



THE  
Complete  
Aging  
&  
Caregiving

RESOURCE GUIDE



# *caregiving*

with June Callwood

*Caregiving with June Callwood*<sup>TM</sup> targets the millions of Canadians who are providing care for a parent, a spouse or themselves. It provides practical, comprehensive, expert information, solutions to the challenges of caregiving, and a glimpse into the lives of real-life caregivers. The programs are hosted by June Callwood and Dr. Irvin Wolkoff.

*A* well-known author and broadcaster, June Callwood has been active in focusing attention on such issues as education, teen pregnancy, breast cancer, women's rights, AIDS, native rights and palliative care. In 1992, she became the national spokesperson for the Canadian Coalition on Medication Use and the Elderly.



*June Callwood*



*Irvin Wolkoff,  
M.D., FRCP*

*N*ot only does Dr Wolkoff have a private psychiatric practice, but he has also dedicated his medical career to establishing a better understanding of mental health issues both in the scientific community and in the community at large. His syndicated column, *Your Mind*, appears weekly in the *Toronto Star*.

## FEDERAL GOVERNMENTS/AGENCIES/ ORGANIZATIONS/SERVICES

- Accessible Transportation 1.800.665.6478 (*voice*); 1.800.823.3823 (*TTY*)
- Assemblée des aînés et aînées francophones du Canada 613.241.7600
- Canada Pension Plan 1.800.277.9914
- Canadian Association for Community Care 613.241.7510
- Canadian Association of Retired Persons 416.363.8748
- Canadian Clearinghouse on Disability Issues 1.800.665.9706 (*voice*); 1.800.561.9706 (*TTY*)
- Canadian Council on Health Services Accreditation 613-738-3800
- Canadian Healthcare Association 613.241.8005
- Canadian Home Care Association 613.569.1585
- Canadian Medic Alert Foundation 1.800.668.1507
- Canadian Medical Association 1.800.267.7215
- Canada Mortgage and Housing Corporation Residential Rehabilitation Assistance Program 1.800.387.8745
- Canadian Pensioners Concerned 902.455.4709
- Canadian Red Cross Society 1.800.549.9799
- Caregiver Support Line 1.888.283.8806
- Consumer Health Organization of Canada 416.222.6517
- Family Service Canada 613.722.9006
- Income Security Programs 1.800.277.9914
- Letter Carriers Alert Program (voluntary service of Canada Post) 1.800.267.1177
- Lifeline Canada 1.800.387.8120
- National Advisory Council on Aging 613.957.1968
- National Anti-Poverty Association 613.789.0096
- National Clearinghouse on Family Violence 1.800.267.1291 (*voice*); 1.800.561.5643 (*TTY*)

- National Eldercare 416.822.1808
- National Pensioners and Senior Citizens Federation 416.251.7042
- One Voice Seniors Network 613.238.7624
- Reference Canada (basic information on federal government programs and services) 1.800.667.3355 (*voice*); 1.800.465.7735 (*TTY*) (all regions except Manitoba and Quebec)  
In Manitoba: Citizens' Inquiry Service 1.800.282.8060  
In Quebec: 1.800.363.1363
- Seniors Info Exchange, Division of Aging and Seniors, Health Canada 613.952.7606
- TETRA Society of North America: Technical assistance program which matches volunteer professionals with people with disabilities. 604.688.6464
- Victorian Order of Nurses Canada 613.233.5694
- Volunteer Canada 1.800.670.0401

## PROVINCIAL GOVERNMENTS/AGENCIES/ ORGANIZATIONS/SERVICES

### Alberta

- Alberta Association on Gerontology 403.492.4718
- Alberta Council on Aging 403.423.7781
- Alberta Long-Term Care Association 403.421.1137
- Calgary Health Services 403.228.7400
- Calgary Home Support Services 403.228.7480
- Calgary Regional Health Authority 1.800.860.2742
- Good Samaritan TeleCare 1.800.676.8397
- Home Support Alberta 403.423.2831
- Kerby Centre 403.265.0661
- Seniors Advisory Council for Alberta 403.422.2321

## **British Columbia**

- 411 Seniors' Centre 604.684.8171
- BC Long Term Care Association 604.734.1661
- Caregivers Association of BC 1.800.833.1733
- Family Caregivers' Network Society 604.384.0408
- GERISOURCE Clinical Resources 604-687-3662
- Gerontology Association of BC 604.685.4222
- Inquiry B.C. 1.800.663.7867
- Lower Mainland Adult Care 604.879.0947
- Office for Seniors, Ministry of Health 250.952.1240
- Seniors' Housing Information 604.520.6621
- Senior Information Centre 604.875.6381
- Senior Peer Counselling of British Columbia 604.658.2895
- Seniors Serving Seniors 250.382.4331
- University of Victoria Centre on Aging 604.721.6368

