



## **Hospice Toronto Caregiver Resource Package**

### **Emotional**

- Caregiver support groups and services
  - (listed alphabetically by disease) with locations and contact information
    - <http://www.caregiver.on.ca/cgccsg.html>
  - Hospice Toronto (Community Hospice Supports for adult and child caregivers)
    - [www.hospicetoronto.ca](http://www.hospicetoronto.ca)
    - 416-364-1666
  - Family Service Toronto
    - <http://www.fsatoronto.com/programs/seniors/workshops.html>
    - 416-595-9618
  - CANES community care
    - <http://www.canes.on.ca/Services/CaregiverSupportandCounselling/tabid/1633/Default.aspx>
    - 416-743-3892 Ext. 243
- Caregiver workshops (may be free for the public); topics include family dynamics, anger and guilt, time management and coping mechanisms
  - Canadian Cancer Society [http://www.cancer.ca/Ontario/Support%20Services.aspx?sc\\_lang=en](http://www.cancer.ca/Ontario/Support%20Services.aspx?sc_lang=en)
    - 1-888-939-3333
- Caregiver magazine
  - <http://www.caregiver.com/>
- CNAP (Community Navigation and Access Program (Toronto only))
  - 1-877-540-6565
- Family Caregiver magazine (issues available online)
  - <http://www.thefamilycaregiver.com/publication/>
- Gilda's Club Greater Toronto; for those living with or affected by cancer
  - <http://www.gildasclubtoronto.org/gc.php>
  - 416- 214-9898
- Wellspring; a lifeline to cancer support
  - toll free 1-877-499-9904
  - <http://www.wellspring.ca/>
- Max and Beatrice Wolfe Centre for children's grief and palliative care: 416 586-4800 ext. 6664
  - [www.tlcpc.org](http://www.tlcpc.org) e-mail: [info@tlcpc.org](mailto:info@tlcpc.org)

### **Legal Matters**

- Pension information, death benefits, children of deceased, etc
  - <http://www.canadabenefits.gc.ca/faeclist.jsp?lang=en&geo=5&catid=12&orderby=2>
- Power of attorney
  - Power of attorney allows a person to act on behalf of another. If the patient does not sign over power of attorney and becomes incapable of making decisions, a healthcare surrogate will be appointed to make medical decisions on their behalf.
    - (416) 314-2800 in Toronto or toll-free 1-800-366-0335



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- <http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/livingwillqa.pdf>
- <http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.asp>
- <http://www.wvlegalservices.org/surrogat.pdf>
  
- Living Will/Advance Directive
  - A living will provides information concerning the future medical and personal care of a person. It is created while the patient is still able to make decisions for them, and does not become active until they are no longer able to do so. A living will may also be called an “advance directive”.
    - <http://www.stjoe.on.ca/patients/yourstay/endoflife.php>
    - [http://www.jointcentreforbioethics.ca/tools/documents/jcb\\_livingwill.pdf](http://www.jointcentreforbioethics.ca/tools/documents/jcb_livingwill.pdf)
    - [http://www.jointcentreforbioethics.ca/tools/lw\\_download.shtml](http://www.jointcentreforbioethics.ca/tools/lw_download.shtml)
  
- Do Not Resuscitate (DNR) and EMS DNR
  - A DNR is an order from the patient that they do not want lifesaving measures to be taken if their heart stops or if they stop breathing. It must be signed by a medical professional. Because emergency medical personnel (firefighters, ambulance drivers) are not included in the DNR order, there is a separate order, an EMS DNR, to prevent emergency medical workers from resuscitating the person.
    - <http://estatelaw.hullandhull.com/2009/03/articles/topics/estate-trust/advance-directives-do-not-resuscitate-orders/>
    - The EMS DNR is available here:  
[http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetAttachDocs/014-4519-45~1/\\$File/4519-45.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetAttachDocs/014-4519-45~1/$File/4519-45.pdf)
  
- Advocacy Centre for the Elderly (ACE; legal support for seniors): 416-598-2656
- Legal Aid Clinics in Ontario- [www.legalaid.on.ca](http://www.legalaid.on.ca)

