

DIRECTORY of SENIOR SERVICES FORT FRANCES & AREA

Created Fall 2015



Funded by:



EMERGENCY TELEPHONE NUMBERS

FIRE	911
POLICE	911
AMBULANCE	911

Police Non-Emergency	1-888-310-1122
Poison Control Centre	1-800-268-9017

HOSPITALS

Emo Health Centre	807 274-3266 ext 4
LaVerendrye Hospital	807 274-3266 ext 2
Rainy River Health Centre	807 274-3266 ext 3
Thunder Bay Regional	1- 807 684-6000

The Directory of Senior Services for Fort Frances and area was produced by the Sister Kennedy Senior Centre through a grant from the Ontario Seniors Secretariat. The Directory is being provided at no cost to seniors in the area and to agencies that deal with seniors. It is our sincere hope that it will be viewed as a helpful tool for seniors who are seeking assistance and services to meet their individual needs.

Information for the Directory was obtained from a number of sources including direct contact with organizations as well as from external sources. Every effort has been made to ensure that information is accurate and current. Prices quoted are those which were in effect at the time of printing (September 2015) and are subject to change.

There is no doubt that we have missed some information and would be very grateful if that was brought to our attention so that it can be included in the event that the Directory is updated or another Directory is published.

Thanks to all of the organizations that cooperated in the production of the Directory, to those individuals who critiqued and made suggestions for its development and to the grant committee for all of their hard work.

Sister Kennedy Centre Board of Directors

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NORTHWEST COMMUNITY CARE ACCESS CENTRE (NWCCAC)

The North West Community Care Access Centre (NWCCAC) is a non-profit organization that provides a single point of access to a wide-range of home and community services to care for people and assist their relatives, friends or caregivers in providing care. It is funded by the Ontario Ministry of Health and Long-Term Care.

SERVICES

The NWCCAC provides the following services:

- Information and referral services
- Home care services
- Telehomecare
- Palliative Care
- Caregiver support and respite services
- Access to adult day programs
- Access to supportive housing for seniors
- Placement in Long-Term Care Homes
- Chronic Disease Self-Management

Many of the NWCCAC services are available to eligible Ontario residents of all ages. Anyone can contact the NWCCAC for more information or to make a referral. This includes all health care professionals, caregivers, friends or family members.

HOW TO OBTAIN SERVICES

Contact the Fort Frances NWCCAC office located at:

110 Victoria Avenue
Fort Frances, Ontario P9A 2B7

Phone: (807) 274-8561

Toll-free: 1-877-661-6621

www.healthcareathome.ca/northwest

The Rainy River NWCCAC coordinates emergency room and hospital patients who are being discharged and require home care services. They are located at:

113-4th Street (inside the Rainy River Hospital)

Box 457

Rainy River, Ontario P9W 1L0

Phone: (807) 852-3955

Toll-free: 1-877-661-6621

The NWCCAC staff will set you up with a Community Care Coordinator who will connect with you in order to:

- Determine your eligibility for services
- Assess your health care and social needs
- Develop a plan for meeting your health care needs
- Authorize, arrange and coordinate the provision of CCAC services
- Connect you with other services in the community that may be available

HOME CARE SERVICES

Home care services can help you manage your own health care while living at home.

The following homecare services can be provided:

- Nursing
- Occupational therapy
- Nutritional counselling
- Physiotherapy
- Social Work
- Speech-language therapy
- Medical supplies or equipment
- Personal support for special needs such as bathing, dressing and eating

TELEHOMECARE

Telehomecare is a program that provides people with heart failure (HF) and chronic obstructive pulmonary disease (COPD) with weekly health coaching and daily monitoring of vital signs in their own homes. A Telehomecare Nurse will partner with your health care provider and other members of your care team, keeping them regularly informed and working with them to care for you.

Telehomecare is supported by the Ontario Telemedicine Network (OTN). This program is designed to help patients achieve the best possible quality of life by learning to manage their condition. Please contact your local NWCCAC for more information

RESPITE CARE

Respite care provides a period of relief for people who are responsible for the ongoing care of an individual. The NWCCAC offers:

- Short-stay respite in which the adult family member is temporarily cared for in a private and fully furnished room at Rainycrest or in a hospital.
- Adult day programs which offer social, recreational and physical activities
- In home respite care

Eligibility for Respite Care

To be eligible for the short stay respite program, an individual must:

- Be 18 years of age or over
- Have a valid Ontario Health Card
- Have health care needs that can be met at Rainycrest Long Term Care Facility
- Have a caregiver that requires temporary relief from his/her caregiving responsibilities
- Be prepared to return home after the respite stay

How to Apply for Respite Care

Please contact your local NWCCAC to apply and obtain information regarding respite room availabilities and costs.

APPLYING FOR LONG-TERM CARE

There are four Long-term Care homes in the Rainy River District. They are:

- Rainycrest Home for the Aged in Fort Frances
- Atikokan General Hospital, Extended Care Unit
- Emo Health Centre, Extended Care Unit
- Rainy River Health Centre, Extended Care Unit

Eligibility for Long-Term Care

Please contact the NWCCAC so that they can:

- Carry out your needs assessment and determine your eligibility
- Coordinate the application process
- Place your name on the waiting list
- Notify you when a place (or 'bed') becomes available
- Facilitate your move to the Long-term Care Home

CHRONIC DISEASE SELF-MANAGEMENT

The North West CCAC offers **Healthy Change**, a **free** six week workshop to help people with chronic diseases such as diabetes, arthritis, stroke, hypertension, lung disease, depression or fibromyalgia **or** their caregivers the tools and knowledge to effectively manage their disease and improve their quality of life. Please contact the NWCCAC for more information.

RIVERSIDE HEALTH CARE

110 Victoria Avenue

Fort Frances, Ontario P9A 2B7

Phone: (807) 274-3266

Fax: (807) 274-2898

E-mail riverside@rhcf.on.ca

Web: www.riversidehealthcare.ca

Riverside Health Care is a fully accredited multi-site, multi-function health care system serving the residents of the Rainy River District.

It operates hospitals in Fort Frances, Emo and Rainy River, Rainycrest Long-Term Care Home and LaVerendrye Non Profit Supportive Housing in Fort Frances.

Each community is also served by:

- **Riverside Community Counselling** which provides addictions, mental health and family violence treatment services
- **Community Support Services** through Rainycrest
- **Valley Diabetes Education Centre** which provides important diabetic education and management programming

RIVERSIDE COMMUNITY COUNSELLING SERVICE

Riverside Community Counselling provides services for people in the community who are 18 years and older who are experiencing problems in living. They work with couples, families, individuals and groups.

Counselling Individuals

- Promotion of recovery goals with mental illness (depression and anxiety)
- Management of crisis situations
- Suicide prevention/intervention
- Life choice and career issues
- Community treatment for concurrent and eating disorders
- Male and female survivors of childhood trauma and abuse

Marital and Individuals

- Family relationships and conflicts
- Communication skills
- Sexual issues
- Separation and divorce
- Prevention programs
- Coping with illness, disabilities and loss

Family Violence

- Spousal, elder abuse and sexual assault

Addictions Counselling and Problem Gambling

- Assessment/referral, treatment, relapse prevention and community development activities

Referral Information

Referrals are accepted from self, family, friends, physicians, health and social service agencies. ***Costs are covered under OHIP***

Offices locations in Fort Frances, Emo and Rainy River as follows:

206 Victoria Avenue

Fort Frances P9A 2B7

807 274-4807 Ext. 1

260 Front Street

Emo P0W 1E0

807 274-4807 Ext 2

113 Fourth Street

Rainy River P0W 1L0

807 274-4807 Ext 3

VALLEY DIABETES EDUCATION CENTRE

206 Victoria Ave
Fort Frances

Phone: (807) 274-4828

Valley Diabetes Education Centre offers diabetes education to the residents of the Rainy River District and serves as a resource to health care professionals in the community.

The centre uses a multi-disciplinary approach, including the expertise of physicians nursing, chiropody, physiotherapy, pharmacy, lab and community counselors.

A Registered Nurse and a Registered Dietitian offer individual assessment and education. The public is invited to drop in to the Fort Frances facility on **Wednesday afternoons** from 1 to 3:30 pm in order to: book appointments, ask questions related to diabetes care and management, check blood glucose monitors, have blood sugar and blood pressure checks.

Outreach is provided to Emo the first Friday of the month, to Rainy River two times a month and to Nestor Falls and Bergland every spring and fall.

Valley Diabetes Education Centre offers an open referral system whereby clients can self-refer or can be referred by a physician or other health care professional.

LA VERENDRYE HOSPITAL

110 Victoria Avenue
Fort Frances, ON P9A 2B7

Phone: (807) 274-3266

- 30 Acute care beds:
 - 3 intensive care
 - 2 Labor and Delivery
 - 25 Medical and Surgical
- Visiting Specialists Clinics: Orthopedic Surgeons, Oncologist, Pediatricians, Nephrologist, Psychiatrist, Dermatologist and Geriatricians
- X-ray, Ultrasound, Mammography, Laboratory and Pharmacy
- CT Scanner
- Renal Dialysis
- 24 hour Emergency Department

- Other Services include:
 - Day Surgery
 - Physiotherapy
 - Occupational Therapy
 - Speech Therapy
 - Chemotherapy
 - Renal Dialysis
 - Clinical Nutrition
 - Stroke Prevention
 - Cardiac Stress Testing
 - Telemedicine
 - Comfort Care Program
 - Breast Education

REHABILITATION SERVICES

The Rehabilitation Department consists of Physiotherapy, Occupational Therapy and Speech-Language Therapy.