## **Manitoba**

- Homecare 204.945.6737
- Manitoba Seniors' Directorate 1.800.665.6565
- Manitoba Society of Seniors 204.942.3147
- Senior Bureau 204.944.8484

## **New Brunswick**

- Health and Community Services 506.658.2734
- Public Health Office 506.453.2848

## **Newfoundland/Labrador**

- Canadian Red Cross 709.754.0461/66
- Continuing Care Department 709.729.3657
- Department of Health 709.729.5021
- Seniors Residential Centre 709.737.2333
- Seniors' Resource Centre 1.800.563.5599

## **Northwest Territories**

- Continuing Care 867.667.8506
- Department of Health 867.920.6173
- Golden Age Society 867.668.5538
- Pharmacare and Extended Benefits 867.667.5403
- Public Health Unit 867.920.6570
- Seniors Information Centre 867.668.3383

## **Nova Scotia**

- Admiral Westphal Senior Friendship 902.434.7489
- Caregiver Resource Centre 902.457.6561
- Halifax Senior Citizens Club Society 902.454.6821
- Nova Scotia Centre on Aging 902.457.6546
- Nova Scotia Hospital 902.464.3111
- Senior Citizens' Secretariat 902.424.4737

## **Ontario**

- Addiction Research Foundation 416.595.6020
- Advocacy Centre for Seniors 416.487.7157
- Advocacy Centre for the Elderly 416.598.2656
- Alzheimer Association of Ontario 416.967.5900
- Aphasia Centres of Ontario 416.226.3636
- Association of Jewish Seniors 416.635.2900
- Baycrest Centre for Geriatric Care 416.789.5131
- Bereaved Families of Ontario 416.440.0290
- Caregivers' Association of Ontario 905.521.9432
- Caregiver Network 416.323.1090
- Coalition of Seniors for Social Equity 613.234.9663
- Community Care Access Centres: Toronto: 416.229.2929.  
For other provincial locations, contact your local MPP

- Community Information Centre of Metro Toronto  
416.392.0505
- Disabilities Issues Unit 416.326.0148
- Distress Centres Ontario 416.537.7373
- Drug Benefits for Senior Citizens 416.327.4413
- Family Services of Metro Toronto 416.977.0559
- Head Injury Association of Toronto 416.222.7445
- Hospice Association of Ontario 1.888.407.7423
- Low Vision Association of Ontario 416.921.6609
- Metropolitan Toronto Palliative Care Association  
416.586.8594 ext. 6770
- Ministry of Health Seniors' Information Line  
1.800.268.1153
- Multicultural Alliance for Seniors and Aging  
416.785.2500
- Office for Seniors' Issues, Ministry of Citizenship  
1.800.267.7329
- Older Women's Network 416.214.1518
- Ontario Aids Network 416.364.4554
- Ontario Association of Non-Profit Homes and Services  
for Seniors 905.851.8821
- Ontario Association of Nurses in Independent Practice  
905.526.0807
- Ontario Coalition of Senior Citizens' Organizations  
416.979.7057
- Ontario College of Family Physicians  
1.800.670.OCFP (6237)
- Ontario Community Support Association 1.800.267.6272
- Ontario Gerontology Association 416.535.6034
- Ontario Health Information 416.327.4327
- Ontario Long-Term Residential Care Association  
1.800.361.7254
- Ontario March of Dimes 1.800.263.3463

- Ontario Medical Association 1.800.268.9703
- Ontario Network for the Prevention of Elder Abuse 416.978.7910
- Ontario Nursing Home Association 905.470.8995
- Registered Nurses Association of Ontario 1.800.268.7199
- Self-Help Resource Centre of Metro Toronto 416.487.4355 (*voice*); 416.487.4717 (*TTY*)
- Senior Care 416.635.2867
- Senior Citizens Transportation 416.392.8701
- Seniors for Seniors 416.481.2733
- Seniors Injury Prevention Program 613.957.7926
- Senior Link 416.691.7407
- Seniors' Secretariat 1.800.268.1153
- Speech Foundation of Ontario 416.491.7771
- St. Elizabeth Health Care 1.888.429.0112
- Stroke Recovery Association 416.425.4209
- The Alliance of Seniors to Protect Canada's Social Programs 416.635.2860
- United Senior Citizens of Ontario 416.252.2021

