

OLDER ADULTS

Where to go when you're looking for help

Updated: February 2024

The services listed here are generally for people age 65 and older, although some services are accessible to people as young as 55. For additional services in Ontario, visit www.connexontario.ca and click on "Directory." In the advanced search option, go to the "Service" section, and under "Service specialized for," click on "Older Adults."

Treatment and Support for Addiction

Alcohol, Drug and Gambling Services of Hamilton – Older Wiser Lifestyles Program

21 Hunter Street East, 3rd floor, Hamilton

www.hamilton.ca/people-programs/public-health/alcohol-drugs-gambling/alcohol-drug-gambling-services

Tel.: 905 546-3606, option 3

Services: Groups on alcohol and the body, adding new activities, safe medication use, sleep and nutrition, depression and anxiety, building resilience; individual support and follow-up groups

Eligibility: People age 55+ concerned about their use of alcohol or other drugs

Referral: Call intake number above

Centretown Community Health Centre – LESA Program

420 Cooper Street, Ottawa

www.centretownchc.org/programs/the-lesa-program%3A-substance-use-%26-problem-gambling-supports-for-people-55%2B

Tel.: 613 233 4443 ext. 2109

lesa@centretownchc.org

Services: Substance use and problem gambling service for people age 55+; individual counselling alongside therapeutic support groups and a recreation therapy program that includes outings, mixed-gender substance support group, learning series, women's support group, gambling support and education group

Eligibility: People age 55+ with substance use or gambling problems

Referral: Registration required by calling number above

If any of this information is incorrect or outdated, or if there are additional organizations or programs that would be helpful to include, please e-mail the information to us at access.resources@camh.ca.

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Homewood Health Centre – Older Adult Assessment and Stabilization Integrated Service

150 Delhi Street, Guelph

<https://homewoodhealthcentre.com/regional-programs/older-adult-assessment-and-stabilization-integrated-service/>

Tel.: 1 866 788 0490 ext. 32342

Services: Specialized care for older adults experiencing a crisis, dementia or mood disorder

Eligibility: People age 55+ living in Guelph–Wellington who are struggling with cognitive impairment, mental illness or neurocognitive disorders

Referral: Call to inquire about referrals

Peel Addiction Assessment and Referral Centre – Older Person’s Substance Use Program

5170 Dixie Road, Suite 302, Mississauga

<https://paarc.com/programs>

Tel.: 905 629-1007

admin@paarc.com

Services: Home-based assessment, case management and counselling for people in Peel Region who have multiple conditions and are seeking support for substance use and gambling problems

Eligibility: People age 55+ who need help for substance use or gambling problems and who have mobility issues or other conditions

Referral: Self-referral; can call clinical intake at 905 629-1007 ext. 222

Rapid Access Addiction Medicine Clinics

More than 70 locations across Ontario

www.metaphi.ca/raam-clinics

Tel.: 1 866 531-2600 (ConnexOntario) or visit website and find phone number under desired location

Services: Addiction walk-in clinics that provide brief counselling, medication prescriptions (to help with cravings and withdrawal) and referrals to community treatment programs

Eligibility: People with substance use problems

Referral: None required

Reconnect Community Health Services – Community Outreach Program in Addictions

1709 Bloor Street West, Toronto

www.reconnect.on.ca/copa

Tel.: 416 248-2050 (for clients)

contact@reconnect.on.ca

Services: Assessment, treatment and care for older adults in the community struggling with addiction; includes outreach, harm reduction, referrals, case management

Eligibility: People age 55+ with an addiction who live within the Toronto Central LHIN boundary (priority to people who live between Yonge Street and Kipling Avenue and between Eglinton Avenue and Lakeshore Boulevard)

Referral: Call 416 248 2050 ext. 8038, or request intake call via “Apply for Service” button on website

Fee: None

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Stonehenge Therapeutic Community

60 Westwood Road, Guelph

www.stonehengetc.com

Tel.: 519 837-1470

info@stonehengetc.com

Services: Adult residential treatment programs (4.5 to six months); community-based programs

Eligibility: Generally for adults 18+

Referral: Self-referral for many services by calling 1 844 437-3247

Fee: None

Treatment and Support for Alzheimer's and Other Dementias

Alzheimer Society of Ontario

20 Eglinton Avenue West, 16th floor, Toronto

<http://alzheimer.ca/en/on>

Tel.: 416 967-5900 or toll-free: 1 800 879-4226

staff@alzon.ca

Services: Information, education, support and counselling; First Link program that connects people and their families with their local Alzheimer Society and other community services

Note: Visit website to find out about local programs and services offered across Ontario

