

The Directory of Senior Services for Frances Frances and area is produced by the Sister Kennedy Senior Centre in partnership with the Older Adult Centres Association of Ontario (OACAO) with funding support from the Province of Ontario.

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.

The Directory was originally published in 2015. As a number of changes have taken place over the past seven years it was decided to re-issue the Directory with updated information. Every effort has been made to ensure that information is accurate and current. Prices quoted are those in effect at the time of printing (October 2022) and are subject to change.

We are grateful to all of the organizations which cooperated in the production of the Directory.

Sister Kennedy Centre Board of Directors

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## **HOME AND COMMUNITY CARE SUPPORT SERVICES NORTHWEST**

We are here to help. As one of Ontario's 14 Home and Community Care Support Services organizations, we coordinate in-home and community based care for thousands of patients across the province every day.

We assess patient care needs, and deliver in-home and community based services to support your health and well-being. We also provide access and referrals to other community services and manage Ontario's long-term care home placement process.

We collaborate with primary care providers, hospitals, Ontario Health Teams and many other health system partners to support high-quality, integrated care planning and delivery.

We help patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

In addition to our roles and responsibilities to provide home and community care services, we are important health system partners actively collaborating with our health care partners.

For information and referrals related to home and community care or long-term home placement please visit [www.healthcareathome.ca](http://www.healthcareathome.ca) or call 310-2222 or 1-800-626-5406 for service in English or 310-2272 for service in French (no area code required).

## **RIVERSIDE HEALTH CARE FACILITIES**

110 Victoria Avenue

Fort Frances, Ontario P9A 2B7

Phone: (807) 274-3266

Fax: (807) 274-2898

E-mail [riverside@rhcf.on.ca](mailto:riverside@rhcf.on.ca)

Web: [www.riverside](http://www.riverside)

healthcare.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** which provides a wide range of supportive services to seniors.
- **Riverside Health Care Diabetes Education Program** which provides important diabetic education and management programming



## **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

## **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 department 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.

## **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.

## **RIVERSIDE HEALTH CARE DIABETES EDUCATION PROGRAM (Formerly known as Valley Diabetes Education)**

**206 Victoria Ave**

**Phone (807) 274-4828**

Riverside Health Care Diabetes Education Program (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 p.m. 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.

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

## **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.**

**Office location** 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

## **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

## **RESPITE CARE SERVICES**

- 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 Home and Community Care Support Services Northwest at (807) 274-8561**

## **RIVERSIDE COMMUNITY SUPPORT SERVICES**

Community Support Services are offered through Riverside Health Care to seniors in the Rainy River District. There are offices in Atikokan and Fort Frances.

The office for Community Support Services in Fort France 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**

#### **Homemaking services**

- Dusting
- Sweeping
- Vacuuming
- Mopping
- Laundry and Ironing
- Bed Making/changing
- Garbage Removal
- Appliance cleaning
- Window Cleaning
- Spot Washing of Walls
- Meal Preparation

**Cost: \$15 per hour**

**Cancellation Policy applies**

#### **Personal Care support**

- Hygiene and Grooming
- Bathing
- Dressing

**Cost: \$15 per hour**

**Cancellation Policy applies**

### **Other Services**

- Grocery shopping
- Appointments
- Errands
- Transportation
- Friendly Visits

**Cost \$15 per hour. Additional fees will be added if transportation is involved**

### **Respite Care**

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

**Cost: \$15 per hour**

**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 as well as frail elderly. Lunch and snack are provided.

**Cost: \$10 per day**

### **Palliative Care Visiting**

Palliative Care Volunteers are trained to offer companionship and support at home, in hospital or extended care facilities, to individuals and families living with a chronic of life-limiting illness.

What does a Palliative Care Volunteer do?

- Listens
- Helps individuals and families maintain meaning and satisfaction in daily life
- Relieves care givers for short periods of time
- Provides and shares in activities like music reading, walks, etc.
- Is simply there

If you would like a volunteer or would like to volunteer call:

274-2240 in Fort Frances, Emo and Rainy River    597-6001 in Atikokan.

**There is no charge for this service.**

## Transportation Program

### Transportation for Medical Appointments

Phone (807) 274-2244

The Medical Van is available by appointment in Fort Frances to take you to medical appointments.

