

Caregiver Community Services Guide

Sarnia-Lambton

ErieStClairhealthline.ca

A resource guide dedicated to making the lives of caregivers a little easier.

CHATHAM (HEAD OFFICE)	SARNIA	WINDSOR
712 Richmond St., Box 306 Chatham, ON N7M 5K4 519 436 2222 1 888 447 4468	1150 Pontiac Dr., Box 185 Sarnia, ON N7L 7H9 519 337 1000 1 888 447 4468	5415 Tecumseh Rd. E., 2nd Fl Windsor, ON N8T 1C5 519 258 8211 1 888 447 4468

Services disponible en français

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Caregiver Guide

The purpose of the Caregiver Guide is to support caregivers, their families and friends who require information and access to community support services to assist them in their challenging role of care giving. Although this guide may not cover all community services and supports available to caregivers, we have attempted to provide a comprehensive listing of services most often referenced by our patients and caregivers in the Chatham-Kent, Sarnia-Lambton and Windsor-Essex areas. More comprehensive information regarding available services can be obtained by calling the agency, accessing the websites in this booklet or by calling the Erie St. Clair Community Access Centre at:

Sarnia Office: 519-337-1000

Toll Free: 1-888-248-9978

www.esc.ccac-ont.ca

ErieStClairhealthline.ca

Wherever you live in Ontario, it is easy to find community-based health care services for yourself or for a loved one.

Helpful Tips for the Caregiver

- Keep a diary/notebook to record your thoughts/feelings/actions.
- Encourage good communication and share your feelings.
- Share family responsibilities.
- Help the person remain independent by allowing them to do as much as they can for themselves.
- Know the physician and pharmacist involved. Have a list of medications on hand in the case emergency care is needed.
- Have a list of emergency/frequently called numbers in bold, large print by the telephone.
- Become familiar with legal issues; wills, power of attorney, living wills.
- Have a contingency plan for care in case of caregiver illness.

TAKE CARE OF YOURSELF TOO

Communicating with Agencies

- Have your diary/notebook handy.
- Phone in the morning or right after lunch.
- Record name and extension of the resource person and write down your comments/impressions.
- Be specific and polite but firm.
- Be patient. You may have to repeat your story, be put on hold or your call may be transferred.
- Prepare to invest time in getting your questions answered.
- Be assertive. Do not apologize for asking for help.
- If you are going for an interview or meeting, ask what information you need to bring with you.

Adult Day Programs

To arrange for an assessment for a Day Program please call Erie St. Clair Community Access Centre at 519 - 337-1000 or 1-888-447-4468.

Corporation of the County of Lambton-Senior Service, Alzheimer Adult Enrichment Centre	Petrolia, Ontario	ph: 519-882-1470 ext. 5028 ph: 1-800-565-3890
Grand Bend Adult Day Centre	Grand Bend, Ontario	ph: 519-238-2689
Lambton Elderly Outreach	Petrolia, Ontario	ph: 519-845-1353 ph: 1-800-265-0203
Lambton County Development Services	Petrolia, Ontario	ph: 519-882-2811
Marshall Gowland Manor Outreach	Sarnia, Ontario	ph: 519-336-3720 ext. 219 or 204
Quad County Support Services, Resource Centre - Day Program Resource Centre Office	Wardsville, Ontario	ph: 519-693-4478 ph: 519-693-4812
Victorian Order of Nurses Alzheimer Day Program	Sarnia, Ontario	ph: 519-332-8621 ph: 1-855-285-2990

Advocacy

Elder Abuse- Advocacy Centre for the Elder		ph: 1-416-598-2656
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Caregiver Supports

Alzheimer Society	Sarnia, Ontario	ph: 519-332-4444
Canadian Hearing Society	Point Edward, Ontario	ph: 519-337-8307
Canadian Mental Health Association	Sarnia, Ontario	ph: 519-337-5411
Community Living	Sarnia, Ontario	ph: 519-332-0560
County of Lambton Senior Services		ph: 1-800-565-3890 ph: 519-882-1470 ext. 5028
First Nations Health Centres	Aamjiwnaang Kettle Point	ph: 519-332-6770 ph: 519-786-5647
Kidney Foundation	Sarnia, Ontario	ph: 519-344-3462
Lambton Elderly Outreach	Wyoming, Ontario	ph: 519-845-1353 ph: 1-800-265-0203
Lambton Psychogeriatric Consultation Service	Sarnia, Ontario	ph: 519-464-4533

Caregiver Supports continued...