### **Government Resources**

- Senior’s information website with caregiving information
  - <http://www.seniorsinfo.ca/en/categories/646>
- Government site that searches for the medical service you require within a chosen distance (ex. X-ray clinics within a 5 km radius) and then provides you with contact information and a map
  - <http://www.hco-on.ca/English/Home-Page/>
- Being a Caregiver: resource, advice and information page
  - [http://www.servicecanada.gc.ca/eng/gateways/where\\_you\\_live/menu.shtml](http://www.servicecanada.gc.ca/eng/gateways/where_you_live/menu.shtml)
- Caregiver funding
  - <http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/Ins300-350/315/lgbl-eng.html>
  - [http://www.rhdccrsrc.gc.ca/eng/learning/education\\_savings/publications\\_resources/promoter/tools/infocapsules/05.shtml](http://www.rhdccrsrc.gc.ca/eng/learning/education_savings/publications_resources/promoter/tools/infocapsules/05.shtml)
- Funding for housing and mortgages
  - 1-800-668-2642
  - [http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas\\_003.cfm](http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm)
- Assistive Devices Program: provides healthcare devices (listed on website)
  - 416-327-8804 or 1-800-268-6021
  - [http://www.health.gov.on.ca/english/public/program/adp/adp\\_mn.html](http://www.health.gov.on.ca/english/public/program/adp/adp_mn.html)

### **Medical Issues**



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- Many illnesses have societies that provide information and support to patients and their families.
  - Canadian Cancer Society: 416-488-5400 or toll free 1-800-268-8874
    - <http://info.cancer.ca/csd/searchcon.aspx?lang=E&id=3543>
  - ALS Society of Canada: (416) 497-8545
    - [http://www.als.ca/caregiver/i\\_am\\_a\\_caregiver.aspx](http://www.als.ca/caregiver/i_am_a_caregiver.aspx)
  - AIDS Committee of Toronto:
    - <http://www.actoronto.org/home.nsf/pages/livingwithHIV>
  - Heart and Stroke Foundation of Ontario: 416-489-7111
    - [http://www.heartandstroke.on.ca/site/c.pv13leNWJwE/b.3581739/k.7EFF/Heart\\_Disease.htm](http://www.heartandstroke.on.ca/site/c.pv13leNWJwE/b.3581739/k.7EFF/Heart_Disease.htm)
  - Alzheimer Society: 416-322-6556
    - <http://www.alzheimer.ca/english/care/intro.htm>
  - Multiple Sclerosis Toronto: 416-922-6065
    - <http://www.mssociety.ca/en/default.htm>
- Mayo clinic: easy to understand health information
  - <http://www.mayoclinic.com/>
- Telehealth: Telehealth Ontario is a free, confidential telephone service that provides free health advice and general health information from a registered nurse (R.N.) 24 hours per day, 7 days a week.
  - 1-866-797-0000 TTY : 1-866-797-0007

### **Financial**

- Disability pension: 1-800-277-9914
  - <http://www.cleo.on.ca/english/pub/onpub/PDF/health/cppdisability.pdf>
- Ontario Drug Benefit Program. This program covers most of the cost of medications to certain groups. These groups include: those over 65 years of age, residents of long-term care homes and Homes for Special Care, those receiving professional services through the Home Care program, Trillium Drug Program registrants, and those receiving social assistance.
  - 1-866-532-3161 or TTY 1-800-387-5559
  - <http://www.health.gov.on.ca/english/public/pub/drugs/odb.html>
- Ontario Works medical transportation. Those who are required to travel regularly for medical care may be provided with a bursary to cover the cost of that transportation.
  - <http://www.toronto.ca/socialservices/healthcosts.htm#e>
- Workman's Compensation (Ontario Workplace Safety & Insurance Board (WSIB)) – offers financial aid for work related injuries, illnesses and conditions.
  - (416) 344-1000 or toll free: 1-800-387-5540
  - <http://www.wsib.on.ca/wsib/wsibsite.nsf/public/WSIBBenefits>
- Information on compassionate leave: 1 800-531-5551
  - [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)
- Toronto social services provides financial assistance for funerals, burials and cremations: 416 392-1666
  - [www.toronto.ca/socialservices/Policy/Funerals.htm](http://www.toronto.ca/socialservices/Policy/Funerals.htm)
    - For renovations for support devices for ADL's for a person with disabilities (up to \$15,000)  
Canadian Mortgage and Housing Corporation toll free 1 866-389-1742, 416 221-26
    - [www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca)

### **Practical**

- Toronto Meals on Wheels locations
  - <http://www.mealcall.org/canada/ontario/toronto.htm>