## Prince Edward Island

- Department of Health & Social Services 902.368.4900
- Homecare & Support Services for Seniors 902.368.4790
- Housing Services for Seniors 902.368.5770
- Minister Responsible for the Elderly 902.368.4900
- PEI Senior Citizens' Federation 902.628.8388

## Quebec

- Association internationale francophones des aînés Québec 418.646.1305
- Coalition des aînées et aînés du Québec/Coalition of Quebec Seniors 514.343.3524/25

- Jewish Support Services for the Elderly/Services  
juifs de soutien aux aînés de Montréal 514.343.3795
- Ministry of Health and Social Services 1.800.361.0635
- NDG Senior Citizen Council 514.487.1311
- Quebec Confederation of Seniors/La confédération  
québécoise des aînées 514.597.1007

## Saskatchewan

- Ministry of Health Homecare Guidelines/  
Special Care Homes/Personal Home Care 306.787.3479
- Ministry of Social Services Seniors' Secretariat  
1.800.667.7161
- Saskatchewan District Health Office 306.542.3007
- Saskatchewan Senior Citizens Provincial Council  
306.787.7432
- Saskatchewan Seniors Mechanism 306.359.9956

## Yukon

- Dawson City Chamber of Commerce 403.993.5274
- Department of Health and Social Services 1.800.661.0408
- Faro & District Chamber of Commerce 403.994.2728

## **SUPPORT AGENCIES AND SERVICES: DISEASES/DISABILITIES/END OF LIFE**

- Alzheimer Society of Canada 1.800.616.8816
- Arthritis Society of Canada 416.979.7228
- Assistive Devices & Home Oxygen Programs  
1.800.268.6021 (*voice*); 1.800.268.6023 (*TTY*)
- Asthma Society of Canada 1.800.787.3880
- Brain Tumour Foundation of Canada 1.800.265.5106

- Canadian Aids Society 1.800.884.1058
- Canadian Cancer Society 1.888.939.3333
- Canadian Council of the Blind 613.567.0311
- Canadian Diabetes Association 416.363.3373
- Canadian Hearing Society 1.800.465.4327
- Canadian Liver Foundation 416.964.1953
- Canadian Mental Health Association 416.789.7957
- Canadian National Institute for the Blind,  
National Office 416.480.7500
- Canadian Palliative Care Association 1.800.668.2785
- Canadian Paraplegic Association 416.422.5644
- Cancer Information Service 1.888.939.3333
- Continence Foundation of Canada 1.800.265.9575
- Crohn's and Colitis Foundation of Canada 1.800.387.1479
- Heart and Stroke Foundation 1.888.473.4636
- Kidney Foundation of Canada 1.800.565.5511
- Multiple Sclerosis Society of Canada 1.800.268.7582
- North American Chronic Pain Association of Canada  
1.800.616.PAIN (7246)
- Osteoporosis Society of Canada 1.800.463.6842
- Parkinson Foundation of Canada 1.800.565.3000
- Re-Med Foundation 905.840.4511
- Silvert's Clothing for Seniors 1.800.387.7088
- Simon Foundation of Canada (incontinence) 1.800.265.9575
- Sleep/Wake Disorders Canada 416.483.9654

## PUBLICATIONS/PERIODICALS/ MAGAZINES/NEWSPAPERS

- A Handbook for Seniors: Information Please. Seniors Information Centre 867.668.3383
- At Home with Alzheimer's Disease: Useful Adaptations to the Home Environment. Canada Mortgage and Housing Corporation 1.800.668.2642 *option 1*
- CARP News 416.363.5562
- Caregivers' Bill of Rights. Toronto Hospital 416.947.2480
- Community Resources Guide for Caregivers. Caregiver Alliance of North York 416.395.7600
- Community Resource Guide for Caregivers of Seniors. 613.722.2242
- Crime Prevention Handbook. Available through local police services.
- Directory of Programs and Services for Persons with Disabilities. Saskatchewan Seniors' Secretariat 1.800.667.7161
- Eldercare 519.884.7794
- Eldercare Quarterly 416.463.8570
- Home Care of the Hospice Patient: An Information/Instructional Booklet for Caregivers in the Home. Purdue Frederick Inc. 1.800.387.5349
- Independence Through Home Adaptations. Canada Mortgage and Housing Corporation: 1.800.668.2642 *operator #11*
- Information for Seniors: Your Guide to Programs & Benefits in British Columbia. Office for Seniors, Ministry of Health 250.952.1240
- Knowledge Is The Best Medicine. Pharmaceutical Manufacturers Association of Canada 613.727.1380
- Life Before Medicare. Ontario Coalition of Senior Citizens Organizations 416.479.7057

- Making Your Way Through The Health Care System: A Handbook for Seniors 514.343.3795
- Manitoba Fact Book on Aging. Centre on Aging, University of Manitoba 204.474.8754
- Manitoba Senior Citizens' Handbook. Manitoba Council on Aging 204.945.6565
- Maturity Magazine 604.540.7911
- Planning for the Future: A Will and Estate Planning Guide Book. Available at local CIBC branches.
- Seniors' Guide to Services and Programs. Dept. of Health and Community Services 506.444.4720
- Seniors Info Exchange. Health Canada 613.952.7606
- The Caregiver 416.323.1090
- The Silver Pages 905.264.7233
- Today's Seniors 1.800.387.7682
- You and Your Medicine: A Guide for Senior Citizens. Ontario Pharmacists Association 416.441.0788. Available at local pharmacies.
- Who Cares? Caregivers in the 1990s. Statistics Canada 1.800.263.1136 (*voice*); 1.800.363.7629 (*TTY*)

## BOOKS

- 55 plus Ontario: A Handbook on Services for Older Adults. Community Information Centre of Metro Toronto 416.392.4575 ISBN 0-921001-28-2 (C)
- A Personal Care Book. The Alzheimer Society (C)
- Benson, Herbert M.D. The Relaxation Response. Avon Books ISBN 0-380-00676-6
- Breaking Down the Barriers: Tools for Living Independently with Arthritis. Searle Canada 1.800.263.1705 (C)
- Callanan, M. and Kelley, P. Final Gifts. Bantam

(C) = Canadian Book

- Carroll, J. and Broadhead, R. Good health online: A wellness guide for every Canadian. Prentice Hall Canada (C)
- Deachman, Marilyn and Howell, Doris. Supportive Care at Home: A Guide for Seriously Ill Patients and Their Families. The Cancer Information Service 1.800.263.6750
- Fabiano, Len. Mother I'm Doing The Best I Can: The Boomers' Guide to Aging Parents, FCS Press 1.800.387.8143 (C)
- Foot, D.K. 1996. Boom, Bust and Echo. Toronto: MacFarlane, Walter and Ross. (C)
- Gordon, Michael, M.D. Old Enough to Feel Better: A Medical Guide for Seniors. Fleet Books (C)
- Grollman, Earl and Grollman, Sharon. Your Aging Parents: Reflections for Caregivers. Beacon Press Boston, Mass ISBN-8070-2799-5
- Grollman, Earl and Kosik, Kenneth S., M.D. When Someone You Love has Alzheimer's: The Caregiver's Journey. Beacon Press Boston, Mass ISBN 0-8070-2721-9
- Health Promotion. Publications Health Canada, Postal Locator 0913A, Ottawa ON K1A 0K9 (C)
- Home Care of the Hospice Patient. Purdue Frederick Inc. 1.800.387.5349 (C)
- Just for You (for early Alzheimer Diagnosis). The Alzheimer Society (C)
- Koch, Tom. 1990. A Place in Time: Caregivers for their Elderly. NY Praeger Publishers
- Kociol, Lori and Schiff, Myra. Alzheimer: A Canadian Family Resource Guide. McGraw Hill Ryerson (C)
- Lerner, Harriet. The Dance of Anger: A Woman's Guide to Changing the Patterns of Intimate Relationships. Harper & Row ISBN 0-06-091565-X
- Mace, Nancy L. and Rabins, Peter V. The 36 - Hour Day. John Hopkins University Press
- Manning, Doug. When Love Gets Tough: The Nursing Home Decision. In-Sight Books, Inc.