**Cost: \$2 per trip (\$4 round trip)**

### Medically Stable Patient Transport (MSPT)

Phone (807) 274-2244

MSPT is intended to assist District residents who have physical/social/mental health related mobility challenges with no reliable transportation options. The MSPT project is intended for medically stable users only. For urgent/emergent transports please use EMS.

#### Fee Schedule

Trips less than 10 km	\$5
Devlin/LaVallee	\$8
Emo	\$10
Barwick	\$12
Stratton/Mine Centre	\$15
Rainy River	\$20
Morson/Atikokan	\$25
Kenora	\$40
Thunder Bay	\$50

- Fees are calculated on one-way trips. Any location not listed, the MSPT driver will calculate the fee. The MSPT driver will arrange payment prior to start of trip. If the MSPT trip originated from a location other than Fort Frances the driver will adjust the fee.
- Physician referral not required
- 24 hours notice required

### Seniors Van

Phone 807 274-2244

The van is available to seniors for transportation which can include medical appointments as well as grocery shopping and social events, based on availability.

- Riders must be able to enter and exit the van independently or with assistance of canes/walkers.
- Fees: \$2.50 each way in the Fort Frances area
- Local service is available in Rainy River & Emo: cost \$2.50 each way.
- Escort service available at \$15 per hour.
- Two days notice is required.
- One week notice required for escort service.

### **Lifeline (Personal Response Service)**

Help is only a button push away. To call for help you simply press the Personal Help Button you wear as a pendant or wristband. This activates a small in-home communicator that automatically dials the Lifeline Response Centre. There is also a premium system available for use both inside your home and out.

**Call Community support Services at 274-2244 for further information.**

### **ASSISTED LIVING – FORT FRANCES**

The Assisted Living Program is available at Rose Manor and Green Manor as well as the community of Atikokan. It provides clients with the flexible delivery of personalized daily supports: Service custom made for you!

- Personal care
- Grooming
- Dressing and bathing
- Medication reminders
- Monitoring
- Light meal preparation
- Light housekeeping including laundry
- “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 start at \$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 the Home & Community Care Support Services. Phone (807) 274-8561.**



## **ASSISTED LIVING – RAINY RIVER**

Assisted Living service is available at no cost through Community Service for Independent Living Northwest (CSILNW) 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 CSILNW. Clients must be a minimum of 60 years of age.

## **COMMUNITY SERVICES FOR INDEPENDENT LIVING NORTHWEST (CSILNW)**

1300 Fifth Street  
Fort Frances

Phone (807) 274-5230 or  
**Phone: (807) 275-9330**

The Community Services for Independent Living Services Northwest 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
- Medication reminders
- 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.

**GIISHKAANDAGO'IKWE HEALTH SERVICES**  
**Formerly known as**  
**Fort Frances Tribal Area Health Services**

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

**The Home and Community Care Office** is located at  
1460 Idylwild Drive  
Fort Frances

**Phone: (807) 274-2042**

**Foot Care/Diabetes Educator office is at**  
Unit E, 540 King's Highway  
Fort Frances

**Programs Offered:**

- Home and Community Care Program
- Diabetes Education and Awareness Program
- Behavioral Health
- Foot Care Services

**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, Transition and Care Planning

- **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 through NHIB

- **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**
- **End of Life and Advanced Care Planning**

### **HOME AND COMMUNITY NURSING SERVICES**

Services are provided to Indigenous (Metis, Inuit & First Nations) 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
- Palliative Care

**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 EDUCATION & AWARENESS PROGRAM & FOOT CARE**

The Diabetes Education and Awareness and Foot Care Program services the First Nations Communities within Treaty Three..

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

**Diabetes Education Services provided:**

- Diabetic Education
- Preventions/Awareness
- Insulin Starts and adjustments
- 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.