The department is located on the ground level of LaVerendrye Hospital in Fort Frances. In Emo the Rehabilitation Department is located in the Emo Health Centre.

Rehabilitation Services work with:

- Victims of stroke and other neurological conditions
- People suffering from arthritis and other rheumatic conditions
- General orthopaedic dysfunction
- Children and adults with developmental delays (speech, cognitive and/or motor)
- Repetitive strain injuries
- Work and sports-related injuries
- Post fractures and post surgeries
- Individuals facing the challenges related to growing older
- Motor vehicle accident victims
- Individuals requiring adaptive devices
- People suffering from chronic or acute ulcers (wounds)
- Respiratory and cardiac problems which may disrupt a typical lifestyle
- Mild cognitive impairment and memory issues

Physician referral required to access this service.

CLINICAL NUTRITION SERVICES

Nutritional counseling is available for all age groups for any disease or condition that requires a special diet for treatment, such as:

- Heart Disease
- Weight Management
- Cancer
- Allergies
- Digestive and Eating Disorders

Nutritional counseling is also available for individuals who would like to improve their eating habits to lead a healthier lifestyle and for disease prevention.

Physician referral required to access this service.

STROKE PREVENTION CLINIC

The purpose of the clinic is to investigate the possible causes of a stroke or TIA (mini stroke) and assist with strategies to prevent an occurrence or reoccurrence of symptoms.

Stroke prevention clinics deal with:

Risk factor management

Blood pressure monitoring

Lipid management

Lifestyle modification

Education

Counselling

The clinic will also provide referrals to other appropriate services such as smoking cessation programs, rehabilitation, and diabetes education and will coordinate any follow-up care required with the Regional Stroke Program in Thunder Bay.

Referrals are through your family physician or nurse practitioner.

If you have not received a call within one week of being referred to the clinic please **phone 807 274-3261 – extension 4542**. The Stroke Prevention Clinic is located on the lower level of LaVerendrye Hospital in Fort Frances

RIVERSIDE BREAST HEALTH PROGRAM

For women of all ages

Phone (807) 274-1900

Located at LaVerendrye Hospital, the Breast Health Program is for women who:

- Want to learn good breast health habits
- Are under 50 and over 74
- Have been diagnosed with a prior breast cancer
- Have acute breast symptoms

Breast Screening in this program includes:

- Breast Education or Breast Awareness Teaching
- A clinical breast exam by a specially trained nurse if required
- A digital mammogram (x-ray of the breast) if needed

Good Breast Health Habits:

- Breast Awareness Teaching
- Mammogram as needed
- Most breast problems can be treated if they are found early
- Most lumps in the breast are not cancer

ONTARIO BREAST SCREENING PROGRAM (OBSP)

OBSP is one of the highest quality breast screening programs in the world. This program offer Breast Screening for women who:

- Are 50 to 74 years of age and live in Ontario
- Have not had breast cancer or breast implants
- Have not had a mammogram within the past year
- Do not have acute breast symptoms

Breast Screening in this program includes:

- High-quality digital mammograms
- A reminder letter when it is time to return for next screening mammogram

Mammography is a type of x-ray that finds changes inside your breast that are too small to feel. It also helps the doctor to check any changes in your breast that you might find during your breast self-examination.

Phone: (807) 274-4808

Hours: Monday – Friday 8 am – 4 pm

Women 50 years and older can self-refer to an OBSP centre or by a physician's order

RIVERSIDE CHEMOTHERAPY/ONCOLOGY PROGRAM

The Chemotherapy/Oncology Department is located on the main floor of LaVerendrye Hospital and is in a quiet, bright and cheery area which has the capability of accommodating 6 patients at any one time.

There is additional support from the Canadian Cancer Society volunteers who volunteer their time to the program by offering emotional support and personal experiences.

Physician/Nurse Practitioner referral required to access this service.

TELEMEDICINE

Riverside Health Care is a member of Ontario Telemedicine Network (OTN), a program that offers access for rural and remote communities to Specialist Services using secure, interactive videoconferencing. This allows patients to see physicians all over the province without having to travel.

When patients have a Telemedicine appointment they and the specialist have the opportunity to view, listen and speak with one another via two-way videoconferencing. With the assistance of electronic devices such as listening to a patient's heart and lungs with a stethoscope or looking at a wound with a camera the specialist can be assisted with patient care. The patient enjoys the same privacy and standard of care they would get if they were in the same room with the specialist.

Once a referral has been made by a physician the Ontario Telemedicine Network makes all the arrangements and communicates them to the patients and specialists. During a clinical appointment using Telemedicine you are welcome to bring family or a friend for support. Please bring your Ontario Health Card with you.

Your local health care provider must make the referral.

CARDIAC STRESS TESTING

Exercise stress testing is a diagnostic tool used to detect the presence of coronary artery disease. A physician administers the treadmill test with the assistance of a registered nurse in an area of the Day Surgery department at LaVerendrye Hospital.

The procedure takes approximately 30 minutes, including a brief physical exam and history taken by the physician. Patients should wear comfortable walking shoes and clothing that is suitable to exercise in. A current list of medications and dosages is also helpful to bring.

Phone: (807) 274-4846

Hours: Monday – Friday 8:30 am – 4:30 pm

Referrals can be Self or Physician/Nurse Practitioner

COMFORT CARE ROOM

Riverside Health Care is dedicated to providing compassionate, comprehensive end of life care to the terminally ill patient and their family. At LaVerendrye Hospital they have created a large, private, beautifully decorated room that creates a home-like atmosphere for patients and their loved ones for end of life care.

COMFORT CARE PROGRAM

The Comfort Care Program focuses on caring for patients who are in the final stages of life. The following criteria and individual circumstances will be reviewed for admission to the Comfort Care Room:

- The diagnosis is established and the family and patient are aware of the diagnosis and prognosis.
- The patient and family agree with a palliative plan of care. This means that a decision has been made by the patient and family to stop any further active treatment aimed at cure of the illness and to focus instead on promoting patient comfort by managing symptoms.
- A “do not resuscitate” (DNR) status has been discussed and agreed upon by the patient and family.

EMERGENCY CARE

LaVerendrye General Hospital has a full service Emergency department offering emergency care 24 hours a day 7 days a week.

The Emo Health Centre's Urgent Care provides emergency care between the hours of 9 am and 5 pm, Monday to Friday

Rainy River Health Centre has a full service Emergency Department offering emergency care 24 hours a day, 7 days a week.

Triage Process

- Triage is the process of determining the priority of patient's treatments based on the severity of their condition. Our sites follow a standardized triage process as defined by the Canadian Association of Emergency Physicians.

EMO HEALTH CENTRE

The Emo Health Centre is located at 170 Front Street, Emo, ON P0W 1E0.

Phone: (807) 274-3261 Ext 5500

- Three Acute Care beds for medical conditions
- Urgent Care Department open from Monday to Friday from 9 am to 5 pm excluding holidays
- X-ray Department open Monday to Friday 9 am to 12:30 pm excluding holidays
- Twelve Long Term Care (LTC beds) 8 private rooms and 2 double rooms
- Visiting hours 11 am – 8 pm.

Cafeteria

Open from 9 am to 4 pm Monday to Friday. The cafeteria is staffed by volunteers. Lunch is served to visitors between the hours of 11 am to 1 pm.

RAINY RIVER HEALTH CENTRE

Located at 115 Fourth Street
Rainy River, ON P0W 1L0

Phone: (807) 274-3261 Ext 6500

- Three acute care beds for medical conditions
- 24 hour emergency dept. with a physician on call 24 hours a day 7 days a week.
- X-ray department open 1:30 to 5 pm, Monday to Friday
- 21 Long Term Care beds - 13 private rooms and 4 double rooms

RAINYCREST LONG TERM CARE

Located at 550 Osborne Street,
Fort Frances ON P9A 2T2.

Phone: (807) 274-3261 Ext. 2500

Rainycrest long term care home provides a home-like environment in which residents and their families work closely together with the staff. Comfort, care, privacy, choice, the pursuit of personal interest, social interaction and participation in the outside community are all factors contributing to the quality and varied lifestyles of the residents. Residents receive quality care and services from a full range of trained professionals.

Rainycrest offers many special features, including:

- A unit specially designed for residents with cognitive challenges, Alzheimer's Disease and other related dementias
- Areas that allow family and friends to share meals with their loved ones
- Space for families to hold special events like birthday/anniversary parties and reunions
- A bright and spacious area for exercising and therapy services
- Fully equipped hair salon
- Auxiliary Tuck Shop
- Advanced foot care services
- Large activation centre
- A multi-denominational chapel
- Enclosed courtyards for safe enjoyment of the outdoors
- Two respite Short Stay rooms

The North West Community Care Access Centre coordinates admissions to Rainycrest and the Short Stay respite beds.

RESPIRE CARE SERVICES

What is respite care? Caregiving is a demanding, difficult job and no one is equipped to do it along. Getting help and support is essential to the health and wellbeing of the caregiver. Respite care provides a short term break that relieves stress, helps restore energy and promotes balance in the life of the caregiver.

Respite stays at Rainycrest may range from a few days, up to 60 days at one time with a maximum of 90 days per year. There is a minimal daily charge set by the Ministry of Health and Long Term Care.

