

Appendix: Sources of Information and Support

The following organizations may be able to assist you in obtaining resources to support improving the effectiveness of your Residents' Council and transforming the culture of your home to become more resident-centred.

Activity Professionals of Ontario

A professional organization representing recreation and leisure service providers practicing in various healthcare settings, including long-term care homes.

151 Park Ave East
Dunnville, ON N1A 1B3
Telephone: 905-229-0041
Fax: 905-774-4457

www.activitypro.ca



Advocacy Center for the Elderly

The Advocacy Centre for the Elderly (ACE) is a community-based legal clinic for low-income senior citizens. ACE is managed by a volunteer Board of Directors at least half of whom are seniors. ACE is funded through Legal Aid Ontario and is the first legal clinic in Canada to specialize in the legal problems of seniors. ACE provides direct legal services to low-income seniors, public legal education, and engages in law reform activities. ACE services and activities are in relation to areas of law of special importance to the seniors' population.

701-2 Carleton Street
Toronto, ON M5B 1J3
Telephone: 416-598-2656

www.advocacycentreelderly.org/



Aphasia Institute

The Institute serves people living with or impacted by aphasia. The Institute's mission is to give hope to people with aphasia and their families by developing and sharing innovative solutions that reduce language barriers to full life participation.

73 Scarsdale Road
Toronto, ON M3B 2R2
Telephone: 416-226-3636
Fax: 416-226-3706





Concerned Friends of Ontario Citizens in Care Facilities

Concerned Friends of Ontario Citizens in Care Facilities is a volunteer, registered charity that is dedicated to advocacy at the systemic and individual levels in order to improve the care and quality of life in Ontario's long-term care homes.

2nd Floor, 140 Merton Street

Toronto, ON M4S 1A1

Voice-mail: 416-489-0146

www.concernedfriends.ca



CNIB

CNIB is a registered charity which provides community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted have the confidence, skills and opportunities to fully participate in life. Any Canadian who has experienced a loss of vision can come to CNIB for rehabilitation support. Their goal is to help you lead the life you want – whether that means offering you helpful products like magnifiers or large-button phones, helping you access our comprehensive library of talking books, getting you in touch with a peer support group, or working with you one-on-one in your own home to learn practical techniques for independent living.

1929 Bayview Ave

Toronto, ON M4G 3E8

Telephone: 1-800-563-2642

Email: info@cnib.ca

<http://www.cnib.ca/en/Pages/default.aspx>



Government of Ontario, Ministry of Health & Long-Term Care (MOHLTC)

The Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion, and disease prevention. It also regulates hospitals, nursing homes, long-term care homes, operates psychiatric hospitals and medical laboratories, and coordinates emergency health services.

80 Grosvenor Street, 5th Floor, Hepburn Block

Toronto, ON M7A 2C4

General Inquiry: 416-327-4327

Toll Free: 800-268-1153

TTY Toll Free: 800-387-5559

<http://www.health.gov.on.ca>



MOHLTC, the Performance Improvement & Compliance Branch

The Performance Improvement and Compliance Branch, an office of the Ministry of Health and Long-Term Care, provides leadership and direction to accelerate sustainable health system performance improvement in areas of provincial priority or identified need. The branch is comprised of Long-Term Care Home Compliance and Enforcement, the Financial Policies and Procedures Unit, Licensing and X-Ray Inspection, and the Organization Development Unit.

1075 Bay Street, 11th Floor

Toronto, ON M5S 2B1

General Inquiry: 416-327-7461

Fax: 416-327-7603

<http://www.health.gov.on.ca/en/ms/ecfa/pro/picb/>



Government of Ontario, Ontario Seniors' Secretariat

This branch of government publishes A Guide to Programs and Services for Seniors in Ontario, a free, easy-to-read source of information for just about everything you always wanted to know, such as how to get special greetings on special occasions. The guide is available on the web site or you can order the printed version by telephone.

777 Bay Street, Suite 601C

Toronto, ON M7A 2J4

Toll-Free: 1-888-910-1999

Email: infoseniors@ontario.ca

www.seniors.gov.on.ca



Java Music Club

The Java Music Club is an evidence-based mutual support group program developed for long-term care homes and other residential supportive housing, as well as for those who participate in community health organizations. The program builds trust and mutual support among residents and staff using discussion themes, music, photographs, readings and a traditional Aboriginal Talking Stick. This unique approach provides a foundation that enhances existing Residents' Council in long-term homes.

info@javamusicclub.com

<http://javamusicclub.com>



Ontario Association of Non-Profit Homes and Services for Seniors

OANHSS is the provincial association representing not-for-profit providers of long-term care services and housing for seniors. Members include municipal and charitable long-term care homes, non-profit nursing homes, seniors' housing projects and community service agencies. OANHSS operates independent of government and is funded primarily from member fees and revenue generated through programs and services.

7050 Weston Road, Suite 700

Woodbridge, ON L4L 8G7

Telephone: 905-851-8821

Fax: 905-851-0744

www.oanhss.org



Ontario Association of Residents' Councils

The Ontario Association of Residents' Councils (OARC) is a non-profit association with membership from both profit and non-profit long-term care homes in Ontario. It was founded in 1981 by residents, and continues to be governed by a Board of Directors, all of whom are residents of member long-term care homes.

80 Fulton Way, Suite 201

Richmond Hill, ON L4B 1J5

Toll Free: 1-800-532-0201



Ontario Family Councils' Program

The Family Councils' Program supports the development and sustainability of Family Councils in long-term care homes and facilitates opportunities for Family Councils within a region to meet. Family Councils and Regional Family Council Networks are led by volunteers. Family Councils' Program supports the development and sustainability of Family Councils in long-term care homes through resources, consultation and networking opportunities for groups of family and friends of the residents of long-term care homes.

40 St. Clair Avenue East, Suite 307

Toronto, Ontario M4T 1M9

Telephone: 416-487-4355

Toll free: 1-888-283-8806

Fax: 416-487-0344

Email: fcresource@selfhelp.on.ca

www.familycouncilmembers.net/



Ontario Gerontology Association

The Ontario Gerontology Association (OGA) works to improve the quality of life of all seniors. Their focus is on positive aging, aging at home, and age-friendly communities which contribute to independent living.

351 Christie Street, Suite 216

Toronto, ON M6G 3C3

Telephone: 416-535-6034

Fax: 416-535-6907

Email: info@gerontario.org

<http://www.gerontario.org>



Ontario Long-Term Care Association

OLTCA is the largest long-term care provider association in Ontario and the only association that represents the full mix of long-term care operators – private, not-for-profit, charitable and municipal. Member homes are regulated by the Ontario MOHLTC and provide care and accommodation services to residents throughout Ontario.

345 Renfrew Drive, 3rd Floor

Markham, ON L3R 9S9

Telephone: 905-470-8995

Fax: 905-470-9595

Email: info@oltca.com

<http://www.oltca.com>



Ontario Network for the Prevention of Elder Abuse

The Ontario Network for the Prevention of Elder Abuse (ONPEA) is a non-profit, charitable organization dedicated to raising awareness about the abuse and neglect of older adults.

234 Eglinton Avenue East, Suite 500

Toronto, Ontario M4P 1K5

Telephone: 416-916-6728

www.onpea.org



The Ontario Network
for the Prevention of Elder Abuse

Ontario Retirement Communities Association

ORCA is a voluntary, non-profit association established in 1977 that sets professional operating standards, inspects and accredits retirement residences in Ontario. ORCA-approved retirement residences provide care and services to 22,000 seniors in Ontario.

2390 Bristol Circle, Unit 6

Oakville, ON L6H 6M5

Telephone: 905-403-0500

Toll-Free: 1-800-361-7254

Fax: 905-829-1594

Email: info@orca-homes.com

<http://www.orca-homes.com/who.html>



Pioneer Network

Pioneer Network was formed in 1997 by a small group of prominent professionals in long-term care to advocate for person-directed care. Pioneer Network advocates for elders across the spectrum of living options and is working towards a culture of aging that supports the care of elders in settings where individual voices are heard and individual choices are respected. This movement towards more humane, consumer-driven models that embrace flexibility and self-determination has come to be known as the long-term care culture change movement.

35 E Wacker Drive, Suite 850

Chicago IL 60601-2106

Telephone: 1-312-224-2574

<http://www.pioneernetwork.net>



Therapeutic Recreation Ontario

Therapeutic Recreation Ontario (TRO) is dedicated to guiding, supporting, educating and advocating for its members by providing direction and advancing the profession. They enable the TR practitioner to deliver quality professional services and protect the rights of individuals across diverse delivery settings.

Lakeport P.O. Box 28063 - 600 Ontario Street

St. Catharines, ON L2N 7P8

Telephone: 1-905-646-7473

Fax: 1-289-656-1693

<http://www.trontario.org>