**Foot Care Services**

Offers Basic, Advanced and Diabetic foot care including:

- Sharp debridement
- Offloading
- Ingrown resection
- Lower limb assessment
- Onyfix nail correction
- Callouses, corns and fissure management

**BEHAVIOURAL HEALTH SERVICES****Behavioral Health Services Unit**

601 King's Highway  
Fort Frances

**Phone (807) 274-2042**

**Behavioral Health Services**

- Mental Health Counselling
- Waasodii Omii'e Program
- Cultural Community Support
- Social Emergencies Program
- Mental Wellness Program
- Memengwaawag Program
- Mobile Crisis Response
- Mino Ayaa Ta Win Healing Centre

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

**Services Provided:**

- Crisis Management/Counselling
- Elder Support
- Addiction Support & After Care Services
- Community Support Services
- Sharing Circles
- Grief Recovery Program
- Individual Grief Counselling
- Community Based Workshops

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

**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.

### **Cultural 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 - Currently on hold until Foot Care Nurse hired**

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 chiropodists.

### **FASD & Child Nutrition**

The FASD & Child Nutrition Coordinator delivers programming including group and one-on-one education sessions, FASD support groups, health fairs and community awareness campaigns, pre and post-natal educational support, community kitchens and baby food making workshops, breakfast learning programs and traditional parenting teachings

### **Indigenous Care Coordination**

The Indigenous Care Coordinators work primarily out of LaVerendrye Hospital. They work with the client, hospital and community to provide client-centered care. They provide the following services: visiting with the client, speaking to them in their first language or coordinating with someone who can speak the language, arranging for cultural needs such as smudging, traditional medicines and offering tobacco, arranging for Elders, Traditional Healers or others, advocating for the client, arranging for the transition home, arranging for out-of-hospital follow up.

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

### **NON INSURED HEALTH BENEFITS PROGRAM (NIHB)**

981 Balmoral Street  
Thunder Bay, ON P7B 0A6

Phone 807 343-5390  
Toll – free 1-877-779-7749

Web site: [www.sac-isc.gc.ca/eng/1572537161086/1572537234517](http://www.sac-isc.gc.ca/eng/1572537161086/1572537234517)

NHIB works collaboratively with partners to improve access to high quality services for First Nations Inuit and Metis with the vision to support and empower Indigenous peoples to independently deliver services and address the socio-economic conditions in their communities.



## **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**

## **HEALTH CARE PRACTITIONERS**

### **FAMILY HEALTH TEAM**

301 Victoria Avenue  
Fort Frances

**Phone: 807 274-3287 - Ext. 1 for appointments**

### **PHYSICIANS**

#### **KEFFER MEDECINE PROFESSIONAL CORPORATION**

301 Victoria Avenue  
Fort Frances

**Phone: 807 274-3287 – Ext. 2 for appointments**

### **RAINY RIVER CLINIC**

113 Fourth Street  
Rainy River

**Phone: (807) 852-3222 for appointments**

### **EMO CLINIC**

260 Front Street  
Emo

**Phone: (807) 482-2323 for appointments**

## **CHIROPRACTIC SERVICES**

### **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**

### **FREQUENCY HEARING**

#5 – 130 Second Street E.  
Fort Frances, ON

Phone: (807) 274-4533

## **OPTOMETRISTS**

### **FYI Doctors**

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**

**Fort Frances Family Dentists**

1201 Sunset Drive  
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

## **DENTURISTS**

### **Curtis Denture Clinic**

241 A Second Street E.

Fort Frances, ON

Phone: (807) 274-6519

## **FOOT CARE**

### **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

### **HAPPY FEET DIABETIC FOOT CARE**

339 Scott Street

Fort Frances

Phone (807) 276-1393

## **FORT FRANCES PHARMACIES**

### **SHOPPER'S DRUG MART**

375 Scott Street

**Phone: (807) 274-5351**

- Hours: Monday to Friday 9 am to 8 pm. Saturday 9 am to 6 pm  
Sunday 10 am – 5 pm.