MS Society Client Services	Sarnia, Ontario	ph: 519-332-4015
Heart and Stroke Foundation	Sarnia, Ontario	ph: 519-332-1415
Ontario March of Dimes	London, Ontario	ph: 1-866-496-8603
Parkinson's Support Group	Sarnia, Ontario	ph: 519-542-3858
Public Health Unit	Sarnia, Ontario	ph: 519-344-3017
Victorian Order of Nurses	Sarnia, Ontario	ph: 519-542-2310 ph: 1-855-285-2990

Community Agencies

All of these organizations provide services and or supports in the home or community. Some of these services are available at no cost.

ALS Society of Ontario	Toronto, Ontario	ph: 1-866-611-8545
Alzheimer Society	Sarnia, Ontario	ph: 519-332-4444
Angel Care Home Visits Inc.	Sarnia, Ontario	ph: 519-332-6435
Arthritis Society	London, Ontario	ph: 1-866-466-0501
Assisted Devices Program	Toronto, Ontario	ph: 1-800-268-6021 TTY: 1-800-387-5559
Assisted Living Southwestern Ontario		ph: 519-969-8188
Brain Injury Association	Sarnia, Ontario	ph: 519-337-5657
Bridges II	Sarnia, Ontario	ph: 519-384-4848
Canadian Cancer Society	Point Edward, Ontario	ph: 519-332-0042 ph: 1-877-305-6179
Canadian Diabetes Association	Sarnia, Ontario	ph: 519-332-0373
Canadian Hearing Society	Sarnia, Ontario	ph: 519-337-8307
Canadian Mental Health Association	Sarnia, Ontario	ph: 519--337-5411
Canadian National Institute for the Blind (CNIB)	London, Ontario	ph: 1-800-265-4127 TTY: 1-866-385-3433
Canadian Paraplegic Association	London, Ontario	ph: 1-866-433-9888
Community Living	Sarnia, Ontario	ph: 519-332-0560
County of Lambton Senior Services	Sarnia, Ontario	ph: 1-800-565-3890 ph: 519-882-1470 ext. 5028
Erie St. Clair Community Care Access Centre	Sarnia, Ontario	ph: 519-337-1000 ph: 1-800-265-1445

Community Agencies continued...

Heart & Stroke Foundation	Sarnia, Ontario	ph: 519-332-1415
Kidney Foundation	Sarnia, Ontario	ph: 519-344-3462
MS Society	Sarnia, Ontario	ph: 519-332-4015
Neighbour Link	Sarnia, Ontario	ph: 519-336-5465
Ontario AIDS Network	Toronto, Ontario	ph: 1-800-839-0369
Ontario Lung Association	London, Ontario	ph: 519-453-9086
Ontario March of Dimes	Sarnia, Ontario	ph: 519-332-4702
Palliative Pain & Symptom Management Consultant: Ann Brignell	Sarnia, Ontario	ph: 519-542-1686
Public Health Unit	Point Edward, Ontario Forest Branch Petrolia Branch	ph: 519-383-8331 ph: 519-786-2148 ph: 519-882-4844
Sarnia Ear Clinic	Sarnia, Ontario	ph: 519-332-3307
Stroke Recovery Association	Sarnia, Ontario	ph: 519-337-8068

Community Health Centre

North & West Lambton Community Health Centre	429 Exmouth Sarnia, Ontario	ph: 519-344-3017
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Emergencies

If you need immediate assistance, please dial 911 for Ambulance, Fire or Police.

Non-Emergency Calls

Ambulance Services	Sarnia, Ontario	ph: 1-800-277-9931
Sarnia Police	Sarnia, Ontario	ph: 519-344-8861
Ontario Provincial Police	Ontario	ph: 1-888-310-1122
Poison Information centre		ph: 1-888-268-9017

Emergency Response Systems

Monitored medical alarm system suppliers.

Connect Care		ph: 1-888-298-6116
First Call		ph: 1-800-463-6425

Emergency Response Systems

continued...

Galaxy Medical Alert Systems		ph: 1-800-945-5027 ph: 519-945-5027
Lambton Kent Lifetime	Sarnia, Ontario	ph: 1-800-387-8065 ph: 1-800-387-8120
Life Call		ph: 1-800-661-5433

Family Health Teams

Rapids Family Health Team	1150 Pontiac Court Sarnia, Ontario	ph: 519-339-8949
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Finances

Assisstive Devices Program		ph: 1-800-268-6021 TTY: 1-800-387-5559
Department of Veterans Affairs		ph: 1-866-522-2122
Government of Canada- Income Security (CPP, OAS)		ph: 1-800-277-9914
Home Rehabilitation/Repair Grant		ph: 519-873-2400
Ministry of Community & Social; Children & Youth Services		ph: 519-352-5050
Ministry of Finance Information Centre		ph: 1-800-263-7965
Ontario Disability Support Program	Sarnia, Ontario	ph: 519-337-3735 ph: 1-800-387-7327 TDD/TTY: 519-254-4850
Ontario Drug Benefit- Health Ontario Help Line		ph: 1-800-668-6641

First Nations Health Centres

Aamjiwnaang	Sarnia, Ontario	ph: 519-332-6770
Kettle Point Health Centre Band Office	Sarnia, Ontario	ph: 519-786-5647 ph: 519-786-2125
Sarnia Reserve Band Office	Sarnia, Ontario	ph: 519-336-8410

Grieving

Canadian Mental Health Association	Sarnia, Ontario	ph: 519-337-5411
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Health Assessments

Bayshore Physicians Group	150 Christina St. N. Sarnia, Ontario	ph: 519-336-6661
Sarnia Family Physicians Group	481 London Rd. Sarnia, Ontario	ph: 519-332-3440

Health Information

Need a Family Physician or Health Care Provider? Call Health Care Connect at 1-800-445-1822 or register on-line at: www.ontario.ca/healthcareconnect.

Telehealth Ontario (Free & confidential access to a nurse 24 hours per day 7 days per week)		ph: 1-866-797-0000
Health Care Information System		ph: 1-866-664-8988
Health Card Renewal		ph: 1-800-268-1154

Health Tests

London Road Diagnostic Clinic	Sarnia, Ontario	ph: 519-332-3434
Medical Imaging Centre	Sarnia, Ontario	ph: 519-336-8110

Home Health Equipment

See also Yellow Pages under Home Health Services & Supplies. * Assistive Devices Program Local Registered/ Authorized Vendors for Wheelchairs/Positioning and Ambulation Category.

Lambton Pro Resp	Sarnia, Ontario	ph: 519-332-3325 ph: 1-800-265-1471
Medical Motion	Sarnia, Ontario	ph: 519-383-9900
Motion Specialties	Sarnia, Ontario	ph: 519-336-7781
Canadian Red Cross	Sarnia, Ontario	ph: 519-332-6380
Sarnia Hearing Aid Centre	Sarnia, Ontario	ph: 519-336-6580 ph: 1-800-265-7555
Sarnia-Lambton CCB White Cane Club	Sarnia, Ontario	ph: 519-337-3606

Home Health Equipment

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Shoppers Home Health	Sarnia, Ontario	ph: 519-344-9797
Vital Aire	Point Edward, Ontario	ph: 519-383-1575

* Equipment may also be available on loan from the Canadian Legion, MS Society, etc.

Hospice

St. Joseph's Hospice Resource Centre of Sarnia-Lambton	110 Water St. Sarnia, Ontario	ph: 519-337-0537
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Hospitals

Bluewater Health	Sarnia, Ontario	ph: 519-464-4400
Charlotte Eleanor Englehart Hospital of Bluewater Health	Petrolia, Ontario	ph: 519-882-4325
London Health Sciences Centre	London, Ontario	ph: 519-685-8500
London Regional Cancer Clinic	London, Ontario	ph: 519-646-6000
Windsor Regional Cancer Centre	Windsor, Ontario	ph: 519-253-5253
Windsor Regional Children's Centre	Windsor, Ontario	ph: 519-257-5215
Windsor Regional Hospital -Metropolitan Campus -Western Campus	Windsor, Ontario Windsor, Ontario	ph: 519-254-5577 ph: 519-254-5577

Housing Options

The following organizations provide housing and include Rest & Retirement homes, supportive housing and/or short term urgent housing. Short stay residential respite is also available through the Community Care Access Centre in LTC Homes (See information on the following page).

To access assessments for *Supportive Housing please call the Community Care Access Centre at 519-337-1000 or toll-free at 1-888-447-4468.

Albany Community Living	Petrolia, Ontario	ph: 519-882-3157
Bethel Senior Apartments Sarnia, Inc.	Sarnia, Ontario	ph: 519-542-8380
Brookside Retirement Living	Watford, Ontario	ph: 519-876-3452
Canadian Mental health Association	Sarnia, Ontario	ph: 519-337-5411
Country Manor	Theford, Ontario	ph: 519-296-4919

Housing Options

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County of Lambton, Housing Access		ph: 519-344-2062 ext. 2036 ph: 1-800-387-2882
Fairwinds Lodge	Sarnia, Ontario	ph: 519-542-8814
Fiddicks Rest Home	Petrolia, Ontario	ph: 519-882-0370
Ontario March of Dimes* Supportive Housing	Sarnia, Ontario	ph: 519-332-4702
Queens Lodge Rest Home	Sarnia, Ontario	ph: 519-336-3857
Residence on the St. Clair	Sarnia, Ontario	ph: 519-336-1455
Rosewood Manor	Sarnia, Ontario	ph: 519-332-8877
Royaleigh Non-Profit Residence	Wyoming, Ontario	ph: 519-845-0042
Springmarsh Place	Sarnia, Ontario	ph: 519-344-2825
Trillium Retirement Apts.	Sarnia, Ontario	ph: 519-344-5320
Victoria Manor	Watford, Ontario	ph: 519-876-3331
Wallis Residential Homes	Sarnia, Ontario	ph: 519-336-9374

Legal Matters

Office of the Public Guardian and Trustee		ph: 1-800-366-0335
Psychiatric Patient Advocate Office		ph: 1-800-578-2343
Lawyer Referral Service		ph: 1-800-268-8326
Legal Aid	Sarnia, Ontario	ph: 519-336-9371
Legal Assistance	Sarnia, Ontario	ph: 519-332-8055

Long-Term Care Homes

Long Term Care Homes (LTCH) are designed to provide accommodation and services to people who need access to 24 hour nursing care or supervision.

Please call the Erie St. Clair Community Care Access Centre at 310-CCAC for an assessment and completion of an application. Short term respite care is also available in long-term care homes through the Community Care Access Centre.

Information is also available on the Erie St. Clair Community Care Access Centre website at <http://www.esc.ccac-ont.ca> or on the Erie St. Clair Healthline at <http://www.eriesticclairhealthline.ca>.

Information can also be viewed on the Ministry of Health Website at the following address: http://www.health.gov.on.ca/english/public/program/ltc/26_reporting.html. This site can provide you with different types of information regarding long-term care homes including the location of any home in Ontario, Ministry inspection reports and/or verified concerns and an ability to compare the listings of up to five (5) homes at one time.

Long-Term Care Homes continued...