There are two respite beds available at Rainycrest. Each room is private and fully furnished including cable T.V.

For more information and to apply contact the NWCCAC at (807) 274-8561

COMMUNITY SUPPORT SERVICES

Community Support Services are offered through Riverside Health Care to seniors in the Rainy River District.

The office for Community Support Services is located in unit #210, Green Manor, 901 Shevlin Avenue, Fort Frances. It offers a wide range of community outreach services.

The programs are available to seniors throughout the district who are age 60 and older. Referral from a physician is not required to access these services. The aims of the programs are to assist seniors to remain independent and comfortable in their own homes and communities for as long as possible.

PROGRAMS AVAILABLE THROUGH COMMUNITY SUPPORT SERVICES:

Home Support

Personal support workers provide assistance with general cleaning, laundry, meal preparation, shopping, banking, vacuuming, cleaning ovens, stoves and cupboards

Cost: \$15 per hour

Cancellation Policy applies

Respite Care

Personal support workers stay with your loved one when you leave home.

Cost: \$15 per hour

Cancellation Policy applies

Bath Care Program

This service is offered to seniors who require assistance with bathing. It can take place in your home or at a Riverside Facility near you. Transportation to and from can be arranged. Whirlpool tub with automatic chair lift is available.

Cost: \$15 per bath Cancellation Policy applies

Cancellation Policy 24 hour notice is required when cancelling a service or Appointment or a user fee of 1 hour will be charged.

Adult Day Service (Club Day Away)

This is a supportive service which provides supervised activities in a group setting and also provides respite and support for care givers.

The group is designed to service individuals with Alzheimer's and other progressive cognitive disorders or dementias of aging. It is located in the activation room at Rainycrest and is held every Tuesday from 9 a.m. to 3 p.m. Lunch and snack provided.

Cost: \$6 per day

Lifeline (Personal Response Service)

This service gives clients the confidence to continue to independently live in their own home by ensuring that help is only a button push away. To call for help you simply press the Personal Help Button you wear as a pendant or on a wristband. The Personal Help Button activates a small in-home communicator that automatically dials the Lifeline Response Centre.

Cost: \$42.50 per month plus \$89.95 installation fee

Transportation for Medical Appointments

The LHIN'S Medical Van is available by appointment in Fort Frances on Monday, Thursday and Friday and in Rainy River on Wednesday to take you to medical appointments. It operates from Fort Frances to Rainy River.

Cost: \$2 per trip (\$4 round trip) in Fort Frances

Rainy River to Fort Frances \$10.00 each way

Rainy River to Emo \$5.00 each way

Emo to Fort Frances \$5.00 each way

To book any of the Home Support Program services phone 807 274-2244

ASSISTED LIVING – FORT FRANCES

The Assisted Living Program is available at Rose Manor and Green Manor. It provides clients with the flexible delivery of daily supports:

- Personal care
- Grooming
- Dressing and bathing
- Medication reminders
- Monitoring,
- Light meal preparation
- Light housekeeping
- “How are you” daily checks
- Assistance in arranging appointment and other necessary services

Services are available seven days per week with staff available from 8 am to 10 pm. Life Line Systems are installed in the client’s home upon enrollment in the program. Calls after 10 pm are monitored by the Life Line System.

The fee is based on the individuals needs and will range from \$120 to \$150 per month and includes the subscription and installation of the Lifeline System

The Assisted Living Program in Fort Frances is administered by Riverside’s Community Support Services but eligibility for the program is determined through an assessment from NWCCAC. Phone (807) 274-8561.

NORTHWESTERN INDEPENDENT LIVING SERVICES INC (N.I.L.S.)

1300 Fifth Street
Fort Frances

Phone: (807) 274-5230

The Northwestern Independent Living Services INC is a non-profit organization which provides attendant care to persons with physical disabilities living in their own homes. Service is offered throughout the District.

Support Services

- Personal Hygiene
- Dressing/undressing
- Transferring
- Meal Preparation
- Exercises
- Laundry
- Housekeeping
- Banking/Shopping

Hours of Operation:

The program operates 7 days a week (including holidays) 24 hours a day.

Assistance can be provided for 15 minutes a day up to a maximum of 6 hours per day.

Visits can be from one visit per day or week up to 5 or 6 visits per day, 7 days per week.

Eligibility

Individuals with varying degrees of disabilities over the age of 16 years who are seeking independent living.

Admission

Once an application form has been completed an interview will be arranged with the program coordinator. The number of spaces available and funding are limited and there is usually a long wait list.

ASSISTED LIVING – RAINY RIVER

Assisted Living service is available at no cost through Northern Independent Living Service (NILS) at Riverview Manor in Rainy River.

Services include:

- Bathing
- House cleaning
- Meal preparation
- Laundry
- Medical reminder
- Medical check
- Check in
- Communal meals every other Saturday at lunch
- Monthly supper
- Activity days on Monday
- Clients are encouraged to purchase Life Line.

Service is available from 7:30 to 3:30 and 5 to 9 Monday to Friday and 7:30 to 2:30 and 4 to 9 on Saturday and Sunday

Eligibility

Eligibility is determined through an assessment from NILS. Clients must be a minimum of 60 years of age.

PARAMED HOME HEALTH CARE

ParaMed is an independent agency which offers a wide range of customized health care services.

Home Support

- Personal Care
- Homemaking
- Companion aide
- Palliative Care
- Dementia Care
- Acquired Brain Injury

Respite

- Respite Care

Nursing

- Wound Care
- Intravenous Care
- Palliative Care
- Acute care post hospitalization
- Chronic Disease management
- Mental Health
- Foot care

Funding

- Private Funding – You may purchase services on your own directly from ParaMed.
- Government Funding: You may qualify for funding for some or all of your home care needs. Contact Community Care Access Centre for information.
- Third Party Coverage: You may qualify for coverage through private insurance or an extended employee health benefits program.

ParaMed is located at 505 McIrvine Road, Fort Frances.

Phone: (807) 274-3151

FAMILY HEALTH TEAM

The Family Health Team is located in the Fort Frances Clinic. It consists of two Nurse Practitioners, a Registered Nurse, Chronic Disease Co-ordinator, Case Manager and R.P.Ns

SERVICES

Primary Health Care Two Nurse Practitioners deliver primary health care. They can do much of what a doctor can do, such as diagnose illness and prescribe medications.

Wound Care: Care of wound related issues that require professional attention.
Physician referral not required.

Diabetic Foot Care: This service is available to diabetics as well as elderly patients who cannot perform their own foot care. **Physician referral not required**

Asthma – COPD: Instruction on how to use inhalers and manage COPD and asthma.
Physician referral not required

Spirometry (Breathing) Testing: Lung function testing. **Physician referral required**

Blood Pressure Monitoring: **Physician referral not required**

B12 Injection Clinic: Assistance with injections is provided. **Physician referral required**

Diagnostic Tests: Electrocardiograms and LOOP (Heart) Monitoring. **Physician referral required**

Anticoagulation Management: **Physician referral required**

Diabetes Management: **Physician referral not required**

Hours are Monday to Friday from 8 a.m. to 4:30 p.m. closed from 12 – 1 and on holidays
Phone 807 274-7741 – extension 1

PHYSICIANS

NELSON MEDICINE PROFESSIONAL CORPORATION

301 Victoria Avenue

Fort Frances

Phone: (807) 274 -7741 for appointments

Business office: (807) 274-3287

Six full time physicians, two surgeons.

C.W. MOORHOUSE FAMILY PRACTICE

240 First Street East

Fort Frances

Phone: (807) 274-2479 for appointments

RAINY RIVER CLINIC

113 Fourth Street

Rainy River

Phone: (807) 852-3222 for appointments

Two physicians, one locum

One Nurse Practitioner

Office Hours: 8 a.m. – 4:30 Monday to Friday

- Primary health care
- Spirometry (Breathing) Testing
- Blood Pressure Monitoring
- B12 Injection Clinic
- Diagnostic Tests: Electrocardiograms and LOOP (Heart) Monitoring. **Physician referral required**
- Anticoagulation Management: **Physician referral required**
- Diabetes Management
- Telehealth available at the Clinic

EMO CLINIC

260 Front Street

Emo

Phone: (807) 482-2323 for appointments

Two full time physicians, one part-time physician.

Office Hours: 8:30 – 5 Monday to Friday

CHIROPRACTIC SERVICES

COOPER-ALLEN CHIROPRACTIC

#4 – 130 Second Street E.

Fort Frances, ON

Phone (807) 274-3969

FORT FRANCES CHIROPRACTIC CENTRE

540 B King's Highway

Fort Frances, ON

Phone: (807) 274-2545

HEARING SERVICES

FORT FRANCES ENHANCED HEARING CENTRE

#5 – 130 Second Street E.