### **FORT FRANCES CLINIC DISPENSARY**

301 Victoria Avenue

**Phone: (807) 274-6204**

- Hours: 8:30 – 5 Monday to Friday

### **PHARMASAVE**

140 Scott Street

**Phone: (807) 274-5383**

- Hours: 9 am – 6 pm Mon. – Fri., 9 am – 4 pm Saturday,  
10 am – 3 pm Sunday

### **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 – 3 pm

### **RAINY LAKE FIRST NATIONS PHARMACY**

1460 Idylwild Drive

**Phone (807) 274-3319**

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

### **EMO PHARMACIES**

#### **EMO DRUGS**

Front Street

**Phone: (807) 482-2430**

- Hours: Monday to Friday 9 – 5

### **RAINY RIVER PHARMACIES**

#### **RAINY RIVER DRUGS**

212 Fourth Street

**Phone: (807) 852-3264**

- Hours: Monday to Friday 9 – 5

### **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

OR

- *Freedom Alert* necklace/pendant, belt clip, wrist band or neck lanyard device
- The device calls direct to 911
- Microphone and speaker are built right into the device
- Range of 625 feet from console
- One time cost starting at \$320 plus HST      No monthly fee

## **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) 789-1651**

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

## NORTHWESTERN HEALTH UNIT

The Northwestern Health Unit delivers public health services throughout the Rainy River District. Information of specific use for seniors includes but is not limited to the following:

- Animal bites, mosquitos and ticks
- Flu and travel vaccinations
- Environmental health hazards such as mould
- Food safety
- Healthy eating and active living
- Low risk drinking
- 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 to provide programs to promote fitness and healthy lifestyles for seniors.

For a complete listing of services and more information, visit The Northwestern Health Unit's website: [www.nwhu.on.ca](http://www.nwhu.on.ca)

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](http://www.nwhu.on)

## **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 Indigenous 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 delivers and coordinates culturally based community services to urban Indigenous people with chronic illness, cognitive impairment, physical disability, frailty, old age or HIV/AIDS that promote an integrated response community participation, independent living and improved/high quality of life.

#### **Friendly Visiting:**

Provides direct-service users with a one-to-one visit on a regular basis. They are generally home visits but can be provided elsewhere

**Transportation:** Provides escorted transportation to medical appointments, shopping and various social activities and programs

**Congregate Dining:** This service is a support service that provides transportation a nutritious meal and a social activity to direct-service users.

**Indigenous Support:** Provided to eligible Indigenous participants living off reserve. The purpose of the service is to support participants with information, referral, advocacy and access to mainstream long-term care services.

**Security Checks:** Provides isolated persons, or those with Alzheimer's disease or other dementias with regular contact to determine that the direct-service user is not in crisis or risk of harm. This service may be provided by a person visiting the home, by telephone or other means.

The above services are available to clients of the Life Long Care Program. To inquire about becoming a client please stop by the UNFC at 427 Mowat Avenue in Fort Frances. **Telephone 807 274-8541** or email: [dsharp@unfc.org](mailto:dsharp@unfc.org) or [mgouliquer@unfc.org](mailto:mgouliquer@unfc.org).



## **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 AND ACCOMMODTION
- 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

## **MEAL PROGRAMS**

### **MEALS ON WHEELS – FORT FRANCES**

Meals are delivered by volunteers to clients' residence between 12 and 1 p.m., Monday to Friday. Holidays excluded. **Cost is \$8.00 per meal.**

Special Diets are available:

- Regular Diet
- Diabetic Diet
- Pureed Diet
- Low Salt Diet
- Renal Diet
- Any other dietary restrictions
- Substitutions are allowed

To qualify, clients must be 60 years and older, live in Fort Frances and be physically unable to cook. Fees are 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 Community Support Services at (807) 274-2244.**

### **MEALS ON WHEELS – EMO**

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

To qualify clients must be 60 years and older or be referred by a medical professional or a family member and live in the village of Emo.

Meal cost is \$8.50 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 or co-ordinator know.

Meals are prepared by the Emo Health Care Facility kitchen staff. Volunteers deliver the meals. There is no government funding.

**To arrange for Meals on Wheels in Emo contact Lydie Nussbauer at (807) 275-8168.**

## **MEALS ON WHEELS – RAINY RIVER**

Meals are 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: \$8.00 per meal**

Special Diets are available:

- Regular Diet
- Diabetic Diet
- Pureed Diet
- Low Salt Diet
- Renal Diet
- Any other dietary restrictions
- Substitutions are allowed

**To arrange for Meals on Wheels in Rainy River contact Community Home Support at (807) 852-3872**

## **MEALS ON WHEELS – ATIKOKAN**

Meals are delivered Monday to Friday at 11:30 and 4 p.m. Clients must be 60 years and older and live in the town of Atikokan.

