West, suite 602, Toronto, ON

www.mooddisorders.ca

416 486-8046 or 1 888 486-8236

Services offered: Support for people with mood disorders and their families: includes support groups (not specific to older adults) and a family program to provide support to family members and caregivers; resources include a fact sheet about seniors and depression (see the “Resources” section on the website).

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Sunnybrook Health Sciences Centre

2075 Bayview Ave., F Wing, 3rd floor, room F307, Toronto, ON

<https://sunnybrook.ca/content/?page=community-psychiatric-services-elderly>

416 480-4663

cpse@sunnybrook.ca

Services offered: Community psychiatric service for older adults

Eligibility: Need a physician's referral, and must be a senior who lives within the service area (between York Mills Road and St. Clair Avenue and between Avenue Road and the Don Valley)

Fees: Covered by OHIP

Community Support for Seniors and Caregivers

Reconnect Community Health Services

2562 Eglinton Ave. West and 1281 St. Clair Ave. West, Toronto, ON

www.reconnect.on.ca

416 248-2050

Services offered: Toronto-based specialized and intensive mental health, addiction and seniors' services, including case management, crisis services for seniors and addiction services for seniors; services and programs to support older adults in their homes, including adult day services, case management, community programs, home help, personal care, Meals on Wheels, older adult centre, respite care, supportive housing, therapeutic falls prevention and exercise, transportation

Eligibility: Community services are for older adults with disabilities, including Alzheimer's disease and dementia; health services are for clients age 16+ with complex mental illness and addictions

Referral: For community services, call 416 248-2050 ext. 5214; for health services, referral varies: see www.reconnect.on.ca/referrals/referrals-health-services/ for information on the relevant program.

Redwood Shelter

www.theredwood.com

416 533-8538

Services offered: 24-hour help line for women living with abuse: phone-based support and counselling; a secure home and other services to keep women safe

Eligibility: Anyone dealing with abuse, and their children

Regional Geriatric Program of Toronto

2075 Bayview Ave., room H478, Toronto, ON

www.rgptoronto.ca

416 480-6068

info@rgptoronto.ca

Services offered: Specialized geriatric outpatient services offered by 25 participating organizations either in the client's home or in an outpatient setting; includes comprehensive assessments by a geriatric outpatient team, geriatric outpatient clinics, specialty clinics and programs and geriatric day hospitals

Eligibility: Frail older adults (or older adults at risk of becoming frail) who have complex and multiple needs: In the "Services" section of the website, check the map at "Find a Service" to find services in your area.

Referral: Referring physician must fill out the referral form available on the website.

Seniors and Caregivers Support

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128 Sterling Rd., unit A, suite 202, Toronto, ON

www.familyserVICEToronto.org

416 595-9230

Services offered: One-on-one counselling, group programs, support groups and practical assistance to help adults 60+ (and those with disabilities 55+) deal with abusive relationships, difficult medical conditions (such as Alzheimer's disease, stroke, depression), change and loss, and to explore housing alternatives, access community support programs or resolve other issues

Eligibility: Adults 60+ (and adults with disabilities 55+)

Referral: None required

Fees: Fully subsidized

South Asian Women's Centre (Senior Group)

800 Lansdowne Ave., unit 1, Toronto, ON

www.sawc.org

416 537-2276 ext. 224

info@sawc.org

Services offered: Group meetings on Thursdays from 1:00 to 3:00 p.m. to discuss issues such as exercise, diet and nutrition, elder abuse and health issues as they affect senior women and do cultural activities and crafts

SPRINT Senior Care

140 Merton St., 2nd floor, Toronto, ON

www.sprintseniorcare.org

416 481-6411

info@sprintseniorcare.org

Services offered: Practical and low-cost services to seniors and their caregivers

Fees: Costs vary by program (refer to website)

Elder Abuse

Canadian Network for the Prevention of Elder Abuse

www.cnpea.ca

Services offered: Information about elder abuse, how friends and family can respond and how to get help.