Fort Frances, ON

Phone: (807) 274-4533

OPTOMETRISTS

DR. TOM COUSINEAU

808 Scott Street

Fort Frances, ON

Phone: (807) 274-8551

LIDKEA OPTOMETRY

221 Scott Street

Fort Frances, ON

Phone: (807) 274-6655

DR. LORELEI LOCKER

314 Scott Street

Fort Frances, On

Phone: (807) 274-0510

REGISTERED MASSAGE THERAPY

BACK IN MOTION

261 Scott Street (suite B) Back alley entrance

Fort Frances

Phone: (807) 274-5031

PHYSIOTHERAPISTS

Wright Physiotherapy

432 Scott Street
Fort Frances, ON

Phone: (807) 274-4222

REFLEXOLOGY

Aya's Reflexology & Japanese Body Massage

432 Scott Street
Fort Frances, ON

Phone: (807) 274-4222

DENTISTS

FORT FRANCES

Doctors Wu and Kennedy

1201 Colonization road West
Fort Frances, ON

Phone (807) 274-5365

Rainy Lake Family Dental

241 B Second Street E.
Fort Frances, ON

Phone: (807) 274-7131

Fort Frances Dental Centre

310 Church Street
Fort Frances, ON

Phone: (807) 274-9001

EMO

Emo Dental clinic

260 Front Street
Emo, ON

Phone (807) 482-3070

RAINY RIVER

Dr. Michael Christensen

115 Fourth Street
Rainy River, ON

Phone: (807) 852-4678

DENTURISTS

Curtis Denture Clinic

241 A Second Street E.
Fort Frances, ON

Phone: (807) 274-6519

DENTAL HYGIENISTS

LifetimeSmiles

715 Nelson Street
Fort Frances

Phone: (807) 276-2887

Dental Hygiene Services offered:

- Oral assessment of teeth, gum and tissues
- Tartar and stain removal
- Periodontal scaling
- Cavity, gum and oral disease prevention
- Denture care
- Temporary fillings
- Teeth whitening
- Mouth guards
- Nutritional counseling

Services are also available in Rainy River.

FOOT CARE

ALTON'S HEALTH AND FOOTCARE SERVICES

- Advanced Foot care
- Diabetic Foot care
- Reduction of nails, calluses & corns
- Home Visits

Phone: (807) 274-3105

E-mail: altonshealth@bell.net

MELANIE'S FOOTCARE

- Level I and II Foot care
- Diabetic
- Reflexology
- Clinics held in Rainy River, Bergland, Morson, Emo, Stratton, Fort Frances
- Veteran's Affairs Provider
- Foot care provider through contract with Metis Nation of Ontario

Phone: (807) 852-3308

Cell: (807) 275-8514

Fax: (807) 852-1227

SHARON'S FOOTCARE

Basic Foot care

Diabetic Foot care

Advanced I and II Foot care

Phone: (807) 482-1717

CHRISTINA HAHKALA

Basic Foot care

Diabetic Foot care

Advanced I Foot care

Phone: (807) 274-4733

TELEHEALTH ONTARIO

This is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week.

Call 1-866-797-0000

TTY: 1-866-797-0007

Telehealth Ontario is only offered over the phone.

The nurse will help you decide whether to:

- Handle the problem yourself
- Visit the doctor or nurse practitioner
- Go to a clinic
- Contact a community service
- Go to a hospital emergency room

Anyone can call Telehealth Ontario to ask a health-related question. The service is confidential, provided in both English and French with translation support for some other languages and is free to all users.

You can contact Telehealth Ontario when you have health-related questions or concerns about:

- Illness or injury that may need medical care
- Illnesses that don't go away or keep coming back
- Food and healthy living
- Depression, suicide or other mental health concerns
- Medications and drug interactions

COMMUNITY PARAMEDICINE

Community Paramedicine is a program that has been developed to implement strategies that will use on-duty Paramedics in order to decrease

- Emergency Room visits
- Re-admission rates
- Admissions to long-term health care facilities
- Improve access of the right care to the right place.

This program will use on-duty Paramedics while in-between calls for service and will promote and sustain the health and wellness of residents throughout the Rainy River District. The services will be completed without compromising the core business of providing emergency response.

Community Referral by Emergency Medical Services: Paramedics will assess your needs in your home and then refer any concerns to a community agency so that you can get the right care from the right place. They will assess for:

- Falls Prevention
- Medication Reconciliation/Compliance
- Safety Hazards in the home
- Basic Activities of Daily Living
- Alcohol and or substance abuse or misuse
- Mental Health Issues
- Palliative Care
- Caregiver Support
- Food preparation and proper nutrition
- Age associated cognitive decline
- Abuse
- Discharge follow up
- Home Safety Visits

Phone (807) 274-6952 Extension 7

The Community Paramedicine Program will return your call within 24 hours Monday to Friday.

ONTARIO DRUG BENEFIT PROGRAM (ODB)

If you are age 65, live in Ontario and have a valid Ontario health card, you qualify for the Ontario Drug Benefit (ODB) program. You will be notified by mail about two months before you turn 65, if the Ministry of Health and Long-Term Care has your correct address. You do not need to apply to join. Your ODB benefits will start on the first day of the month that follows your 65th birthday.

To claim benefits take your prescription and health card to your pharmacy and tell your pharmacist that you are now eligible for the ODB program.

Every benefit year starts on August 1st. Most seniors will pay the first \$100 of their prescription drug costs at their drug store. Once this deductible is paid most seniors will then be asked to pay up to \$6.11 for each approved prescription filled.

Lower income seniors can apply to have their deductible waived and only have to pay up to \$2.00 each time they fill a prescription for an approved prescription product. This is called the “Seniors Co-Payment Program”. You have to apply to qualify for the lower ODB fees.

To get an application kit

- Ask at your local pharmacy
- Call 1-888-405-0405 or
- Download the Co-Payment Application for Seniors and Guidebook.

TRILLIUM DRUG PROGRAM (TDP)

The TDP helps people who have high prescription drug costs relative to their household income. It covers all drugs approved under the Ontario Drug Benefit program.

Who can apply?

You may qualify for the Trillium Drug Program if:

- You have a valid Ontario health card
- You live in Ontario **AND**
- You are **not** covered under ODB as:
 - ✓ A senior over 65 years of age
 - ✓ Someone who receives financial help through Ontario Works or The Ontario Disability Support Program
 - ✓ A resident of a long term care home or home for special care
 - ✓ Someone who receives home care services

OR

You don't have private health insurance or your private insurance does not cover 100% of your prescription drug costs.

To get an application kit:

- Ask at your local pharmacy, OR
- Call 1-800-575-5386 OR
- Download the Application for Ontario Drug Benefits and A Guide to Your Application (Ontario Drug Benefit)

NORTHWESTERN HEALTH UNIT

The Northwestern Health Unit delivers public health services throughout the Rainy River District. Information of specific use for seniors includes the following:

- Animal bites, mosquitos and ticks
- Flu and travel vaccinations
- Environmental health hazards such as mould and asbestos
- Food safety
- Healthy eating and active living
- Low risk drinking
- Needle exchange and how to prevent an overdose
- Oral health and free dental services
- Preventing chronic and infectious diseases
- Preventing injuries
- Quitting smoking
- Sexual health
- Smoke-free spaces
- Testing and safety of drinking water

The NWHU works with other groups and agencies such as Gizhiwidizwin Health Access, Valley Diabetes, EAGER B's and the Fort Frances Memorial Sports Complex to provide programs to promote fitness and health lifestyles for seniors.

Offices are located in:

Fort Frances

396 Scott Street

Phone:(807) 274-9827

Emo

76 Front Street

Phone (807) 482-2211

Rainy River

210 Atwood

Phone: (807) 852-3268

The Northwestern Health Unit website is: www.nwhu.on.

CANADIAN MENTAL HEALTH ASSOCIATION

District Mental Health Services for Older Adults Program

612 Portage Avenue

Fort Frances, ON

Phone: (807) 274-2347

The program offers specialized community based geriatric services in the Rainy River District.

Who is Eligible:

Seniors who are 60 years of age and older with a dementia or other serious mental illness, such as:

- Clinical Depression
- Mood Disorder
- Anxiety Disorder
- Schizophrenia
- Vascular Dementia
- Alzheimer's Disease or Related Dementia

The Program Provides:

- Assessment and Cognitive Screening
- Counselling or Therapy
- Cognitive-Behavioural Interventions
- Care and Treatment Planning
- Referral and Advocacy
- Monitoring
- Education and Support to Caregivers
- Community Outreach and Presentations
- Geriatric Psychiatry

A geriatric psychiatrist is available via tele-health. The program also has access to a number of other specialists in the field of geriatric care to assist in meeting the needs of the older adult population.

Referrals are accepted by any source including family, physicians, service providers and self-referrals.

ALZHEIMER SOCIETY

The Society provides support, educational programs and information to people with the disease, as well as to their families, community organizations and to health professionals.

- **First Link** is a referral program in partnership with health care professionals and families to ensure that individuals and caregivers dealing with dementia receive support, education and access to community resources. It includes outreach, support and education.
- **Individual & Family Support** provides support for individuals and families through in-person visits at your home, at the Alzheimer office or by telephone.
- **Learning Series** provides participants with information on the different stages of Alzheimer's disease as well as coping strategies, resources and support.
- **Support Groups** provide an opportunity for caregivers to gain and share information, find support and benefit from others sharing their experiences.
- **MedicAlert Safely Home** The MedicAlert ID helps emergency responders to treat people quickly and effectively who cannot speak for themselves. This service helps people living with dementia who go missing.
- **Resource Library** Includes books, DVD's and resource material.

You do not need to be referred by a physician or health professional to access the services of the Alzheimer Society.

Phone (807) 468-1516 or toll free 1 – 800-682-0245.

E-mail: infor@alzheimerkrr.com. The website is www.alzheimer.ca/krr

ELDER ABUSE

Elder abuse is any action or non-action by a friend, family member, neighbour or paid caregiver that harms an older person or jeopardizes the person's health and welfare.

Types of Abuse

- Physical Abuse – Pushing, slapping, kicking, hitting, over-medicating or the threat of physical force
- Emotional Abuse – Name calling, bullying, social isolation or treating the older adult “like a child”
- Financial Abuse – withholding or stealing money, improper use of the older adult's money, selling of possessions
- Sexual Abuse – Unwanted forms of sexual contact, inappropriate comments
- Spiritual Abuse – Restriction or loss of spiritual practices, customs or traditions
- Neglect – Denial of necessary care including nutrition, shelter, clothing or medical needs.

Signs of Elder Abuse may not be recognized because they may be mistaken as signs of other medical conditions.

Possible Indicators of Abuse

- **Signs of Physical Abuse** – Unexplained physical injuries, cuts, bruises, burns or bites
- **Signs of Emotional Abuse** – Depression, fear, anxiety, withdrawn
- **Signs of Financial Abuse** – Unusual bank withdrawals, failure to meet financial obligations, personal belongings missing, sudden change in will
- **Signs of Neglect** – Lack of food, clothing or other necessities, change in hygiene, change in or poor nutrition, untreated bed sores

If you are a victim or suspect Elder Abuse contact:

- Local Police at 1-888-310-1122 or 911
- Crime Stoppers at 1-800-222-8477
- Seniors Safety Line – 1-866-299-1011
- Crisis Response Services – 1-866-888-8988
- Ontario Network for the Prevention of Elder Abuse – 1-416-916-672

VICTIM SERVICES

Rainy River District Victim Services Program

334 Scott Street
Fort Frances, ON

Phone: (807) 274-5687

Toll Free 1-866-484-5687

E-mail: admin@rrdvsp.ca

Website: www.rrdvsp.ca

Victim Services partners with Emergency Services by providing immediate support to victims of crime and other tragic circumstances twenty-four hours a day, seven days a week.

- Emotional support
- Practical assistance
- Referral Assistance

Victim Quick Response Program

- Provides immediate financial assistance that cannot be obtained through other sources to victims of the most serious violent crimes

BRAIN INJURY SERVICES OF NORTHERN ONTARIO (BISNO)

Fort Frances Office

Phone: (807) 276-5323

335 Scott

Hours: Monday to Friday 8:30 – 4:30

www.bisno.org

BISNO assists individuals living with the effects of brain injury. Services and programs include:

- Helps individuals to participate in meaningful life roles at, or as close as possible to the level they did prior to their acquired brain injury.
- Provides flexible services to meet the diverse needs of individuals who require rehabilitation and support services.
- Provides referrals to the residential services available in Thunder Bay.

Referrals by family, health professional, physician, lawyer or self-referral. Intake process includes completed and signed “Application for Service” form which can be found on the website.

Eligibility: adults 18 years and older living with the effects of an acquired brain injury.

RAINY RIVER DISTRICT SOCIAL SERVICES ADMINISTRATION BOARD

Rainy River District Social Services Administration Board (RRDSSAB) provides Social Housing for families as well as seniors within the Rainy River District.

The RRDSSAB office is located at 450 Scott Street, Fort Frances.

Phone: (807) 274-5349 Toll free (800) 265-5349

Fax: (807) 274-0678

Senior housing is located as follows:

FORT FRANCES

Green Manor
901 Shevlin Avenue

39 One Bedroom Apartments
Assisted Living available
Rent geared to income

Rose Manor
923 Sixth Street East

35 One Bedroom Apartments
Assisted Living available
Rent geared to income

Elizabeth Manor
1301 Elizabeth Street East

29 One Bedroom Apartments
Rent geared to income

Rent Supplement Units:

Aspen House
1220 Strachan Place

4 Bachelor Apartments
5 One Bedroom Apartments
2 Two Bedroom Apartments
Rent geared to income

EMO

Queen Street Manor
33 Queen Street

20 One Bedroom Apartments
Rent geared to income

RAINY RIVER

Riverview Manor
110 Fourth Street

15 One Bedroom Apartments
Assisted Living available
Rent geared to income

RAINY RIVER

Heritage House
102 First Street

41 One Bedroom Apartments
Rent geared to income

Application forms for Social Housing can be found at

- www.rrdssab.on.ca
- the RRDSSAB office at 450 Scott Street, Fort Frances
- Phone the RRDSSAB office (807) 274-5349 to have one mailed to you

Rent-Geared-to-income subsidy and handicapped accessible units are available to qualified individuals

NON-PROFIT SENIOR HOUSING**FORT FRANCES**

Columbus Place
425 Nelson Street
807 274-2646

18 One Bedroom Apartments
12 Two Bedroom Apartments
Rent geared to income & Market Rent units

Flinder's Place
951 Colonization Road West
807 274-5349

29 One Bedroom Apartments
11 Two Bedroom Apartments
Rent geared to income & Market
Rent units

EMO

Golden Age Manor
132 Front Street

24 One Bedroom Apartments
6 Two Bedroom Apartments
Rent Geared to income & Market
Rent units

STRATTON

Morley Meadows Manor
Hwy 617, Duffill Street
Phone: 807 483-5404

9 One Bedroom Apartments
1 Two bedroom Apartment
Rent geared to income & Market
Rent units

COUCHICHING SENIORS COMPLEX

103 Bruyere Avenue,
Couchiching Reserve.

12 units – some with 2 bedrooms

A geared to income seniors' residence for Couchiching Band members only.

Application forms are available at:

- the Administration office on Couchiching, phone (807) 274-3228
- the Couchiching website: www.couchichingfirstnation.com

EMERGENCY LIFELINE SUPPORT

Leisure Audio/Ken Rogoza

Phone: 807 274-0009

- An installed emergency necklace pendant or watch which works by pressing a button
- Automatically contacts 3 to 6 family members/friends
- One time cost starting at \$300 plus HST
- No monthly fee
- Free installation
- Free live support and free demonstration

FORT FRANCES TRIBAL AREA HEALTH SERVICES

Provides services for Fort Frances and Rainy River District First Nation Communities.

The Nursing Unit and Administration Office are located at

1460 Idylwid Drive

Fort Frances

Phone: (807) 274-2042

Programs Offered:

- Home and Community Care Program
- Diabetes Foot Care Education and Awareness Program
- Behavioural Health

HOME AND COMMUNITY CARE PROGRAM

This program enables people with disabilities, chronic or acute illnesses and the elderly to receive the care they need in their home community.

A formal assessment determines the need for these services before being accepted to the program. Eligible clients are First Nations who live on a First Nation Reserve or First Nations Community North of 60.

Services Provided:

- **Case Management and Coordination**

Client assessment, Development, Advocacy

- **Home and Community Nursing**

Wound care, Injections, Blood work, IV therapy

- **Personal Care**

Bathing, Mobility, Dressing, Eating, Toileting

- **Information Referral and Advocacy**

- **Supportive Aids and Equipment**

Assistive devices loaned for short-term use

- **Referrals for Respite Care**

- **Establish links with other health Care Professionals**

Riverside Health Care, Non-Insured Health Benefits, Ministry of Health and Long Term Care

- **Family and Caregiver Support**

FORT FRANCES TRIBAL AREA HEALTH SERVICES Continued

Home and Community Nursing Services:

Services are provided to First Nations and Inuit people

- who live in an Inuit Settlement or First Nations Reserve **and**
- who have undergone a formal assessment and have been assessed to require one or more of the essential services.

Nursing Services

- Health Promotion and Teaching
- Vital Sign Monitoring
- Advanced Wound Care
- Injections
- Blood Work
- IV Therapy
- Catheter Management
- Anticoagulation Management
- Home Making Assessments
- Bath and Personal Care
- PICC/Central Line/Port a Cath Care
- Medical Supplies and Equipment as ordered
- Advocacy

Clients must be referred by a physician to receive Nursing services.

Services are provided to the following communities in the Rainy River District:

Lac La Croix, Nigigoonsiminikaaning, Seine River, Rainy River, Naicatchewenin, Mitaanjigamiing, Big Grassy, Big Island, Onigaming, Couchiching.

DIABETES FOOT CARE EDUCATION AND AWARENESS PROGRAM

The Diabetes Education and Awareness and Foot Care Program services the First Nations Communities within the Fort Frances Tribal Area.

The goal of the program is to promote the importance of a healthy lifestyle and safe and effective Foot Care with a preventative approach.

FORT FRANCES TRIBAL AREA HEALTH SERVICES Continued

Diabetes Foot Care Education Services provided:

- Diabetic Education
- Preventions/Awareness
- Chiropody
- Foot Assessment
 - Advanced Nursing Foot Care
- Insulin Starts
- Nutritional and Healthy Lifestyle promotion

Clients can be seen in the Community Medical Building, Home Visit or at the Nursing Unit. Referrals are welcome from self, family members and Health Care Providers.

BEHAVIOURAL HEALTH SERVICES

Behavioural Health Services Unit

601 King's Highway
Fort Frances

Phone (807) 274-2042

The **Treatment Program** provides a continuum of care services surrounding addictions and mental health.

Services Provided:

- Pre-treatment Support
- Out-patient Treatment Program
- Aftercare Programming
- Addictions Aftercare/Relapse Prevention
- Wrap around services with First Nation Service providers

The **Counselling Team** provides adult mental health counselling for individuals, couples and families.

Services Provided:

- Crisis Management/Counselling
- Anger management
- Elder Support
- Community Support Services
- Grief Recovery Program
- Individual Grief Counselling
- Community Based Workshops

Referrals are welcomed from service providers, family or by self.

HEALTH CANADA FIRST NATIONS AND INUIT HEALTH

1460 Idylwild Drive
Fort Frances

Phone: 807 274-7771
Fax: 807 274-4285

Non-Insured Health Benefits

First Nations and Inuit Health, Ontario Region is the funding agency of last resort.

Benefits include:

- Dental and para-dental services
- Prescription drugs, medical supplies and equipment
- Optometric services and appliances
- Prosthetic and/or orthotic appliances
- Medical transportation including access to services
- Services of approved non-medical practitioners

Community Health Services

- Communicable Disease Control: Immunization Clinics, Contact Tracing, TB Program
- Environmental Health
- Community Health Programs: Prevention/Promotion Programs – Adult, Elder, School and Pre-school

GIZHEWAADIZIWIN HEALTH ACCESS CENTRE

1460 Idylwild Drive
Fort Frances

Phone:(807) 274-3131

The Gizhewaadiziwin Health Access Centre provides services to Aboriginal and Metis people, both on and off reserve, within the Rainy River District. A full range of primary health care services is offered at the clinic and through community outreach programs.

Primary Health Care includes routine medical care for prevention, maintenance, diagnosis, treatment, chronic disease management, immunizations and referrals to other service providers including specialists.

SERVICES OFFERED

Dietitian/Nutrition Services

- Education and counselling aimed at promoting healthy lifestyle and disease prevention
- One on one counselling and group sessions

Translation Program

The Ojibway translator provides language support and translation to facilitate communication through various ways including medical appointments, traditional ceremonies and palliative and long-term care support.

Traditional Healing Coordinator

The traditional healing coordinator connects individuals with traditional healers, elders and traditional methods of healing.

Mental Health Program

Counselling services are available to an individual, family or group basis and can be delivered on site, in the community or through home visits.

Primary Care Asthma Program

Provides information on asthma and COPD, the effects of a chronic disease on the lungs, types of medication, inhaler and aero chamber use. Spirometry, the diagnostic tool for asthma is done at no cost to the patient. A referral is not required to set up an appointment.

Health Education Program

Strives to encourage healthy lifestyle choices for people of all ages. Focus is on chronic disease prevention and management, healthy eating, exercise, smoking cessation and other related issues.

Diabetes Education Program

Works to achieve disease prevention and management. Services offered include medication review and administration demonstration, review of lab results and glucometer teaching, exercise and healthy eating as well as sick day management.

Foot Care Program

Foot care services in the office, at home or in any of the first nations communities in the Rainy River district. Services provided include skin and nail care, lower limb assessments and referral to chiroprodists.

Clients can self-refer for any of the services by calling (807) 274-3131

UNITED NATIVE FRIENDSHIP CENTRE

The United Native Friendship Centre is dedicated to enhancing the lives of native and non-native people in Fort Frances and the surrounding area. Its primary responsibility is to serve Aboriginal people with special services in the fields of social, educational and cultural development while at the same time building a bridge between native and non-native people.

LIFE LONG CARE PROGRAM

This program assists in the provision of long term care for Aboriginal Seniors/Elders and those with special needs in a way that is culturally appropriate and holistic, meeting physical, mental, spiritual and emotional needs.

Friendly Visiting: In-home visits to clients are made on a weekly basis, more frequently if necessary. Referrals can be from agencies, friends, family or self.

Transportation: Provided on a needs basis with priority given for medical appointments. Transportation in the United Friendship Centre van is provided at no cost to clients.

Congregate Dining: Senior women gather on Tuesdays at the Circle of Life Centre at 616 Mowat Avenue for lunch and crafts. Transportation is provided.

Support Services: Staff will advocate on your behalf with physicians, other service providers, government, etc.

Rainycrest Visits: Visits are made to Rainycrest residents every Wednesday at 10 a.m.

The above services are available to clients of the Life Long Care Services. To become a client contact the Life Long Centre program at 616 Mowat Avenue in Fort Frances.

Telephone 807 274-8541 or email: unfelle@jam21.net

METIS NATION OF ONTARIO

COMMUNITY SUPPORT SERVICES PROGRAM

This program provides a range of services to individuals and families who are experiencing challenges in managing chronic disease, who have a terminal illness and/or barriers to accessing health care.

It supports the elderly who are frail and /or facing social and other types of isolation. Staff and volunteers deliver these services:

- Safety checks
- Coordination of medical transportation
- Accompaniment to medical appointments
- Referrals and advocacy
- Caregiver supports
- Health promotion resources

COMMUNITY WELLNESS PROGRAM

The MNO works closely with individuals and families to reduce the risk and incidence of family violence. Program clients receive one-on-one support from the coordinators who help them identify and plan to overcome their wellness challenges. Culturally appropriate, client-centered services include:

Crisis intervention

Peer counselling

Wellness planning

Referrals and advocacy

Help completing relevant forms and applications

Supportive accompaniment to consultations

Phone: (807) 274-1386. The Metis Nation of Ontario office is located at 426 Victoria Avenue, Fort Frances

PHARMACIES

Most pharmacies provide the following services:

- Supply drugs in blister packs (for one month at a time)
- Medication reviews
- Arrange prescription renewals with doctors
- Flu shots
- Waive the \$2.00 co-pay fee on ODB prescriptions (if government co-pay is covered, medication is free, if it is \$6.11 they charge \$4.11)
- Automated refills- order online
- Refill reminders
- Help to quit smoking
- Out-of-country travel advice & recommendations: immunizations, updated records, vaccines if needed, preventative treatments to bring along

FORT FRANCES PHARMACIES

SHOPPER'S DRUG MART

375 Scott Street

Phone: (807) 274-5351

- Hours: Monday to Friday 9am to 6 pm. Saturday 9 am to 5:30 pm
- Home delivery of medications
- Seniors' Day – 20% off every Thursday (prescriptions not included)

FORT FRANCES CLINIC DISPENSARY

301 Victoria Avenue

Phone: (807) 274-6204

- Hours: 8:30 – 5 Monday to Friday
- Home delivery of medications

PHARMASAVE

140 Scott Street

Phone: (807) 274-5383

- Hours: 9 am – 6 pm Mon. – Fri., 10 am – 5 pm Saturday, 12 pm – 5 pm Sunday
- Home delivery of medications
- 10 % off for seniors (prescriptions not included)

SAFEWAY PHARMACY

417 Scott Street

Phone: (807) 274-0363

- Hours: Monday- Friday 9 - 5

WALMART PHARMACY

King's Highway

Phone: (807) 274-4143

- Hours: Monday – Friday 9 am - 5 pm, Saturday 9 am – 5 pm, Sunday 11 am – 5 pm

RAINY LAKE FIRST NATIONS PHARMACY

1460 Idylwild Drive

Phone (807) 274-3319

- Hours: Monday - Thursday 9 am – 5 pm, Friday 9 am – 4:30 pm
- Service not just for Couchiching residents – doesn't matter where you live.
- Everyone is welcome – do not have to be of First Nations or Metis descent
- You do not have to see a doctor at the Access Centre. You can see a doctor anywhere you want.
- Delivery to patients who cannot come in.

EMO PHARMACIES

EMO DRUGS

Front Street

Phone: (807) 482-2430

- Hours: Monday to Friday 9 – 5, Saturday 9 – 12
- Home delivery to seniors

RAINY RIVER PHARMACIES

RAINY RIVER DRUGS

212 Fourth Street

Phone: (807) 852-3264

- Hours: Monday to Friday 8:30 – 5, Saturday 9 – 1p.m. front store only
- Home delivery of medications
- Clinic days with NWHU: Diabetes and High blood pressure
- Home health care items: ostomy, crutches, etc.
- Seniors Day last Wednesday of the month – 10% off front of store only

HOME HEALTH PRODUCTS

The Home Health Product stores in Fort Frances offer the following services:

- Mobility aids – canes, walkers, scooters
- Bathroom safety equipment
- Daily living aids – grabbers, shoe horns, etc.
- Foot care products – stockings, orthotic inserts ,diabetic socks
- Personal care items
- Certified stocking fitter
- Exercise equipment
- Rental of equipment – walkers, wheelchairs, scooters, bathroom safety equipment
- Bracing
- Lift chairs
- Light therapy
- Free in-town delivery
- **Authorized funding agents** for ADP (Assistive Devices Program), DVA (Department of Veterans Affairs), NIHB Non-insured Health Benefits, WSIB and private insurance companies

SHOPPERS HOME HEALTH CARE

#1 – 130 Second Street

Fort Frances

Phone: (807) 274-7062

- Open Monday to Friday: 8:30 – 6 p.m.
- Sleep apnea screening & CPAP therapy
- Home oxygen

SUNSET MEDICAL SUPPLY

140 Scott Street

Fort Frances

Phone: (807) 274-5383

- Open Monday – Friday 9 – 6 pm, Saturday 10 – 5 pm, Sunday 12 – 5 pm.

GROCERY DELIVERY

FORT FRANCES

Einar's Foods

610 Scott Street

Phone: (807) 274-5368

- Open: 7 a.m. to 6 p.m. Mon. – Sat. and 11 a.m. - 5 p.m. on Sunday
- Grocery delivery - \$2.50 per order
- Deliveries are at 11 a.m. and 2 p.m. Monday to Friday
- Homemade salads: potato, macaroni, crab. Rotisserie chicken, Ribs, Roast for pick-up or delivery. Delivery would be 11 a.m. or 2 p.m.

The Place

604 Stewart Street

Phone: (807) 274-7849

- Open: 8 a.m. to 9 p.m. seven days a week
- Grocery delivery - \$5.00 per order
- Groceries delivered Tuesday to Thursday in the afternoon
- Full service grocery, fresh meat and produce

EMO

Cloverleaf Groceries

5970 Highway 11/71

Phone: (807) 482-2793

- Open: Sunday 10 a.m. – 6 p.m., Monday to Saturday 4:30 a.m. to 9 p.m.
- Local delivery Monday and Thursdays only at no charge
- Bakery, Deli, Groceries

RAINY RIVER

Beaver Mills Groceries

424 Atwood Avenue

Phone: (807) 852-1275

- Open: 8 a.m. – 9 p.m. Mon. – Sat. and 12 – 6 p.m. on Sunday
- Local delivery Monday to Friday at 3 p.m. at no charge
- Groceries, meat, produce, deli and bakery

MEAL PROGRAMS

MEALS ON WHEELS – FORT FRANCES

Meals are delivered by volunteers to clients' residence between 4 and 5 p.m., five days per week (Monday to Friday). Holidays excluded.

Five Special Diets are available:

- Regular Diet
- Diabetic Diet
- Pureed Diet
- Low Salt Diet
- Renal Diet

To qualify, clients must be a shut-in, living alone and physically unable to cook.

Meal cost is \$7.00 per meal and is collected a month in advance by the Meals on Wheels Co-ordinator. Clients must order a minimum of two meals per week.

To arrange for Meals on Wheels contact Gaby Hanzuk at (807) 274-3764.

MEALS ON WHEELS – EMO

Meals are delivered to client's homes between 11:30 a.m. and noon, Monday through Friday. Holidays excluded

To qualify clients must be 60 years and older and live in the village of Emo.

Meal cost is \$6.00 per meal. The Meals on Wheels co-ordinator collects payment once a month. Clients may order as many or as few meals each week as they prefer – just let the kitchen staff know.

Meals are prepared by the Emo Health Care Facility kitchen staff. Volunteers deliver the meals. Individuals from the community donate money to the program. There is no government funding.

To arrange for Meals on Wheels in Emo contact Karen Whatley at (807) 482-1566.

MEALS ON WHEELS – RAINY RIVER

Meals are prepared at the Rainy River Hospital and delivered by volunteers at 11:30 from Monday to Friday. Holidays excluded.

To qualify clients must be 60 years and older and live in the town of Rainy River.

Cost: \$7.50 per meal

To arrange for Meals on Wheels in Rainy River contact Home Support at (807) 271-2240

HEALTHY LIVING FOOD BOX

- This program supports families and individuals in improving their health by providing access to affordable healthy foods.
- The food box will contain a variety of fruits and vegetables (purchased locally when possible).
- Items vary each month to offer variety, depending on availability.
- Recipe ideas and tips are included.
- Cost is \$20 but the value of the food box (if purchased in a grocery store is about \$35 - \$40).

To order: Pay for your Healthy Living Food Box on the **first Wednesday of the month** at Sunset Country Metis Hall 714 Armit Ave., Fort Frances between 11 a.m. and 4:30 p.m.

Pick up your Healthy Living Food Box on the **3rd Wednesday of the month** at the Sunset Country Metis Hall between 12 p.m. and 5 p.m.

LAUNDRY SERVICES

Suds and Tubs Laundromat

515 Portage Ave

Fort Frances

Phone: (807) 274-1514

- Full or self-serve
- Pick-up and Delivery Monday to Friday - \$10.00 per load wash, dry & fold – seniors only
- Wash, dry and fold - \$9.25 per load

Share Bears Laundromat

390 McIrvine Road

Fort Frances

Phone: (807)274- 0221

- Drop off laundry – wash, dry and fold \$9.50 per load

TRANSPORTATION

NORTH AIR SERVICES

Phone: (807) 274-5301

Senior Service offers a one-way flat rate to the downtown core (Armit to Central and the tracks to the river) as follows:

- \$5.00 from Green Manor, Rose Manor, Shevlin Towers, Columbus Place, Front Street Apartments
- \$8.00 from Elizabeth Manor, Lady Frances Place and Aspen House, Westfort Apartments and Flinders Place
- \$14.00 from Couchiching
- A flat free from private homes would depend on their location

Medical Highway Transportation (North Air)

- Patients are transported to wherever they have an out of town appointment
- Flat rate to Winnipeg is \$512.00
- Drivers will stay over as required for an extra fee.
- Trips can be one way or all in one day.
- Fee is based on mileage not occupancy. A maximum of four people can be accommodated at one time for one flat fee.

Wheelchair Van (North Air)

This is a wheelchair accessible taxi service which must be booked at least 3 hours in advance of need. The cost is \$12.00 anywhere in Fort Frances and Couchiching.

Dial-a-Ride (North Air)

Phone: (807) 275-9741

This service takes passengers from their homes to downtown Fort Frances locations. Customers must call 20 – 30 minutes ahead of need and return ride must be booked the same way.

The driver takes the bus on a loop through town. There may be time delays depending on how many passengers are using the service at the time.

Cost: \$2.50 per trip.

Handi-Van Transit

Phone:(807) 274-3261 extension 2500

- To use this service you must be referred by your doctor. Forms are available from the Fort Frances Clinic.
- The service is not limited to medical appointments although they have first priority.
- The van is wheelchair accessible.
- Once you are registered it is appreciated if you can provide a minimum of 24 hrs notice before needing a ride.
- Cost is \$1.25 per ride.

Seniors' Medical Van

Phone: (807) 274-2244

- The van is available to seniors for transportation to and from medical appointments (Physician, chiropractor, optometrist, physio, etc.).
- Riders must be able to enter and exit the van independently or with assistance of canes/walkers.
- Fees: \$2.00 each way in the Fort Frances area
- Rainy River to Fort Frances \$10.00 each way
- Rainy River to Emo \$5.00 each way
- Emo to Fort Frances \$5.00 each way

Gold Star Taxi

Phone: (807) 274-7638

Offers a one-way flat rate to the downtown core:

- Rose Manor and Green Manor \$5.00
- Elizabeth Manor \$8.00
- Flinders Place \$8.00
- Seniors discount available if not on a flat rate
- Wheelchair van available
- Highway rates available on request

SENIOR CENTRES

SISTER KENNEDY SENIOR CENTRE – FORT FRANCES

401 Nelson Street

Phone: (807) 2747656

- Hours of operation: Monday to Saturday 8 a.m. to 4 p.m.
- Activities include:

Floor Shuffleboard	Monday & Friday 1 - 4
Table Shuffleboard	Wednesday 1 - 4
500	Monday 1 - 4
Canasta	Monday 1 - 4
Euchre	Friday 1 - 4
Smear	Tuesday 1 -4
Cribbage	Thursday 1 -4
Learner Bridge	Wednesday 1 -4
Duplicate Bridge	Thursday 7 – 10
Contract Bridge	Saturday 1 - 4
Snooker is played daily	
Tai Chi	Mon. & Wed. 11 – 11:45
- Lunch is available Monday to Friday.
- Potluck suppers are held on a bi-monthly basis.
- A workshop is available where seniors can bring things of their own to repair.
- Seniors age 55 or over are welcome.

SENIOR DEPOT - RAINY RIVER

- Located in the train station in Rainy River
- Card playing:

Cribbage	on Tuesday 1:30 – 4
Smear	on Fridays 1:30 – 4
- Board meetings second Tuesday of the month following cards.
- All seniors are welcome to attend.

STRATTON SENIOR FRIENDSHIP CENTRE

11605 Highway 11

Phone: (807) 483-5857

- Exercise class: Monday and Friday
- Rug Hooking on Tuesdays
- Potluck at noon on the 3rd Thursday of the month
- Christmas Dinner
- Dances

EMO LEGION BRANCH 29

123 Jesse Street

Phone: (807) 482-2250

Carpet Bowling on Thursdays 9:30 – 11:30

- Cost \$1.00
- Lunch following provided by the Legion for \$7.00

Five Hundred

- Every second Wednesday at 7 p.m.
- \$5.00 includes lunch

SIOUX NARROWS/NESTOR FALLS 50+ ACTIVITY CENTRE

Joe Douglas Centre

Highway 71 East

Sioux Narrows

Phone:(807) 226-9764

- | | |
|--------------------------------|---------------------------------------|
| • SAGES Exercise Group | Monday & Wednesday 10 am |
| • Arts & Crafts – Glass Fusing | Tuesday 1 – 3 pm |
| • Beginner Bridge | Monday 1 – 3 |
| • Contract Bridge | Wednesday 1 – 3 |
| • Bocce Ball | Thursday 1 – 3 |
| • Pickle Ball | Monday and Friday 9:30 – 11:30 |
| • Jammin for Fun | Thursday 7 pm |
| • Pot Luck Lunch | Third Tuesday of the month at 12 noon |

SENIORS AND LAW ENFORCEMENT TOGETHER (S.A.L.T)

S.A.L.T. is an enthusiastic group of seniors working together to promote health and safety for seniors. Meetings are held monthly the last Tuesday of the month at the Sister Kennedy Centre.

- There are presentations on topics of interest such as: Legal Issues, Health Issues, Power of Attorney, Elder Abuse, Fraud Prevention, etc.
- S.A.L.T. also works with other groups such as the Assisted Living Action Group (A.L.A.G.), the Ontario Provincial Police, the Northwestern Health Unit, Safe Communities and the Eager Bees to promote senior well-being.

LIBRARIES

Fort Frances Public Library Technology Centre

601 Reid Avenue

Fort Frances, ON

Phone: (807) 274-9879

www.fort-frances.com/library

- Books for people of all ages as well as a collection of Large Print books
- DVDs/Videos/CDs/Wii Games
- Talking books
- E-books
- Home delivery service Items are delivered to Rainycrest, Senior Citizens' Manors and individuals who cannot get to the library.
- Photocopying and Fax service
- Computer access
- Senior movies the first Sunday of the month
- Technological training for people who need help with computers, software, e-readers and other technologies
- Library membership is free if you are a resident of Fort Frances. Non-residents must pay an annual fee of \$77 per household family. A six month membership may be purchased for \$43.50 or one month for \$10.

EMO PUBLIC LIBRARY

Jessie Street

Phone: (807) 482-2575

Website: www.twspemo.on.ca

- Books for people of all ages including large print books
- Local newspaper
- Interlibrary loan
- DVD's/Blue-Ray
- Audiobooks
- Local History collection
- Photocopying and Faxing
- Free Internet access

Membership is free if you are a resident of Emo or surrounding service area. Non-residents may join for an annual fee.

RAINY RIVER PUBLIC LIBRARY

334 Fourth Street

Rainy River, ON

Phone: (807) 852-3375

Website: rainyriverlibrary.com

- Books for people of all ages including large print books
- Free Internet access
- Copier and fax machine
- Interlibrary loan
- E-book Readers
- Talking books for the blind
- Home delivery for shut-ins

Library cards are free for residents of Rainy River, the Township of Dawson, the Township of Lake of the Woods and the Township of Morley as well for members of the Emo, Arrowhead Regional and Big Grassy libraries.

BIG GRASSY RIVER FIRST NATION LIBRARY

- Located in the Big Grassy School
- Books for people of all ages and interest
- Magazines & newspapers
- Free Wireless Internet
- Interlibrary loans
- Kobo readers and iPads

Phone: (807) 488-5614

EXERCISE GROUPS/FACILITIES

Rainy River Hospital Gym

- Located in the Hospital
- Annual fee of \$150.00
- Cardio equipment, treadmills, recumbent bikes, ellipticals
- Weight machines

Physician referral required

Fort Frances Memorial Sports Centre

740 Scott Street

Fort Frances

Phone: (807)274-4561

- Aquafit and aquatherapy programs
- Fitness classes
- Squash courts
- Personal training
- Skating
- Weight room
- Cardio room
- Walking track
- Annual, 6 month, 3 month, monthly and daily membership rates

United Native Friendship Centre – Fort Frances

Phone: (807) 274-8541

- Exercise programs for 55+
- No cost
- Programs and locations vary: Urban Poling, Circuit Training, Dance, etc.

Rejuvenate Fitness Club – Emo

Phone: 807 276-1449

- Located on Front Street in Emo
- Cardio Resistance and Weight Training
- Zumba, Zumba Gold, Yoga
- Senior membership rates available

VON Canada Group Exercise & Falls Prevention Program

This exercise program focuses on preventing falls by doing exercises that strengthen the upper and lower body in sitting and standing. Classes also include exercises designed to improve balance and endurance. Classes are offered at no charge in senior housing in Fort Frances, Stratton and Rainy River.

ENERGY FITNESS

780 King's Highway

Fort Frances

Phone: (807) 274-0415

- Fully equipped fitness centre
- Designed fitness programs
- Yoga, Pilates, Zumba

WESWAY – SENIORS RESPITE – FAMILY DIRECTED FUNDING

Wesway provides funding for respite for families who are caring for a senior family member who meets eligibility criteria. Wesway allocates funds for respite directly to families who can then hire their own independent service providers. The respite provider is not an employee of Wesway.

Eligibility: The family member must have a disability or a chronic health condition (e.g. a documented developmental disability, a physical disability, a frail condition related to aging, Alzheimer Disease or a related dementia, etc.). To be eligible for funding the disability or chronic health condition must result in a significant dependence on the family caregiver for day to day care.

A contract is developed with each family depending on available resources and eligibility. Within the terms and conditions of their contract families are free to pursue their personal respite goals and priorities. Family caregivers are responsible for managing the funds provided to them.

Respite care can vary in frequency, duration and location. Some examples:

- In the family home
- Out of the home
- Daytime, evenings, weekends or overnight
- For a few hours or a longer time
- Through community activities
- In an emergency
- For a short vacation

Respite care may be provided in a variety of ways:

- Through an established relationship with a trusted friend or neighbour
- Through a recognized community recreation group or activity program
- By purchasing additional service from another organization which already provides personal support to their family member.

To apply: Contact the Intake Services Co-ordinator at **807 625-6695** or toll free at 1-888-623-2353 extension 6695. Funding and the number of spaces are limited.

ASSISTIVE DEVICES PROGRAM

The Ontario Ministry of Health and Long term Care runs the Assistive Devices Program (ADP) to help people who have long-term physical disabilities get needed equipment and supplies.

In most cases ADP pays 75 per cent of an approved price. For some kinds of supplies, such as ostomy and needs and syringes for insulin-dependent seniors, ADP pays an annual grant directly to the person.

The Home Oxygen Program (HOP) under ADP pays the full cost of home oxygen if you are 65 or over or on Home Care, social assistance or living in a long-term care facility. It pays 75 per cent of the cost for anyone else.

Eligibility Any Ontario resident who has a long-term physical disability and has a valid Health Cared issued in his/her name can apply. There is no income limit for ADP assistance.

Types of Assistive Devices eligible for funding

Communication Devices	Diabetic supplies
Enteral Feeding Equipment/Supplies	Hearing Devices
Orthotic Devices	Ostomy Supplies
Pressure Modification Devices	Prosthetic Devices
Respiratory supplies/Equipment	Visual Aids
Wheelchairs, Positioning and ambulation Aids	

How to Apply: Forms are listed alphabetically on the Assistive Devices Program page of the Ontario Ministry of Health & Long Term Care.

For more information contact
Ministry of Health and Long-Term Care
Assistive Devices Program
7th Floor, 5700 Yonge Street
Toronto, ON M2M 4K5

Phone Toll-free: 1-800-268-6021
Fax: 416-327-8192

TDD/TTY 1-800-387-5559
e-mail: adp@ontario.ca

FORT FRANCES COMMUNITY CHEST

Provides financial assistance for medical emergencies

- Area served includes Fort Frances, west to Rainy River, East to Mine Centre and North to Nestor Falls
- Self-referral for individuals and/or families
- Contact Linda Hamilton at (807) 274-8782 or Joelle Blanc at (807) 274-7008

FRAUDS, SCAMS AND THEFTS

Fraud is the number one crime against seniors. Seniors are often targeted by con artists for a number of reasons:

- They often live alone and have more savings, assets or disposable income.
- They are often home during the day and available.
- Generally, they are more trusting.
- They may have been scammed before and fraud artists will share lists of victims.
- Many seniors do not report losing their money to a con artist because they are embarrassed and ashamed at having been deceived.

There are many types of frauds, scams and thefts. Scams can be conducted over the telephone, by mail, over the Internet and door-to-door. Often, you will be pressured into donating or purchasing right now! Prizes, vacations, charities, club memberships or investments can be the front used by con artists.

Remember, you are in control. If you do not wish to buy something, simply say “NO”.

Identity Theft is becoming an increasingly popular crime. Identity theft steals your good name, your money, even your self-respect.

- Store your birth certificate, passport and documents containing personal information in a safe place.
- Keep your bank card’s personal identification number (PIN) secret.
- Never provide personal information such as your SIN, date of birth, credit card number or PIN over the telephone unless you initiate the call.
- Sign all credit cards when you receive them and never loan them to anyone.
- Check out a missing or late credit card or bank statement immediately and report lost or stolen cards immediately.
- Review bank and credit card statements frequently, report discrepancies immediately and shred old documents.

Remember:

- Buyer Beware!
- You do not get something for nothing.
- If it sounds too good to be true, it probably is.

211 ONTARIO NORTH

- Up-to-date, comprehensive Information on social, community, health and government services in Northern Ontario.
- Always answered by a person
- Available 24 hours a day seven days a week
- Offers multilingual phone services
- Available to people who are deaf, deafened or hard of hearing via TTY

Phone: 211

Website: 211north.ca

SERVICE CANADA

301 Scott Street

Fort Frances

Hours: 8:30 – 4:30 Monday to Friday Closed 12 – 12:30

Service is in person only

Services offered:

- Old Age Security Pension
- Guaranteed Income Supplement
- Canada Pension Plan
- Passport Services
- My Service Canada Account
- Employment Insurance
- Social Insurance Numbers
- Benefits Finder
- Job Bank

Website: servicecanada.gc.ca

SERVICE ONTARIO

922 Scott Street
Fort Frances, ON

Phone: 1 800-267-8847

Ontario Photo Card

A wallet-sized government-issued photo identification that allows non-drivers to provide proof of identity.

Accessible (Handicapped) Parking permit

People with certain health conditions can apply for an accessible parking permit. The permit when displayed in the vehicle will allow them to park in a handicapped parking space.

Your health care practitioner must certify that you have a health condition which meets the criteria for the accessible parking permit.

Healthcare practitioner include: physician, chiropractor, registered nurse practitioner, physiotherapist, occupational therapist, chiropodist or podiatrist.

Application forms are available at any ServiceOntario centre or can be downloaded from www.forms.ssb.gov.on.ca