**To arrange for Meals on Wheels in Atikokan contact Home Support at (807) 597-6001**

## **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 \$25 but the value of the food box (if purchased in a grocery store is considerably more).

**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 **3<sup>rd</sup> Wednesday of the month** at the Sunset Country Metis Hall between 12 p.m. and 5 p.m.

## **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

## **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-Behavioral 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](mailto:infor@alzheimerkrr.com). The website is [www.alzheimer.ca/krr](http://www.alzheimer.ca/krr)

## **SENIORS COMPANION PROJECT**

The Seniors Companion Project is a free service that aims to improve seniors' health and well-being by reducing isolation and loneliness through the support of friendship, socializing and activity.

Our Program accepts referrals from family members, agencies and friends. Participants (seniors and companions) are screened in person by the Project Coordinator. Every effort is made to match a volunteer companion with a senior who has similar interests. Companions are provided with an orientation and volunteer training. Confidentiality is a very important part of the project. All volunteer companions are required to sign and respect confidentiality agreements. They are also required to provide a Police Records Check.

### **Our Seniors**

- Are you a senior living alone?
- Have you experienced losses in independence?
- Have you experienced relationship losses?
- Would you enjoy having a companion to talk to, to visit with on a regular basis?

### **Our Companions**

- Are you a person that values human connections?
- Do you want to make a positive impact in the life of a senior or elder in our community?
- Do you have a little free time to be a volunteer?
- Would you like to improve your own health by making social connections?

### **Friendly Phone Call**

- Regular phone contact with a senior.
- Knowing that a familiar person will be calling to check in can provide reassurance and enjoyment
- For more information on the program e-mail [seniorsproject@fortfrances.ca](mailto:seniorsproject@fortfrances.ca) or call (807) 271-6370.

## **ELDER ABUSE**

**Elder abuse** is any action or non-action by a friend, family member, neighbor 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  
Website: [www.rrdvsp.ca](http://www.rrdvsp.ca)

E-mail: [admin@rrdvsp.ca](mailto:admin@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) 271-4072

Hours: Monday to Friday 8:30 – 4:30

[www.bisno.org](http://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.

**HOUSING**  
**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

**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

**ATIKOKAN**

Fotheringham Court  
418 Steerola Street

35 One Bedroom Apartments  
Rent geared to income

Application forms for Social Housing can be found at

- [www.rrdssab.on.ca](http://www.rrdssab.on.ca)
- the RRDSAB office at 450 Scott Street, Fort Frances
- Phone the RRDSAB 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

### **ATIKOKAN**

Rivercrest Terrace  
100 River Road  
Phone: (807) 597-6042

8 One Bedroom Apartments  
4 Two Bedroom Apartments  
2 Modified Units  
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](http://www.couchichingfirstnation.com)

## **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:

- \$6.00 from Columbus Place, Front Street Apartments
- \$8.00 from Green Manor, Rose Manor, Shevlin Towers, Columbus Place, Front Street Apartments
- \$10.00 from Elizabeth Manor, Lady Frances Place and Aspen House, Westfort Apartments and Flinders Place
- \$18.00 from Couchiching
- A flat fee 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 \$594.00
- 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 \$18.00 anywhere in Fort Frances. From Couchiching the cost is \$25.00.

**Dial-a-Ride**

Currently not available.

**Handi-Van Transit**

**Phone:( 807) 276-1605**

- To use this service you must be referred by your doctor or nurse practitioner. Forms are available from the Fort Frances Clinic or by calling the Handi-Van number.
- 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 hours' notice before needing a ride.
- Cost is \$2.00 per ride.

**Seniors' Van**

**Phone: (807) 274-2244**

- The van is available to seniors for transportation which can include medical appointments as well as grocery shopping and social events based on availability.
- Riders must be able to enter and exit the van independently or with assistance of canes/walkers.
- Fees: \$2.50 each way in the Fort Frances area
- Local service is available in Rainy River and Emo at a cost of \$2.50 each way
- Escort service is available at \$15.00 per hour.
- Two days notice is required for transportation, one week notice for escort

**Gold Star Taxi**

**Phone: (807) 271-2757**

## **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.

## **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.

## **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.

## **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](http://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](http://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 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 Service Ontario Centre or can be downloaded from [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca)