



COALITION OF COMMUNITY HEALTH
AND RESOURCE CENTRES OF OTTAWA

COALITION DES CENTRES DE RESSOURCES
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA

SERVICES FOR SENIORS

2013 - 2014

www.coalitionottawa.ca



The Coalition of Community Health and Resource Centres of Ottawa (CHRC) is a network of multi-service, community-based health and resource centres that recognize the importance of responding to the diversity of needs within local communities and pays particular attention to those members of the community who are most vulnerable and at risk. The Coalition members have a number of health and social services that focus on seniors.

Our Coalition consists of 13 members:

- 1. Carlington Community Health Centre**
- 2. Centretown Community Health Centre**
- 3. Eastern Ottawa Resource Centre**
- 4. Lowertown Community Resource Centre**
- 5. Nepean, Rideau and Osgoode Community Resource Centre**
- 6. Orléans-Cumberland Community Resource Centre**
- 7. Pinecrest-Queensway Community Health Centre**
- 8. Rideau-Rockcliffe Community Resource Centre**
- 9. Sandy Hill Community Health Centre**
- 10. Somerset West Community Health Centre**
- 11. South-East Ottawa Community Health Centre**
- 12. Vanier Community Services Centre**
- 13. Western Ottawa Community Resource Centre**

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Carlington CHC provides a range of programs and services to seniors in both official languages. Our staff offer support with crisis situations, mental health, housing, access to emergency food, stress management, smoking cessation, physical activity, foot care, lung health, nutrition counselling, immunization clinics, and violence against women counselling.

We facilitate regular workshops on topics regarding seniors' health and wellbeing such as housing, pensions, nutrition, living well with a chronic disease and navigating the health care system. The Health Promoter works closely with seniors to plan, develop and implement senior programs and advocacy issues.

Senior volunteers are an integral part of Carlington Community Health Centre. Volunteer opportunities include: Nordic Walking support volunteer, Intergenerational Program volunteer at W.E. Gowling School, Lepage Manor social group and as members of the Senior Advisory Committee.

Primary Care Outreach to Seniors: are you or someone you know...

- 65 years or older
- worried about falling
- isolated and lonely
- a caregiver who is feeling overwhelmed
- affected by chronic illness i.e. diabetes, high blood pressure, etc.
- wanting to continue living at home
- needing help to see a doctor?

A Registered Nurse or Community Health Worker can visit you at home. They will assist and support you to stay in your home.

Carlington Community Health Centre
900 Merivale Road, Ottawa, ON K1Z 3Z8
613-722-4000
www.carlington.ochc.org



**Centretown Community
Health Centre**

**Centre de santé
communautaire du Centre-ville**

Centretown CHC provides a range of services to seniors who live or work in the catchment area. Services include exercise groups, nutrition education, nursing and social services outreach, Senior Pride activities, stress reduction programming, Primary Care Outreach to Seniors and advocacy.

LESA (Lifestyle Enrichment for Senior Adults): Alcohol, Drug, and Gambling Treatment Services for Adults 55+

LESA works with older adults over the age of 55 who experience problems associated with alcohol, medications, other drugs, and gambling. Older adults living independently in Ottawa can access these confidential and specialized addictions treatment programs free of charge. Counsellors can meet participants in their home, in one of our satellite offices or at the Centre. To make a referral or for more information call: 613-233-5430.

The Community Diabetes Education Program of Ottawa

Specialized nurses and dieticians provide FREE group and individual sessions for adults 18 years of age and older, who have Type 2 diabetes and pre-diabetes. Foot-care/chiropody services are also available to clients at risk.

CALL 613-233-6655 TO REGISTER. www.diabeteseducation.ca

Ottawa Good Food Box

Affordable boxes of fruit and vegetables are delivered to sites across the city.

Call 613-860-6767 for details.

Centretown Community Health Centre

420 Cooper Street, Ottawa, ON K2P 2N6

613-233-4443

www.centretownchc.org



The Eastern Ottawa Resource Centre's Services for seniors and people with disabilities are offered in the Gloucester, Orleans and Cumberland Areas. These services include:

Crisis Intervention and Support: Providing clients with crisis intervention and support in critical situations until the situation is stabilized and a follow-up plan is in place (this includes Elder abuse).

Meals on Wheels: this program provides home delivery of diverse, nutritious and balanced hot and frozen meals.

Friendly Visiting: Through this program, volunteers provide friendly companionship for several hours every week.

Transportation: Clients are provided escorted transportation to and from essential services.

Telephone Assurance Program: Trained volunteers telephone seniors who are isolated or shut-in to verify their well-being and security.

Grocery Bus: The grocery bus offers clients transportation and accompaniment to the local grocery stores.

Support for Caregivers: Staff provides support for caregivers, individually and / or through group support, education and counselling.

Home Maintenance and Home Help Program: This service provides access to safe, reliable workers for housecleaning and maintenance, ensuring that clients live in a clean, safe and well maintained home environment.

Respite Care: The respite care service involves a variety of tasks from sitting and talking to providing reassurance to our clients as caregivers require a time of respite.

Foot Care: Foot care services are provided to clients in their homes or through the clinics. Appointments are required and can be scheduled by calling the Centre.

Diners' Club / Fun and Fitness: These services provide nutritious meals and social activities and / or a fitness program in a group setting at a prearranged location. The Centre also facilitates referrals and access to a LunchAbility (18-59) program (a lunch and exercise program for people with physical disabilities).

Going Home: This program ensures home support services for 10 days in order to support the rehabilitation of a person returning from hospital. Criteria for eligibility are determined by the hospital coordinators of the program.

Day Program: The day program offers an integrated support service that provides supervised programming in a group setting for clients. Programming includes therapeutic, social and recreational activities for seniors and respite for caregivers.

Snow Go / Assist: This is a service that provides access to reliable snow removal contractors. Subsidies are available to qualifying participants upon assessments.

Eastern Ottawa Resource Centre
2339 Ogilvie Road, 2nd Floor, Ottawa, ON K1J 8M6
613-741-6025
www.eorc-creo.ca



Seniors are welcome and integrated in many of the programs offered by the LCRC. Through these programs, different needs are met in both English and French. Our Multicultural Programs also assists seniors speaking a variety of non-official languages. The following is a list of the programs available to senior residents of Lowertown:

- The Multicultural Program offers a free exercise class adapted to women seniors from diverse communities, once a week. The program also offers free swimming and aerobics classes (once a week) for multicultural women of all ages.
- Intake services provide information, advocacy, and referral to services, as well as crisis or short-term counselling for individuals and families. Assistance with issues related to poverty is a priority in Intake Services, including support with transportation issues, expenses related to Christmas, income tax clinics, and other related issues.

- Lowertown Our Home is an initiative comprised of 14 community agency members and residents working collaboratively to address safety and security issues in Lowertown East. The Resident Committee is an integral part of this initiative. All Lowertown East residents are welcome. Through Lowertown Our Home, the LCRC works in partnership with le Centre de services Guigues, in addressing senior needs at 160 Charlotte, an Ottawa Community Housing (OCH) residence for seniors.
- Long-term counseling is available on site through Catholic Family Services.
- The Early Years Program invites grandparents to accompany their grandchildren ages 0-6 years old to French and English playgroups throughout the week

Lowertown Community Resource Centre
40 Coburg Street, Ottawa, ON K1N 8Z6
613-789-3930
www.crcbv.ca



The Elder Abuse Response and Referral Service (EARRS) provides intake, evaluation, information, consultation, referral, support and links to other services. The program is managed by the Nepean, Rideau and Osgoode Community Resource Centre and is available in both French and English.

Elder Abuse is any act that harms a senior or jeopardizes his or her health or well-being. Mistreatment includes emotional, financial, physical and/or sexual abuse, and/or neglect.

The EARRS program is accessible to seniors, their families or other professional caregivers. EARRS works closely with the Ontario Network for the Prevention of Elder Abuse, Ottawa Police Services, Community Care Access Centre, as well as many other health care and mental health care professionals to provide seniors with the best service available. EARRS offers the Ottawa Senior Crisis Bed Program. This program enables seniors to access emergency housing and meals for up to seven days when experiencing abuse, sudden illness of a caregiver or temporary exhaustion of a caregiver.

The office is located at the Nepean, Rideau and Osgoode Community Resource Centre, 1547 Merivale Road, 2nd Floor, Unit 240 (Emerald Plaza) Nepean, ON K2G 4V3.

Nepean, Rideau and Osgoode Community Resource Centre
1547 Merivale Road, 2nd Floor, Unit 240, Nepean, ON K2G 4V3
613-596-5626
www.nroccr.org



The diabetes program that delivers information to clients diagnosed as pre-diabetic and/or with Type 2 diabetes and also provides education programs, individual evaluations and follow-ups. The L.E.S.A. program (Life Enrichment for Senior Adults) for adults over the age of 55 who experience problems associated with alcohol, medications, other drugs, and gambling.

Through our partnership with the Eastern Ottawa Resource Centre, seniors have access to community support services. These services include crisis intervention and support, friendly visiting, telephone assurance, support for caregivers, going home support services, Meals on Wheels, transportation, grocery bus, home maintenance & home help, respite care, foot care, Diners' Club / fun and fitness, day program and Snow Go/assist snow removal service.

Other services offered at the Orléans-Cumberland Community Resource Centre include a Food Bank, housing help, individual and family counseling, employment support, home support services, on-line learning, and services to newcomers. Health services are offered through our partnership with the Eastern Ottawa Community Family Health Team. Seniors also participate as valued volunteers in our Emergency Food Program, our Ontario Early Years Centre, income tax clinic and other programs and activities.

Orléans-Cumberland Community Resource Centre
240 Centrum Boulevard, Unit 105, Ottawa, ON, K1E 3J4
613-830-4357
www.croc.ca



Pinecrest-Queensway Community Health Centre provides a range of services and programs for seniors in both official languages. The Multi-Cultural Seniors Program provides health promotion and social activities to multi-cultural seniors, many of whom have French as their first or second language.

The West End Integrated Falls Prevention program provides in-home assessments and short term intervention to assist seniors in preventing falls from happening.

The Primary Care Outreach for Seniors program utilizes a Registered Nurse, Community Health Worker and community support services to provide primary care and health promotion services at home to vulnerable, isolated seniors at risk of decline, hospitalization or Long Term Care admission.

There are daily assessment and referral drop-in services for individuals needing immediate assistance with crises or issues they are facing.

In collaboration with the Regional Diabetes Program, diabetes services are available at both Pinecrest-Queensway Community Health Centre and the South Nepean Community Health Centre location to help people with Type 2 Diabetes.

Pinecrest-Queensway Community Health Centre
1365 Richmond Road, 2nd Floor, Ottawa, ON K2B 6R7
613-820-4922
www.pqchc.com



Centre de ressources communautaires
RIDEAU-ROCKCLIFFE
Community Resource Centre

Overbrook • Forbes • Carson Grove • Manor Park
Lindenlea • Rockcliffe • New Edinburgh

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Services for Francophone seniors are available through Centre de services Guigues. These services include transportation for medical appointments; volunteers to accompany, chat and check up on individuals; respite for caregivers; low-cost homemaking and outdoor maintenance; grocery bus; and peer counseling.

In collaboration with the Francophone Program of Ottawa Public Health, we offer health promotion and illness prevention for francophone adults and seniors living in our community. Activities include healthy lunches, thematic presentation and walking clubs.

Diabetes Education Sessions are offered on-site to help people with Type 2 Diabetes live well. Other services such as an Emergency Food Program, housing help, and counseling are available to assist seniors with their needs. Seniors also participate as valued volunteers in the Emergency Food Program.

Rideau-Rockcliffe Community Resource Centre

120-225 Donald Street, Ottawa, ON K1K 1N1

613-745-0073

www.crcrr.org



Living Well with a Chronic Disease: A 6-week program aimed at helping people living with a chronic condition (ex. arthritis, COPD, diabetes, heart disease). Participants will learn new ways to improve their health, one step at a time. Offered on Wednesday evenings, 4:30 - 7:30 p.m., from November 2nd to December 7th, at 221 Nelson Street, in English. A French group may be offered if there is sufficient demand. As well, our centre can guide clients to other possible French groups in the region.

Rideau Centre Mall Walking Program: Walk with friends at your own pace during the opening hours of the walking club. Membership fees are \$10/year. Ongoing program, Mondays and Thursdays, 8:00 - 10:00 a.m., at the 3rd level of the Rideau Centre.

Senior Fitness Class: Free program for those who wish to maintain their functional autonomy, or those at risk of arthritis, osteoporosis, diabetes, respiratory problems and obesity. It is a heart-wise exercise program recognized by the Ottawa Heart Institute. Includes light intensity aerobic exercise, strength training, balance and dexterity exercises. Tuesdays, 10:30 - 11:30 a.m., at 221 Nelson Street, 5th floor, in English. From September to June. The French program, *Mise en forme*, is on Tuesdays, 9:30 - 10:30 a.m., at the same location.



Somerset West CHC provides a range of services to seniors who live in the catchment area. Services include primary health care, exercise groups, health education, counseling, nursing and social services outreach, Primary Care Outreach and advocacy. Many of these services are available in English, French, Cantonese, Mandarin and Vietnamese. Please call main reception at 613-238-8210.

Outreach to Isolated Seniors: A Community Health Worker and Outreach Nurses provide health assessments, counseling, advocacy, and community information to frail and/or isolated seniors and caregivers.

Blood Pressure and Blood Screening for Seniors: Blood pressure and blood screening clinics for adults 50 years and older are offered regularly across our service area at various locations.

Foot Care: Free service offered at 55 Eccles Street. By appointment.
Medical reception: 613-238-1220.

Community Kitchen for Seniors: This program is a collective cooking group to increase access to healthy food and help adapt recipes to manage chronic disease. It is offered the last Friday of every month from 10:00 am-noon.

Yet Keen Seniors Day Centre: Yet Keen is a day centre for Chinese seniors. Multiple social, recreation and exercise programs are offered to promote physical and mental well-being of its members. All programs are located at 211 Bronson Avenue. For more information call 613-232-6695.

Multicultural group health education and exercise: A variety of group exercise and health education sessions are offered for seniors. This program is offered in Mandarin, Cantonese and Vietnamese. Medical reception: 613-238-1220.

Seniors Shopping Groups: Transportation offered for seniors (60+ years) to a local grocery store and shopping mall on Monday mornings. Seniors must call in advance to reserve a spot on the van.

Ottawa Seniors Action Network: This network is for seniors who are concerned about community issues and want to get involved with matters of interest to people 55 years and older. Every 3rd Wednesday of the month.

Living a Healthy Life with a Chronic Condition or Chronic Pain: A six week series to help participants connect with other people with similar health conditions and learn how to manage the day-to-day challenges of living with a chronic health condition. For more information call 1-877-240-3941 or www.livinghealthyhamplain.ca.

Living Well with COPD: This program will help you learn to manage your chronic obstructive lung disease through a program of exercise and self-management skills.

Social Service Walk-In: Social services are provided to residents who require immediate help with personal crisis, food security, accessing community resources and referrals. This service is available Monday to Friday from 1:00pm-4:00pm.

Home Support Services: In-home support to help families and seniors on fixed income with organizing, budgeting and meal planning. Light house-keeping is also available. This service is offered by the City of Ottawa.

Somerset West Community Health Centre
55 Eccles Street, Ottawa, ON K1R 6S3
613-238-1220
www.swchc.on.ca



Community and Home Support Services

Community and Home Support Services are designed to ensure that seniors, aged sixty years or more, and adults with physical disabilities, living at home in South-East Ottawa, are linked up with appropriate and accessible services. Services offered include drives and escort to medical appointments; grocery bus; friendly visiting in your own home; house cleaning and home maintenance; respite care; foot care; caregiver support; bereavement support; snow removal; snow-go assist.

Primary Care Outreach to Seniors

A Registered Nurse or Community Health Worker can visit seniors at home. They may be able to assist them with a variety of needs, such as:

- living safely at home; reducing isolation
- falls prevention and management of chronic conditions
- caregiver stress and concerns about elder abuse
- finding a family physician

Housing Services

We can assist you with information, advocacy, crisis support, mediation and referrals to other services that you might need.

Managing Chronic Illness

We offer, in partnership with Living Healthy Champlain, a free educational workshop to give seniors the tools to live a healthy life.

Community Diabetes Education Program

We have a team that includes a Registered Dietitian and a Registered Nurse, who offer education and support to help people live well with Type 2 diabetes.

Smoking Cessation Support

We offer individual counselling and periodic group sessions to support clients who wish to quit smoking.

Footcare

Our foot care nurse runs clinics at the Centre and out in the community. A waiting list may apply. There is a fee for this service.

Wise Adult Seminars

Wise Adult Seminars offers weekly workshops and presentations on various topics related to health promotion for seniors. The topics are chosen by the participants and presented by experts.

Exercise for Seniors

- Individual Fitness Appraisal: Before joining any of the following programs, the Seniors Health Promoter will appraise fitness levels in order to help clients find the best exercise program for their needs.
- “Viactive”: Chair exercises with light weights, rubber bands and dance movements facilitated by trained senior volunteers.
- Urban Pole Walking Group: Walking club for seniors in order to promote physical activity outdoors. Weekly, summer, spring and fall sessions.
- “Stand Up” and healthy living workshops: A Falls Prevention program that involves an exercise program to strengthen your legs and improve balance in combination with weekly healthy living workshops. Program runs twice each week, for 8 to 10 weeks. It is offered twice yearly.

Health Programs for Multicultural Seniors

Our Multicultural Health Promoter will help seniors to connect with groups and services that will help you prevent illness and maintain good health.

South-East Ottawa Community Health Centre

1355 Bank Street, Suite 600, Ottawa, ON K1H 8K7

613-737-5115

www.seoche.on.ca

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**Centre des services
communautaires Vanier**

**Vanier Community
Service Centre**

The Vanier Community Service Centre provides services to seniors through our partnership with the Centre de services Guigues, a non-profit organization that offers community support and socio-recreational services to francophone seniors and adults with physical disabilities.

These services include: transportation services and accompaniment to medical appointment; trained volunteers who telephone, visit and share activities with seniors (free of charge); grocery bus; respite care for families and caregivers; and the home help program which offers assistance with regular house cleaning and maintenance.

The VCSC offers (in partnership with the Centre de service Guigues and the francophone program of Ottawa Public Health), thematic presentations, a monthly lunch-chat and a walking club for residents living at 300 Lacasse Street and 280 Montfort Street in Vanier.

Other services offered at the Vanier Community Services Center include: emergency food program, crisis intervention, needs assessment and counselling for seniors in need of assistance.

Vanier Community Service Centre
290 Dupuis Street, Ottawa, ON K1L 1A2
613-744-2892
www.cscvanier.com



The Western Ottawa Community Resource Centre (WOCRC) through its Community Support Services (CSS) is committed to helping seniors and adults with a physical disability live independent, active and meaningful lives in the communities of West Carleton, Kanata and Nepean.

Services offered include:

- information
- referral and support
- transportation
- adult day program for adults experiencing dementia-related disorders
- Meals on Wheels
- Diners' Club
- home maintenance/home help
- caregiver support
- respite care
- foot care clinics
- craft group
- telephone assurance/friendly visiting
- Snow Go program

The WOCRC partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities. We are committed to ensuring access to permanent and quality French Language Services in our designated programs and services.

Western Ottawa Community Resource Centre

2 MacNeil Court, Kanata, ON K2L 4H7

613-591-3686

www.wocrc.ca

The Coalition is Important

‘The strength of each community health and resource centre is derived from understanding local priorities and mobilizing resources that will make a difference in the wellbeing of individuals and neighbourhoods. Together, acting through the Coalition, we seek solutions to common issues, share resources, plan and coordinate service delivery to avoid duplication and sustain efficiencies, and advocate for healthy communities.’

Some CHRCs are also members of the Ottawa Community Support Coalition (OCSC). The Coalition of Community Health and Resource Centres of Ottawa and the Ottawa Community Support Coalition work in partnership together to provide seniors with the array of community services offered to them. To find out more about the OCSC, please visit their website: www.ocsc.ca.