Baycrest – Adult Day Program for Frail Seniors

3560 Bathurst Street, Toronto

www.baycrest.org/Baycrest/Healthcare-Programs-Services/Programs/Adult-Day-Programs

Tel.: 416 785-2500 ext. 2223

webmaster@baycrest.org

Services: Social, recreational and therapeutic activities in a group setting for frail older adults and adults with special needs, Alzheimer's disease and related dementias

Referral: Call number above or call Community Navigation and Access Program at 1 877 540-6565)

Fees: Set fee (some subsidies available), plus transportation fee

Baycrest – Behavioural Support for Seniors

3560 Bathurst Street, Toronto

www.baycrest.org/Baycrest/Healthcare-Programs-Services/Programs/Behavioural-Support-for-Seniors-Program

Tel.: 416 785-2500 ext. 2005

behaviouralsupport@baycrest.org

Services: Behavioural supports coordination and hotline, outreach teams for community, acute care and long-term care settings; geriatric addiction specialist for long-term care and cross-sectoral transitions; caregiver specialist for long-term care and community; transitional behavioural support unit; crisis mobile services; education and training

Eligibility: People age 65+ diagnosed with dementia or suspicion of dementia, their families and caregivers; must live at home or in a long-term care home within Toronto Central catchment area

Fees: Free

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Carefirst Seniors – Adult Day Program for Frail or Socially Isolated Seniors

3601 Victoria Park Avenue, 2nd floor, Room 209, Scarborough

<https://carefirstseniors.com>

Tel.: 416 502 2323

info@carefirstontario.ca

Services: Day program for older adults who are physically frail, post-stroke, cognitively impaired, have early-stage Alzheimer’s disease, are socially isolated or have other challenges; transportation and meals provided

Eligibility: Age 55+

Fees: \$26 per day, but fee may be waived depending on financial need; transportation costs are extra

St. Joseph’s Health Centre – Community Responsive Behaviour Team

100 Westmount Drive, Guelph

www.caredove.com/wwsgs/service/detail/sid/1986/refr/search

Toll-free tel.: 1 855 849-6228

Services: Assessment of challenging behaviours in people with cognitive impairment; works with caregivers to identify strategies to manage the behaviour and reduce risks

Eligibility: People with dementia who exhibit agitation, repetition or wandering due to dementia, mental health problems or addiction and who live in the Waterloo–Wellington region

Referral: From a health care professional. Call number above and ask for the Waterloo–Wellington specialized geriatric services clinical intake person. Referral form on website

Mental Health Programs

Baycrest – Outpatient Mental Health Program

3560 Bathurst Street, Toronto

www.baycrest.org/baycrest/healthcare-programs-services/clinical-services/centre-for-mental-health/outpatient-mental-health-program

Tel.: 416 785-2500 ext. 2730

OPMH@baycrest.org

Services: Outreach services in clients’ homes; telepsychiatry video-conferencing service for people outside GTA

Eligibility: Age 65+ experiencing a mental health issue

Referral: Download form from website and fax it to 647 788 2199 or email it to outpatientintake@baycrest.org

Fees: Covered by OHIP

Canadian Coalition for Seniors’ Mental Health

20 Crown Steel Drive, Unit 6, Markham

<https://ccsmh.ca>

Tel.: 905 415-3917

ccsmh@secretariatcentral.com

Services: Free downloadable brochures on delirium, depression, mental health in long-term care, suicide prevention in older adults (in “Areas of Focus” section)

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Canadian Mental Health Association – Waterloo Wellington

234 St. Patrick Street East, Fergus

<https://cmhaww.ca/types-programs-services/services-for-seniors>

Toll-free tel.: 1 844 437-3247

Services: Mental health services for older adults, including assessment and treatment; intensive geriatric services for older adults with complex medical or mental health needs; addiction services for adults of all ages (counselling, day and residential treatment)

Eligibility: Age 65+ for older adults programs

Referral: Depends on location of service; call number above for details

Centre for Addiction and Mental Health – Geriatric Telemedicine Clinic

www.camh.ca/en/your-care/programs-and-services/geriatric-telemedicine-clinic

Tel.: 416 535-8501 ext. 39611 or ext. 33305

Services: Medication review, diagnostic assessment of common psychiatric disorders, behavioural management of dementia

Eligibility: People age 60+ with psychiatric issues who live in remote areas of Ontario and do not have access to psychiatric services or who require a specialist consultation

Referral: Physician referral required; download referral form from website and call your doctor

Note: May be a waiting list

Centre for Addiction and Mental Health – Memory Clinic

80 Workman Way, Toronto

www.camh.ca/en/your-care/programs-and-services/memory-clinic

Tel.: 416 535-8501 ext. 33448

Services: Assessment and follow-up, including initial evaluation, neuropsychological testing, second opinions, follow-up medical care after initial diagnosis, links to community resources, caregiver education, guidance and support, research opportunities

Eligibility: People age 50+ with memory concerns

Referral: Referrals from CAMH emergency department only

Centre for Addiction and Mental Health – Neuropsychiatric Clinic

80 Workman Way, 1st floor, Toronto

www.camh.ca/en/your-care/programs-and-services/neuropsychiatry-clinic

Tel.: 416 535-8501 ext. 39151 (general inquiries)

Services: Neuropsychiatric assessment and follow-up, including initial evaluation, second opinions, follow-up medical care after initial diagnosis, linkage to community resources, caregiver education, guidance, and support

Eligibility: People age 18+ with neuropsychiatric issues

Referral: Physician referral preferred through Access CAMH; for community outpatient referrals, fill out form on website and fax it to Access CAMH at 416 979 6815; internal referrals can use I-CARE orders system within PowerChart

Cota

550 Queen Street East, Suite 201, Toronto

<https://cotainspires.ca/mental-health-services>

Tel.: 416 785-9230 ext. 8793 or toll-free: 1 888 785-9230

intake@cotainspires.ca

Services: Individualized support, in-home safety assessments and other case management within Geriatric Mental Health Case Management program; other services for adults with mental health and cognitive challenges

Eligibility: Adults with age-related dementia, and people age 65+ with serious mental illness

Referral: Call 416 785-9230 ext. 8793

Cost: Covered by OHIP

Mood Disorders Association of Ontario

36 Eglinton Avenue West, Suite 602, Toronto

www.mooodisorders.ca

Tel.: 416 486-8046 or toll-free: 1 888 486-8236

Services: Support for people with mood disorders and their families: support groups (not specific to older adults), support program for family members and caregivers; resources, including fact sheet about seniors and depression

Sunnybrook Health Sciences Centre – Community Psychiatric Services for the Elderly

2075 Bayview Avenue, F Wing, 3rd floor, Room F307, Toronto

<https://sunnybrook.ca/content/?page=community-psychiatric-services-elderly>

Tel.: 416 480-4663

cpse@sunnybrook.ca

Services: Assessment, counselling, direct psychiatric services, referral and coordination, consultation and liaison, education programs and presentations

Eligibility: Physician referral required; must be a senior who lives within the service area (between York Mills Road and St. Clair Avenue and between Avenue Road and the Don Valley Parkway)

Fees: Covered by OHIP

Community Support for Older Adults and Caregivers

Reconnect Community Health Services

2562 Eglinton Avenue West, Toronto

1281 St. Clair Ave. West, Toronto

www.reconnect.on.ca

Tel.: 416 248-2050

contact@reconnect.on.ca

Services: Mental health, addiction and seniors' services include case management, crisis and addiction services for seniors; in-home support includes day services, case management, community programs, home help, personal care, Meals on Wheels, respite care, supportive housing, therapeutic falls prevention, exercise, transportation

Eligibility: Community services for older adults with disabilities, including Alzheimer's or other dementia; health services for people age 16+ with complex mental illness and addiction

Referral: For community services, call 416 248-2050 ext. 5214; for health services, referral varies: see www.reconnect.on.ca/referrals/referrals-health-services/ for information on relevant program

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Redwood Shelter

www.theredwood.com

Tel.: 416 533-9372

Services: 24-hour helpline for women living with abuse: phone-based support and counselling; a secure home and other services to keep women safe

Eligibility: Anyone dealing with abuse, and their children

Regional Geriatric Program of Toronto

2075 Bayview Avenue, Room H478, Toronto

www.rgptoronto.ca

Tel.: 416 480-6026

info@rgptoronto.ca

Services: Specialized geriatric outpatient services offered by 25 participating organizations in the client's home or in an outpatient setting; includes comprehensive assessments by a geriatric outpatient team, geriatric outpatient clinics, specialty clinics and programs and geriatric day hospitals

Eligibility: Frail older adults (or older adults at risk of becoming frail) who have complex and multiple needs: In "Services" section of website, check map at "Find a Service" to locate services in your area

Referral: Physician must fill out referral form available on website

Seniors and Caregivers Support

128 Sterling Road, Unit A, Suite 202, Toronto

355 Church Street, Toronto

<https://familyservicetoronto.org/our-services/programs-and-services/seniors-and-caregivers>

Tel.: 416 595-9230

Services: One-on-one counselling, group programs, support groups, practical assistance to help adults 60+ (adults with disabilities 55+) deal with abusive relationships, medical conditions (e.g., Alzheimer's, stroke, depression), change and loss, and to explore housing alternatives, access community support programs or resolve other issues

Eligibility: Adults 60+ (and adults with disabilities 55+)

Referral: None required

Fees: Fully subsidized

South Asian Women's Centre – Senior Group

800 Lansdowne Avenue, Unit 1, Toronto

www.sawc.org

Tel.: 416 537-2276 ext. 224

info@sawc.org

Services: Group meetings on Thursdays, 1:00 pm– to 3:00 pm, where older women do cultural activities and crafts while discussing exercise, diet and nutrition, elder abuse and health issues

SPRINT Senior Care

130 Merton Street, Suite 600, Toronto

www.sprintseniorcare.org

Tel.: 416 481-6411

info@sprintseniorcare.org

Services: Practical and low-cost services for older adults and their caregivers

Fees: Costs vary by program (see website)

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Toronto Distress Centres – Caller Reassurance for Seniors Program

www.torontodistresscentre.com/caller-reassurance

Services: Case-management approach that includes discussing topics such as medical appointment and medication reminders and developing long-term coping plans

Note: May be a waiting list

Elder Abuse

Canadian Network for the Prevention of Elder Abuse

www.cnpea.ca

Services: Information about elder abuse, how friends and family can respond and how to get help

Carefirst Seniors and Community Services Association

300 Silver Star Boulevard, Toronto

www.carefirstseniors.com

Tel.: 416 502-2323

info@carefirstseniors.com

Services: Elder abuse services, including community information and referrals, counselling, support group and Chinese Elder Abuse Hotline; support services for bereavement, including individual counselling, bereavement groups and hospice visiting; other health and community support services

Eligibility: People age 55+ who speak English or Chinese

Fees: Varies by program, some subsidies available

Languages: English, Cantonese, Mandarin

Elder Abuse Ontario

<https://eapon.ca>

Tel.: 416 916-6728

Services: Information about elder abuse; list of elder abuse networks across the province

Family Service Toronto – Pat’s Place

<https://familyservicetoronto.org/our-services/programs-and-services/pats-place>

Tel.: 416 595-9618

Services: Temporary safe haven for older people experiencing abuse: this is not a shelter (no staff on site); it is a bachelor apartment in a secure location in Toronto where people can stay for up to 60 days

Eligibility: People age 60+ who are experiencing emotional, physical, financial or other forms of abuse by a family member. Must be able to function independently because there are no staff on-site

Referral: Self-referral or referral by others; call Service Access Unit at above number

Fees: Free

Ministry of the Attorney General of Ontario – Victim Support Line

Tel.: 416 314-2447 or toll-free: 1 877 435-7661

Services: Information and referrals to support services for victims of crime, available 24/7, in language of your choice

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Seniors Safety Line

<https://eapon.ca>

Toll-free tel.: 1 866 299-1011 or call 211

Services: Contact and referral information for agencies across Ontario that can assist in cases of elder abuse; safety planning and supportive counselling for older adults who are being abused or at risk of abuse. Family members and service providers can call for information about community services

Fees: None

St. Joseph's Health Centre – Community Support Services

100 Westmount Road, Guelph

www.sjhcg.ca/our-programs-of-care/community-support-services

Tel.: 519 824-6000 (general information) or toll-free: 1 844 264-2993 (seniors-at-risk system co-ordinator)

info@sjhcg.ca

Services: Elder abuse intervention and prevention includes Senior Peer Support Program where older adults get information and support from peers; service works with the police so that in certain situations (e.g., someone with dementia is found shoplifting), police can refer person to appropriate services rather than lay criminal charges

Eligibility: Anyone needing help or advice around elder abuse can call toll-free number above

Toronto Seniors Helpline – Crisis Outreach Service for Seniors

WoodGreen Community Services, 815 Danforth Avenue, Suite 100, Toronto

www.woodgreen.com/ServiceDetail.aspx?id=268

www.woodgreen.org/services/seniors

Tel.: 416 217-2077

info@cnap.ca or info@woodgreen.org

Services: Information and access to community, home and crisis services for older adults and caregivers; social workers available for emotional support; referral to extended services; mobile crisis intervention and outreach 365 days a year, responds within 48 hours. Location and service information on website

Eligibility: People age 65+ in mental health or addiction crisis, including dementia; may serve people as young as age 55, assessed case by case

Fee: No cost

Resources

Centre for Addiction and Mental Health: Information for older adults, their families and friends:

- [Alcohol use in older adults](#)
- [Anxiety in older adults](#)
- [Dementia in older adults](#)
- [Depression in older adults](#)
- [Gambling in older adults](#)
- [Medication use in older adults](#)

Government of Ontario. (2022). [Guide to Programs and Services for Seniors in Ontario](#)

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