Afton Park Place	Sarnia, Ontario	ph: 519-336-3982
Fiddicks Nursing and Retirement Home	Petrolia, Ontario	ph: 519-882-0370
Lambton Meadowview Villa	Petrolia, Ontario	ph: 519-882-1470
Marshall Gowland Manor	Sarnia, Ontario	ph: 519-336-3702
North Lambton Lodge	Forest, Ontario	ph: 519-786-2151
Sumac Lodge	Sarnia, Ontario	ph: 519-542-4321
Trillium Villa	Sarnia, Ontario	ph: 519-542-5529
Twin Lakes Terrace	Sarnia, Ontario	ph: 519-542-2939
Vision Nursing Home	Sarnia, Ontario	ph: 519-336-6551
Watford Quality Care Centre	Watford, ontario	ph: 519-876-2520

Meals (Grocery Delivery)

Arkona Food Town	Sarnia, Ontario	ph: 519-828-3577
Cranberry's Catering	Sarnia, Ontario	ph: 519-336-5699
Davy Jones Foodtown	Sarnia, Ontario	ph: 519-383-8837
Sobey's	Grand Bend, Ontario	ph: 519-238-8944
Thedford Family Market	Thedford, Ontario	ph: 519-296-4938
Watford Foodland	Watford, Ontario	ph: 519-876-3011

Meals on Wheels (Frozen Meals)

Canadian Red Cross * Hot meal delivery available Monday, Wednesday and Friday (Marshall Gowland Manor) and alternating Thursday's (Cosmo's Family Restaurant and Swiss Chalet*	Sarnia, Ontario	ph: 519-332-6380
Comfort and Soul	Sarnia, Ontario	ph: 519-359-4349
Lambton Elderly Outreach *Hot meal delivery available Monday, Wednesday and Friday. Frozen meals every 2 weeks.	Sarnia, Ontario	ph: 519-845-1353 ph: 1-800-265-0203

Nutritional Information

Sarnia Holistic Healing Centre	Sarnia, Ontario	ph: 519-336-7944
Bluewater Health	Sarnia, Ontario	ph: 519-464-4400

Multicultural Organizations

Canadian Citizenship & Immigration Canada	Windsor, Ontario	ph: 1-888-242-2100
Immigrant Parent and Child Training South Essex Community Council	Leamington, Ontario	ph: 519-332-3536
Multicultural Council of Windsor-Essex County	Windsor, Ontario	ph: 519-255-1127
New Canadians Centre of Excellence	Windsor, Ontario	ph: 519-258-4076
Windsor Women Working with Immigrant Women	Windsor, Ontario	ph: 519-973-5588

Occupational Health

Occupational Health Clinics for Ontario Workers	171 Kendall St. Point Edward, Ontario	ph: 519-337-4627
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Personal Care Assistance

The Community Care Access Centre can provide you with an assessment for health and support services. Please call the Erie St. Clair Community Access Centre at 519-337-1000 or 1-888-447-4468.

The following organizations are available to provide this service. Private services are available. Call for specific information.

Bayshore Healthcare	Sarnia, Ontario	ph: 519-383-6979
Lambton Elderly Outreach	Sarnia, Ontario	ph: 519-845-1353 ph: 1-800-265-0203
Home Instead Senior Care	Sarnia, Ontario	ph: 519-704-1471
Marshall Gowland Outreach	Sarnia, Ontario	ph: 519-336-3720 ext. 204 or 219
North Lambton Outreach	Forest, Ontario	ph: 1-800-565-3890 ph: 519-882-1470 ext. 5028
Ontario March of Dimes	Sarnia, Ontario	ph: 519-332-4264

Personal Care Assistance continued...

Red Cross Care Partners	Sarnia, Ontario	ph: 519-332-6560
VHA Home Health Care	Sarnia, Ontario	ph: 519-332-6560
Victorian Order of Nurses	Sarnia, Ontario	ph: 1-855-285-2990
We Care Home Health Services	Sarnia, Ontario	ph: 1-888-212-4947

Rehabilitation Providers

* Private Pay - Assistive Devices Program Authorizers - wheelchairs and mobility aids.