Carefirst Seniors and Community Services Association

300 Silver Star Blvd., Toronto, ON

www.carefirstseniors.com

416 502-2323

info@carefirstseniors.com

Services offered: Elder abuse services, including community information and referrals, counselling, support group and Chinese Elder Abuse Hotline; support services for bereavement, including individual counselling, bereavement groups and hospice visiting; other health and community support services

Eligibility: People who speak English or Chinese and are age 55+

Fees: Varies by program, with some subsidies available

Languages: English, Cantonese, Mandarin

Crisis Outreach Service for Seniors, Toronto Seniors Helpline

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WoodGreen Community Services, 815 Danforth Ave., 1st floor, Toronto, ON

www.woodgreen.com/ServiceDetail.aspx?id=268

416 217-2077

info@cnap.ca

Services offered: Offers information and access to community, home and crisis services for seniors and caregivers. Social workers are available for emotional support and seniors can also be connected with extended services. Mobile crisis intervention and outreach for seniors 365 days a year, responds within 48 hours

Eligibility: People age 65+ who are in mental health or addiction crisis, including dementia, but the service can see people as young as age 55, to be assessed case by case.

Fee: No cost.

Elder Abuse Ontario

www.elderabuseontario.com

416 916-6728 to learn more about elder abuse

Services offered: Information about different forms of elder abuse, along with a list of elder abuse networks across the province

Pat's Place, Family Service Toronto

<https://familyservicetoronto.org/our-services/programs-and-services/pats-place/>

416 595-9618

Services offered: Temporary safe haven for older people experiencing abuse: this is not a shelter (there are no staff on site); it is a bachelor apartment in a secure location in Toronto where people can stay for up to 60 days.

Eligibility: People age 60+ who are experiencing emotional, physical, financial or other forms of abuse by a family member

Referral: To make a referral for yourself or someone else, call the Service Access Unit at the phone number above.

Fees: Free

Seniors Safety Line

www.elderabuseontario.com

1 866 299-1011 or simply call 211

Services offered: Contact and referral information for agencies across the province that can assist in cases of elder abuse; trained counsellors provide safety planning and supportive counselling for older adults who are being abused or at risk of abuse. Family members and service providers can also call for information about community services.

Fees: None

St. Joseph's Health Centre, Community Outreach Services

100 Westmount Rd., Guelph, ON

www.sjhcg.ca/community-outreach

519 824-6000 (general information), 519 843-6191 ext. 303 (seniors at risk system co-ordinator), 519 767-4445 (seniors offering support)

info@sjhcg.ca

Services offered: Elder abuse intervention and prevention includes a Senior Peer Support Program that gives older adults access to information and support from peers; service works with the police so that in certain situations (e.g., someone with dementia found shoplifting), police can refer the person to more appropriate services rather than lay criminal charges.

Eligibility: Anyone needing help or advice about elder abuse can call the support line listed above.

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Victim Support Line, Ministry of the Attorney General of Ontario

1 877 435-7661 or 416 314-2447

Services offered: Information and referrals to support services for victims of crime, available 24 hours a day, seven days a week, in the language of your choice

Resources

Centre for Addiction and Mental Health. (2008). Information sheets for older adults, their families and friends:

- Alcohol: www.camh.ca/-/media/files/guides-and-publications/older-adults-alcohol.pdf
- Anxiety: www.camh.ca/-/media/files/guides-and-publications/older-adults-anxiety.pdf
- Dementia: www.camh.ca/-/media/files/guides-and-publications/older-adults-dementia.pdf
- Depression: www.camh.ca/-/media/files/guides-and-publications/older-adults-depression.pdf
- Gambling: www.camh.ca/-/media/files/guides-and-publications/older-adults-gambling.pdf
- Medications: www.camh.ca/-/media/files/guides-and-publications/older-adults-medications.pdf

Government of Ontario. *Aging Well: Information for Seniors*. www.ontario.ca/page/information-seniors

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