(C) = Canadian Book

- Molloy, Dr. William MD and Mepham, Virginia. Let Me Decide: The Health and Personal Care Directive. Penguin Books ISBN 0-14-025499-4 (C)
- Molloy, Dr. William MD. What are we going to do now? Helping Your Parents in Their Senior Years. Key Porter Books ISBN 1-55013-743-3 (C)
- Mullens, Anne. 1996. Timely Death: Considering Our Last Rights. Knopf Canada
- Portnow, J. and Houtmann, M. 1987. Home Care for the Elderly. Pocket Books.
- Rhodes, Ann. The Eldercare Sourcebook. Key Porter Books ISBN 1-55013-475-2 (C)
- Taking Time: Support for People Living with Cancer and People Who Care about Them. Canadian Cancer Society 1.800.263.6750 (C)
- The Canadian Family Guide to Stroke. The Heart and Stroke Foundation of Canada Random House ISBN 0-294-22480-9 (C)
- The Caregiver Handbook. The Alzheimer Society (C)
- The Safe Living Guide: A Guide to Home Safety for Seniors. 613.952.7606 (C)
- Understanding Difficult Behaviors: Some Practical Suggestions for Coping with Alzheimer's Disease and Related Illnesses. Geriatric Education Center of Michigan 313.487.2335
- Van Bommel, Harry. Caring for Loved Ones at Home. Lancelot Press ISBN 0-88999-606-7 (C)
- Wahl, Judith A. 1991. Elder Abuse: The Hidden Crime. The ACE and Community Legal Education (C)
- Watt, Jill. A Care-Giver's Guide. Self-Counsel Press Vancouver, BC ISBN 0-88908-773-3 (C)
- West, Michelle. 1991. Seniority: In Search of the Best in Nursing Homes and Alternative Care in Canada. Addison-Wesley (C)
- Wicks, Ben. So You've Got Cancer. The Canadian Cancer Society (C)

(C) = Canadian Book

## VIDEO

- Aging Parents: Planning for the Future.  
Lifetape Communications. 1.888.777.5585
- Aging Parents: The Family Survival Guide. (2 videos  
+ workbook) Lifetape Communications. 1.888.777.5585
- Caregiving with June Callwood (series of 13).  
The Caregiver Consortium 1.800.675.6692 (C)
- Family Caregivers Care...Out of Love.  
Caregivers Association of BC 604.490.4812 (C)
- The Alzheimer Journey. The Alzheimer Society  
1.800.616.8816 (C)
- The Caregivers (series of 6). National Film Board  
1.800.267.7710 (C)
- The Grit & Grace of Being a Caregiver : Maintaining  
Balance as You Care for Others. Willowgreen  
Productions 219.424.7916

(C) = Canadian Video

## INTERNET

- 55NET (Quebec):<http://www.55net.com> (C)
- Age of Reason: <http://www.ageofreason.com>
- Alzheimer Canada: <http://www.alzheimer.ca> (C)
- Arthritis Society: <http://www.arthritis.ca> (C)
- Canadian Abilities Foundation: <http://indie.ca/abilities> (C)
- Canadian Diabetes Association: <http://www.diabetes.ca> (C)
- Cansurmount Support Group:  
<http://www.islandnet.com/CanSurmount>
- Caregiver Network: <http://www.caregiver.on.ca> (C)
- Caregiver Resources:  
<http://pw2.netcom.com/~lehdoll/index.html>
- Care Guide Online: <http://thecareguide.com> (C)

(C) = Canadian Web Site

- Centre on Aging, University of Manitoba:  
<http://www.umanitoba.ca/centres/aging/> (C)
- Communication-Quebec:  
<http://www.comm-qc.gouv.qc.ca/over55.htm> (C)
- Crohn's and Colitis Foundation of Canada:  
<http://www.ccfc.ca> (C)
- Health Canada: Division of Aging and Seniors:  
<http://www.hc-sc.gc.ca> (C)
- Heart and Stroke Foundation of Canada:  
<http://www.hsf.ca> (C)
- MS Society of Canada: <http://www.mssoc.ca> (C)
- Parkinson Foundation of Canada:  
<http://www.parkinson.ca> (C)
- Prevention Source B.C.:  
<http://www.preventionsource.bc.ca> (C)
- Province of Ont: Office of the Minister Responsible  
for Seniors: <http://www.gov.on.ca/health/seniors>  
(see this site for home care CCAC addresses) (C)
- Senior Link: <http://www.inforamp.net/~senior> (C)
- Sunnybrook's Centre for Studies on Aging:  
<http://www.sunnybrook.utoronto.ca:8080/~csia> (C)
- Toronto People with AIDS Foundation:  
<http://www.io.org/~pwa> (C)
- University of Toronto Studies on Aging:  
<http://www.library.utoronto.ca/www/aging/resource.htm> (C)
- Veterans Affairs Canada: <http://www.vac-acc.gc.ca> (C)

(C) = Canadian Web Site

The information compiled in this guide reflects a national and provincial perspective. Users should note that the guide has been designed as a tool for direction to regional and local governments, agencies, organizations and services.

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585 Grierson Street • Oshawa, ON • L1G 5J2

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