Physiotherapists:

Bayshore Physicians Group	Sarnia, Ontario	ph: 519-336-0588
Canadian Back Institute	Sarnia, Ontario	ph: 519-336-0511
Jeff Charron Rehab Services	Sarnia, Ontario	ph: 519-336-5212
*Pace Home Care	Sarnia, Ontario	ph: 1-888-663-9504
Shuquair Sam Physiotherapy	Sarnia, Ontario	ph: 519-344-7581

Speech Language Pathologists:

Pace Home Care	Sarnia, Ontario	ph: 1-888-663-9504
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Dieticians:

Nutritional Management Services		ph: 1-800-265-2907
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Respite, Support and/or Counselling

Short term respite and supportive care can be accessed through the Erie St. Clair CCAC Community Care Access Centre by calling 519-337-1000 or 1-888-447-4468.

Assisted Living Southwestern Ontario		ph: 519-969-8188
Canadian Mental Health Association		ph: 519-436-6100

Recreational Activities

Social and recreational activities are available in these centres. Call for specific information.

Alzheimer Enrichment Centre	Petrolia, Ontario	ph: 1-800-565-3890 ph: 519-882-1470 ext. 5028
Andrews Seniors	Sarnia, Ontario	ph: 519-337-5574
Cruikshank Centre	Corunna, Ontario	ph: 519-862-1638
Friendship Circle (Central United Church)	Sarnia, Ontario	ph: 519-344-4561
Golden Age Club	Grand Bend, Ontario	ph: 519-238-5127
Golden K Kiwanis	Sarnia, Ontario	ph: 519-344-5543
Lambton Elderly Outreach	Sarnia, Ontario	ph: 519-845-1353 ph: 1-800-265-0203
Marshall Gowland Manor Outreach	Sarnia, Ontario	ph: 519-336-3720 ext. 219 or 204
North Lambton Outreach	Forest, Ontario	ph: 1-800-565-3890 ph: 519-882-1470 ext. 5028
Petrolia Seniors Friendship Club	Petrolia, Ontario	ph: 519-882-4146
Seniors VIP Centre *Bayside Mall	Sarnia, Ontario	ph: 519-332-2814
Strangway Community Centre (50+)	Sarnia, Ontario	ph: 519-332-0656
Super Seniors	Sarnia, Ontario	ph: 519-542-1427

Respiratory/Home Oxygen

ProResp	435 Exmouth St. Sarnia, Ontario	ph: 519-332-3325 ph: 1-800-265-1411
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Transportation

Canadian Cancer Society	Sarnia, Ontario	ph: 519-332-0042
Canadian Red Cross Transportation	Sarnia, Ontario	ph: 519-332-6380
Care-A-Van	Sarnia, Ontario	ph: 519-336-3789
Easter Seal Society (Children)		ph: 1-888-535-5623
Lambton Elderly Outreach		ph: 519-845-1353

Transportation

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Ministry of Transportation		ph: 519-352-6154
Non Emergency Ambulance		ph: 519-258-2155
Royal Canadian Legion (Veterans and Dependents only)		ph: 519-336-2841
Sarnia Transit	Sarnia, Ontario	ph: 519-336-3271
Wallaceburg Specialized Transit	Wallaceburg, Ontario	ph: 519-360-1998 ext. 3981

Victim Services/Support

Sexual Assault Crisis Centre	Sarnia, Ontario	ph: 519-337-3320
Chatham-Kent Women's Centre		24 hr Crisis Line: 1-800-265-0598
The Ontario Network for Prevention of Elder Abuse- Victim Support Line		ph: 1-888-579-2888
Kids Help Phone		ph: 1-800-668-6868
Victim Services	Sarnia, Ontario	ph: 519-344-8861 ext. 5238 ph: 1-888-281-3665 ext. 5238
Support-Link Line		ph: 519-949-2710