



# Orientation to Ontario

## SENIORS

### A GUIDE TO PROGRAMS AND SERVICES FOR SENIORS

The provincial Ministry of Seniors Affairs publishes A Guide to Programs and Services for Seniors in 16 languages. Call the Seniors' INFOLine at **1-888-910-1999** to request a copy. To learn more about supports for seniors, visit [ontario.ca](http://ontario.ca) or [findlink.at/SeniorGuide](http://findlink.at/SeniorGuide)

### HOUSING

#### Home Adaptations

Many seniors want to live in their own homes. The Ontario government provides financial assistance to help seniors renovate their homes so that they can live independently. For more information, visit [ontario.ca](http://ontario.ca) or [findlink.at/homeadapt](http://findlink.at/homeadapt)

#### Adult Lifestyle Communities

These communities are independent living residences for retirees. Housing options include townhouses, condominiums and small houses. Residents pay the entire cost. Social and recreational activities are available on-site.

#### Retirement Homes

Retirement homes are private businesses that provide accommodation, support services and personal care for seniors. These homes are licensed by the Ontario government's Retirement

Homes Regulatory Authority (RHRA). Residents pay the entire cost. For a list of retirement homes by area, visit [rhra.ca](http://rhra.ca)

### CARE OPTIONS

To learn more about the following care options for seniors, visit the Ministry of Health and Long-Term Care at [ontario.ca](http://ontario.ca) or [findlink.at/senior](http://findlink.at/senior)

- Homecare includes home visits by health professionals such as nurses and physiotherapists; personal care such as help with hygiene; assistance with homekeeping, including cooking and laundry.
- Assisted Living Services help vulnerable seniors to continue living at home with a combination of scheduled care and as-needed care.
- Community Programs include supervised adult day programs, meals and transportation services.

Long-term Care Homes are residences for seniors who need 24-hour nursing care or supervision. These homes are licensed by the Ministry of Health and Long-Term Care. Residents pay for accommodation only—nursing care and personal services are paid for by the provincial government. To find long-term care home in your area, visit [ontario.ca](http://ontario.ca) or [findlink.at/longcare](http://findlink.at/longcare)

1-855-626-0002

<https://settlement.org/o2o>



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**NOTE:** The first step to accessing care is to contact your Local Health Integration Network (LHIN). Visit [ccac-ont.ca](http://ccac-ont.ca) or [www.healthcareathome.ca](http://www.healthcareathome.ca)

## BENEFITS

### Old Age Security (OAS) Pension

OAS is a monthly pension paid to people 65 years of age or older. To be eligible for OAS, you must have lived in Canada for 10 years or more after the age of 18.

### Guaranteed Income Supplement (GIS)

If you are a low-income senior receiving OAS benefits, you may also qualify for the GIS. Learn more about OAS and GIS at ServiceCanada.

Visit [servicecanada.gc.ca](http://servicecanada.gc.ca) or [findlink.at/SsFXrD](http://findlink.at/SsFXrD) or call **1-800-277-9914**.

**NOTE:** You must apply for OAS and GIS through ServiceCanada – you will not receive these benefits automatically.

### Guaranteed Annual Income System (GAINS)

You may automatically qualify for this provincial income supplement program if you are receiving OAS and GIS benefits, and your total income is below the level guaranteed by the province.

To learn more, visit the Ministry of Finance at [ontario.ca](http://ontario.ca) or call **1-866-668-8297**.

### Canada Pension Plan (CPP)

CPP is available to retired citizens and permanent residents. Workers in Canada make mandatory contributions to the plan through the income tax system. You can apply for CPP when you retire.

#### IMPORTANT NOTE

Criminals often target seniors for acts of financial fraud. Learn how to protect yourself and others at the Canadian Anti-Fraud Centre: [antifraudcentre.ca](http://antifraudcentre.ca)

The amount of your monthly benefit depends on how much you contributed. For more information, visit ServiceCanada at [servicecanada.gc.ca](http://servicecanada.gc.ca) or [findlink.at/CPP](http://findlink.at/CPP)

### Ontario Drug Benefit Program

This program pays for prescription drugs for Ontario residents 65 years of age or older. Find out more at [ontario.ca](http://ontario.ca) or [findlink.at/ODB](http://findlink.at/ODB) or call **1-866-532-3161**.

## ELDER ABUSE AND SAFETY

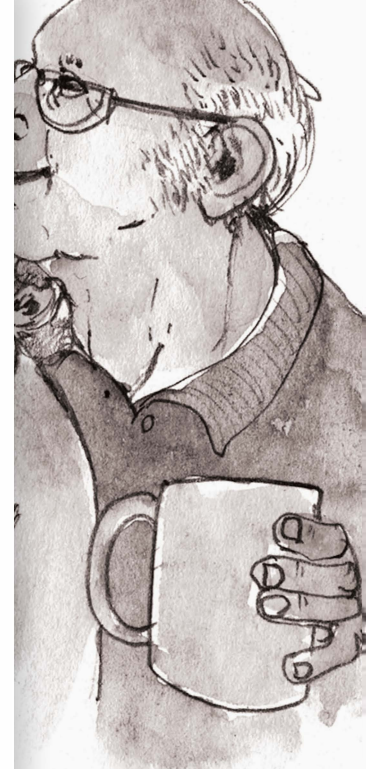
Elder abuse is any action that harms a senior person's health or well-being and can include financial, emotional, physical or sexual abuse. This can happen in the home or outside in the community.

If you or a senior person you know is the victim of elder abuse, there is help.

- The Senior Safety Line provides information, referrals and support 24 hours a day in over 150 languages. You can also report abuse. Call **1-866-299-1011**.

## IMPORTANT RESOURCES

- If you have a medical emergency, call 911 and request an ambulance.
- To find out about community and recreation programs for seniors in your area, call **211**.
- Under Ontario's Human Rights Code, you cannot be treated unfairly because of your age. Read more at the Ontario Human Rights Commission: [ohrc.on.ca](http://ohrc.on.ca)



#### DID YOU KNOW?

To be eligible for almost all government programs, you need to file a personal income tax return each year.