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- Toronto Community Centres
  - [http://www.toronto.ca/parks/recreation\\_facilities/comcen/comcen\\_index.htm](http://www.toronto.ca/parks/recreation_facilities/comcen/comcen_index.htm)
- 211 Toronto: 211Toronto.ca is a guide to social services in Toronto including child care, community legal services, home support, low-income housing, immigration, employment, and community resources
  - 211 or TTY 1-888-340-1001
  - [www.211toronto.ca](http://www.211toronto.ca)
- Transportation Services
  - Toronto Ride - To register - 416 243-0127
    - [www.torontoride.ca](http://www.torontoride.ca)
  - TTC – Wheel-Trans Registration; weekdays from 8am to 4pm
    - 416-393-4111 or TTY: 416-393-4555
    - [Wheeltrans.customerservice@ttc.ca](mailto:Wheeltrans.customerservice@ttc.ca)
- Community Care Access Centre (CCAC)
  - 416 506-9888 or toll free: 1 866-243-0061
  - <http://www.ccac-ont.ca/Home.aspx?LanguageID=1>
- Community Support: Meals on Wheels and Toronto Ride, respite care, home and property support, adult day services, friendly visits, telephone reassurance, security checks, referral for home support
  - Humber Community Seniors' Services: 416 249-4219
  - Mid-Toronto Community Services: 416 962-9449
  - Neighborhood Link Support Services: 416-691-7407
  - St. Christopher's House: 416 532-4828
  - St. Clair West Services for Seniors: 416 787-2114
  - St. Stephen's Community House: 416-929-3281
  - West Toronto Services for Seniors: (416) 653-3535
- Princess Margaret Hospital – Caring to the End of Life: provides information and resources for caregivers
  - <http://www.caringtotheend.ca/body.php?id=21>
- Home Library Service: 416 395-5557
  - [www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca)
- There are several options for home meal delivery other than Meals on Wheels:
  - Hearth to Home: 416-656-0023 or [www.hearthtohome.ca](http://www.hearthtohome.ca)
  - Healthy Heart Meals: 416-465-6325 or [www.healthyheartmeals.com](http://www.healthyheartmeals.com)
  - Rose Riesman's personal gourmet: 416 721-0560 or [www.weightcare.ca](http://www.weightcare.ca)
  - Order it: [www.orderit.ca](http://www.orderit.ca)
- Toronto grocery: [www.247apartments.com](http://www.247apartments.com)
  - Grocery Gateway; provides grocery delivery
  - [www.grocerygateway.com](http://www.grocerygateway.com) 905-564-8778

### **Children's Resources**

- The city of Toronto provides child care services.
  - <http://www.toronto.ca/children/>
- St. Christopher's House provides various children and youth programs at locations across Toronto. (416) 504-3535
  - <http://www.stchrishouse.org/children-youth/index.php>
- VHA is an association which provides child care and family support. Adult and elder care, end of life and palliative care are also available. 1-888-314-6622 or 416-489-2500



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- <http://www.vha.ca/our-services.html>
- Temmy Latner Centre for palliative care (at Mount Sinai hospital) has programs for children who are coping with terminal illness, either their own or that of a loved one.  
416 586-4800 ext. 7884
  - <http://www.mountsinai.on.ca/care/tlpcp/temmy-latner-centre-for-palliative-care>

### **Death and Bereavement Services**

- Pensions, benefits and personal finance, vehicles, property and other information:
- <http://www.ontario.ca>
- Cancelling benefits following the death of a pensioner/beneficiary (includes old age security Pension, allowance and allowance for survivor; CPP retirement pension; CPP disability benefits; CPP survivor benefits)  
[www.1.servicecanada.gc.ca](http://www.1.servicecanada.gc.ca)
- Canada Revenue Agency: 1-800-959-2221  
[www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)
- Gitche M'Qua Centre for Healing and Dying 416 651-1846
- Bereaved Families of Ontario 416 440-0290
- Max and Beatrice Wolfe Centre for Children's Grief and Palliative Care 416 586-4800x6664
- Cardinal Funeral Home Bereavement Centre (free support one and one and group support) (416) 762-3478

### **Government links and information**

#### **Canada (Federal)**

Federal-Cancelling benefits following the death of a pensioner/beneficiary- Service Canada  
[www.1.servicecanada.gc.ca](http://www.1.servicecanada.gc.ca) (includes old age security Pension, allowance and allowance for survivor; CPP retirement pension; CPP disability benefits; CPP survivor benefits)

Federal-Canada Revenue Agency [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca) 1 800 959-2221

Applying for Leave of absence for caregivers from Employment Insurance:

<http://www.servicecanada.gc.ca/eng/lifeevents/caregiver.shtml>

<http://www.hrsc.gc.ca/eng/lp/spila/clip/eslc/Compass.pdf>



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## Ontario (Provincial)

Employment Standards - Labour standards for taking leaves of absence:

[http://www.labour.gov.on.ca/english/es/fml\\_index.html](http://www.labour.gov.on.ca/english/es/fml_index.html)

Ontario-Pensions, benefits and personal finance, vehicles, property and other information

<http://www.ontario.ca> put in- what to do when someone dies

OHIP (Ontario Health Insurance Program)

[www.health.gov.on.ca](http://www.health.gov.on.ca) 1 866 532-3161

Ontario Ministry of Transportation

[www.mto.gov.on.ca](http://www.mto.gov.on.ca) 1 800 387-3445