

## *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.

### **Recreation Professionals of Ontario**

Recreation Professionals of Ontario is committed to the professional development and support of its members involved in recreation services for seniors.

PO Box 293

Port Hope, ON L1A 3W4

Telephone: 1-888-594-0140

Fax: 1-888-494-7038

<http://www.activitypro.ca/AboutRPO>



### **AdvantAge Ontario**

AdvantAge Ontario 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. AdvantAge Ontario operates independent of government and is funded primarily from member fees and revenue generated through programs and services.

64 Jardin Drive, Unit 3B

Concord, ON L4K 3P3

Telephone: 905-851-8821

Fax: 905-851-0744

<https://www.advantageontario.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/](http://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.

2<sup>nd</sup> Floor, 140 Merton Street

Toronto, ON M4S 1A1

Toronto Area: 416-489-0146

Toll-free: 1-855-489-0146

[www.concernedfriends.ca](http://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](mailto: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, 5<sup>th</sup> 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, Long-Term Care Homes Division**

The Long-Term Care Homes Division will help deliver on the ministry's key priorities for Long-Term Care. Working with partners from across the Ministry and government, the Division leads the design, development, and implementation of legislation, regulation, and policy. Providing program/sector oversight and administration, the Division also administers long term care home licenses; provides oversight and ensures accountability and compliance of Long-Term Care Homes and X-ray Facilities with applicable legislation and Ministry policy. The Long-Term Care Homes Division is comprised of the Assistant Deputy Minister's Office and also includes two branches: the Long-Term Care Inspections Branch and the Licensing and Policy Branch.

1075 Bay Street, 11<sup>th</sup> Floor, Toronto, ON M5S 2B1

General Inquiry: 416-327-7461

Fax: 416-327-7603

<https://www.ontario.ca/page/about-long-term-care>

### **MOHLTC, Inspections Branch**

The Inspections 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, and Licensing and X-Ray Inspection.

1075 Bay Street, 11<sup>th</sup> Floor, Toronto, ON M5S 2B1

General Inquiry: 416-327-7461

Fax: 416-327-7603

[http://www.health.gov.on.ca/en/public/programs/ltc/31\\_pr\\_inspections.aspx](http://www.health.gov.on.ca/en/public/programs/ltc/31_pr_inspections.aspx)

## **Government of Ontario, Ontario Seniors' Secretariat**

Ministry for Seniors and Accessibility develops and facilitates access to public services to improve the quality of life for seniors and helps them lead safe, engaged, active and healthy lives; supports accessibility for people with disabilities by implementing the Accessibility for Ontarians with Disabilities Act and by removing and preventing barriers in everyday life.

College Park 5th Flr, 777 Bay St

Toronto, ON M7A 1S5

Toll-Free: 1-888-910-1999

Email: [infoseniors@ontario.ca](mailto:infoseniors@ontario.ca)

[www.seniors.gov.on.ca](http://www.seniors.gov.on.ca)



## **Java Music Program**

The Java Music Club program is a research-based peer support activity group program designed for residential care. The program has been implemented in over 600 organizations across Canada and the US, including long-term care (nursing homes, skilled nursing), assisted living, retirement and independent living as well as adult day centers, hospitals and senior services within the community. This program is intuitive and easy to facilitate by recreation staff, residents, volunteers or family members. The focus is on peer support – residents helping residents – which adds purpose and meaning to their lives.

Telephone: 647-660-3910

Tool-free: 1-866-523-2411 (Canada and US)

Email: [info@JavaGP.com](mailto:info@JavaGP.com)

<http://javagp.com/>





## 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.

Mailing Address:

4261 Highway 7 East Suite#A14-360

Markham, ON L3R 9W6

Toll Free: 1-800-532-0201

Email: [info@ontarc.com](mailto:info@ontarc.com)



## Family Councils Ontario

The Family Councils Ontario 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 Ontario 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.

Mailing Address:

2-140 King St. East Suite 305

Hamilton, ON L8N 1B2

Telephone: 647-427-5551

Toll free: 1-877-622-9968

Fax: 416-487-0344

Email: [TFearon@fco.ngo](mailto:TFearon@fco.ngo)

<https://www.fco.ngo/>



## 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](mailto: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.

425 University Avenue, Suite 500

Toronto, Ontario M5G 1T6

Telephone: 647-256-3490

Fax: 416-642-0635

Email: [info@oltca.com](mailto:info@oltca.com)

<https://www.oltca.com/OLTCA/>



**ONTARIO  
LONG TERM CARE  
ASSOCIATION**

## Elder Abuse Ontario

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.

Mailing Address:

PO Box 38628, Cummer PO

Toronto, Ontario M2K 2Y5

Telephone: 416-916-6728

<http://www.elderabuseontario.com/>



**Elder Abuse Ontario**  
Stop Abuse - Restore Respect  
**Maltraitance des personnes âgées Ontario**  
Arrêtez les mauvais traitements - Restaurez le respect

## **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.

2401 Bristol Circle, Suite 202

Oakville, ON L6H 5S9

Telephone: 905-403-0500

Toll-Free: 1-888-263-5556

Fax: 905-829-1594

<https://www.orcaretirement.com/>



## **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.

P.O. Box 18609,

Rochester, NY 14618

Telephone: 1-585-287-6436

<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.

850 King St. West, Unit 20

Oshawa, ON L1J 8N5

Telephone: 1-289-626-8761

Fax: 1-289-656-1693

<http://www.trontario.org>



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