



Info at Your Finger Tips

The "11" numbers, a starting point

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| Human Services & Program Info | 211 |
| Your Municipal Office (where available) | 311 |
| Find a Person or Business | 411 |
| Travel/Road Conditions | 511 |
| Cell Phone Operator | 611 |
| Fire/Ambulance/Police | 911 |

Accommodation Options

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| Canada Mortgage and Housing | 1-800-668-2642 |
| Co-Op Housing Federation (ON) | 1-800-268-2537 |
| Ontario Assoc. for Non-Profit Homes and Services for Seniors | 905-851-8821 |
| Ontario Long-Term Care Assoc. | 905-470-8995 |
| Ontario Retirement Communities Association (ORCA) | 1-888-263-5556 |

Health

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| Assistive Devices Program | 1-800-268-6021 |
| Compassionate Care Benefits | 1-800-206-7218 |
| Drug & Alcohol Help Line | 1-800-565-8603 |
| Hospice Assoc. of Ontario | 1-800-349-3111 |
| Mental Health Help Line | 1-866-531-2600 |
| Ontario Assoc. of Community Care Access Centres (CCAC) | 416-750-1720 |
| Ontario's Family Medical Leave | 1-800-531-5551 |
| Ontario Problem Gambling Help Line | 1-888-230-3505 |
| Ontario Public Transit Assoc. | 416-229-6222 |
| Ontario Public Health | 1-800-267-6817 |
| Senior Safety Line | 1-866-299-1011 |
| Telehealth Ontario | 1-866-797-0000 |

Financial Assistance

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| Canada Pension Plan | 1-800-277-9914 |
| Credit Counselling Society | 1-866-668-8297 |
| GAINS (Guaranteed Annual Income System) | 1-866-668-8297 |
| Guaranteed Income Supplement | 1-800-277-9914 |
| Old Age Security | 1-800-277-9914 |
| Ontario Disability Support Plan | 416-325-0123 |
| Royal Canadian Naval Benevolent Fund | 1-888-557-8777 |
| Veterans Affairs | 1-866-522-2122 |

Income Tax Help

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| Income Tax Telerefund | 1-800-959-1956 |
| Tax Tips | 1-800-267-6999 |
| Tax Enquiries | 1-800-959-8281 |

Leisure and Recreation

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| Canadian Senior Years (travel) | 519-371-6766 |
| Leisure Information Network | 416-426-7176 |
| Older Adult Centres Assoc. Of Ontario | 1-866.835-7693 |
| Senior Driver Licence Renewal | 1-800-387-3445 |
| Volunteer Canada | 1-800-670-0401 |
| YMCA Canada | 416-967-9622 |

There are hundreds of community services available to help seniors remain independent, active and healthy, including:

- health education/prevention organizations
- self-help groups
- caregiver support/caregiver relief
- provincial programs and services for low income seniors

Info on or access to local human services or programs 211
Provincial government, Service Ontario 1-866-267-8097
Federal government, Service Canada 1-800-622-6232

For social service assistance or geared to income housing, contact your local municipality.

Make a Complaint

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| Canadian Anti-Fraud Centre | 1-888-495-8501 |
| College of Physician and Surgeons | 1-800-268-7096 ext. 603 |
| Do Not Call List—file a complaint | 1-866-580-3625 |
| Elder Abuse/Victim | 1-866-299-1011 |
| Landlord Complaints | 1-888-332-3234 |
| Law Society of Upper Canada | 1-800-268-7568 |
| Long-Term Care ACTION Line | 1-866-876-7658 |
| •(A Compliance Officer is assigned to nursing homes) | |
| Ombudsman Ontario | 1-800-263-1830 |
| Ontario Consumer Services Bureau | 1-800-889-9768 |
| Ontario Human Rights Commission | 1-800-387-9080 |
| Ontario Retirement Communities Association (ORCA) | 1-800-361-7254 |
| Retirement Homes Regulatory Authority | 1-855-275-7472 |

Making the Law Work for You

Advocacy Centre for the Elderly was the first community legal clinic in Canada to provide legal services to seniors with a focus on "elder law" issues such as health care consent, substitute decision making, long-term care (LTC), community care, retirement home tenancies, hospital to home or LTC and elder abuse. Contact them at 416-598-2656.

ARCH Disability Law (1-866-482-2724) or CLEO (416-208-4420) are legal aid clinics that provide information on elder and disability law.

Office of the Public Guardian and Trustee outlines the rules and responsibilities of POA for health and finance, including assessment protocols. Contact them at 1-800-891-0504