

# Guide to Government of Ontario Programs and Services for People with Disabilities – 3<sup>rd</sup> edition (revised)

Ministry of Community and Social Services  
Accessibility Directorate of Ontario

This guide provides a listing of programs and services offered or funded by the government of Ontario for people with disabilities who are residents of Ontario.

It was developed and is maintained by the Accessibility Directorate of Ontario, Ministry of Community and Social Services. It is posted on the Government of Ontario's *Paths to Equal Opportunity* website at: [www.equalopportunity.on.ca](http://www.equalopportunity.on.ca).

A link to this guide is also provided from the *Accessibility Ontario* website of the Ministry of Community and Social Services at:  
[www.mcss.gov.on.ca/accessibility/english/resources.htm](http://www.mcss.gov.on.ca/accessibility/english/resources.htm).

## Disclaimer

The information contained in this guide is provided as a public service. As programs are reviewed and revised on a regular basis, we cannot guarantee that the information is current or accurate. Readers should verify any information before acting on it. We will endeavour to keep this guide up-to-date to provide Ontarians with the most current information available.

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## ACCESSIBILITY INITIATIVES

### Accessibility Ontario Website

Provides information about the *Ontarians with Disabilities Act, 2001* and information for organizations that have obligations under the Act. The site includes accessibility tools and resources from the Accessibility Directorate of Ontario, and information about the Accessibility Advisory Council of Ontario.

Contact:

Ministry of Community and Social Services

Accessibility Directorate of Ontario

400 University Avenue, 3<sup>rd</sup> Floor

Toronto ON M7A 2R9

Tel: 416-326-0207 / 1-888-520-5828

TTY: 416-326-0148 / 1-888-335-6611

Fax: 416-327-4080

E-mail: [accessibility@mci.gov.on.ca](mailto:accessibility@mci.gov.on.ca)

Website: [www.mcsc.gov.on.ca/accessibility/index.html](http://www.mcsc.gov.on.ca/accessibility/index.html)

### Directory for Accessibility Website

A searchable, online list of consulting services and community organizations that provide assistance for business, employers and service providers on increasing accessibility for employees and customers with disabilities. Maintained by the Accessibility Directorate of Ontario of the Ministry of Community and Social Services.

Website: [www.accessibilitydirectory.ca](http://www.accessibilitydirectory.ca)

### Ontario Trillium Foundation

Provides grants to financially support the capacity of organizations and communities to provide universal access to employment, volunteer and employment-bridging opportunities, and improved access to community services for people with disabilities. Funds are available for shared-cost grants to non-profit organizations.

Contact:

Ontario Trillium Foundation

45 Charles Street East, 5<sup>th</sup> Floor

Toronto ON M4Y 1S2

Tel: 416-963-4927 / 1-800-263-2887

Fax: 416-963-8781

Website: [www.trilliumfoundation.org](http://www.trilliumfoundation.org)

## **Paths to Equal Opportunity Website**

Features information and resources on how to make facilities, employment and services accessible to people with disabilities. Includes best practices, a business case for accessibility, Web accessibility, events listings, FAQs, organizations, newsletter, government services and program listings, and more.

**Contact:**

Ministry of Community and Social Services  
Accessibility Directorate of Ontario  
Public Education and Partnerships Unit  
400 University Avenue, 3<sup>rd</sup> Floor  
Toronto ON M7A 2R9  
Tel: 416-326-0207 / 1-888-520-5828  
TTY: 416-326-0148 / 1-888-335-6611  
E-mail: [eoinfo@mci.gov.on.ca](mailto:eoinfo@mci.gov.on.ca)  
Website: [www.equalopportunity.on.ca](http://www.equalopportunity.on.ca)

## **Community Action Awards**

The Community Action Awards are presented annually to people with or without disabilities who have made a significant contribution to promoting access and equal opportunity or who have shown commitment and dedication to developing the potential of people with disabilities and improving their quality of life.

**Contact:**

Ministry of Citizenship and Immigration  
Ontario Honours and Awards Secretariat  
400 University Avenue, Ground Floor, South Lobby  
Toronto ON M7A 2R9  
Tel: 416-314-7526  
Fax: 416-314-7743  
E-mail: [OntarioHonoursAndAwards@mci.gov.on.ca](mailto:OntarioHonoursAndAwards@mci.gov.on.ca)  
Website: [www.gov.on.ca/citizenship/english/citdiv/honours/caa.htm](http://www.gov.on.ca/citizenship/english/citdiv/honours/caa.htm)

## Home and Vehicle Modification Program

Program provides funding towards the cost of home and vehicle modifications for adults and children with physical disabilities. Up to \$15,000 is available to Ontario residents towards the cost of home or vehicle modifications. Ontario March of Dimes delivers the program on behalf of the Ministry of Community and Social Services.

Contact:

Ontario March of Dimes

Home and Vehicle Modification Program

291 King Street, 3<sup>rd</sup> Floor

London ON N6B 1R8

Tel: 519-642-3999 / 1-877-369-4867 ext. 222

Fax: 519-432-4923

E-mail: [hvmp@dimes.on.ca](mailto:hvmp@dimes.on.ca)

Website: [www.dimes.on.ca/programs/access\\_hvmp.asp?sect=access](http://www.dimes.on.ca/programs/access_hvmp.asp?sect=access)



## **EDUCATION AND TRAINING**

### **ELEMENTARY/SECONDARY SCHOOLS**

#### **Special Education**

The Ministry of Education supports special education in Ontario schools and the Minister's Advisory Council on Special Education advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional students, including the identification and provision of early intervention programs for students with special needs. Some students have specific educational needs that require additional supports beyond those ordinarily received in the school setting.

In Ontario, children who have behavioural or communication disorders, or intellectual, physical or multiple disabilities, or who are gifted, may require special education services or special education programs in order to enable them to attend school and to learn. Such students may be formally identified as exceptional pupils. The ministry sets out definitions of exceptionalities that must be used by school boards after determining that a student is an “exceptional pupil”.

All students formally identified as exceptional by an Identification, Placement, and Review Committee (IPRC) must have access to an education that will enable them to develop the knowledge and skills they need in order to participate in the life of Ontario's communities.

The *Education Act* and regulations made under the Act require school boards to provide exceptional pupils with special education programs and special education services that are appropriate for their needs. Specific procedures for the identification and placement of exceptional pupils are set out in *Regulation 181/98*. This regulation also provides for the regular review of the identification and placement of a student and for the appeal of identification and/or placement decisions with which parents/guardians disagree.

*Highlights of Regulation 181/98* are available through the Ministry of Education website at: [www.edu.gov.on.ca/eng/general/elemsec/speced/hilites.html](http://www.edu.gov.on.ca/eng/general/elemsec/speced/hilites.html).

Special Education programs include instructional and assessment strategies that address a student's needs. Special Education services may include:

#### **Personalized Special Instructional Equipment**

For eligible students, includes such things as Braille writers, FM systems for the classroom, adjustable computer tables, sound-insulated study carrels, bliss symbol boards and positioning devices. Equipment purchased must be for student use and necessary in the classroom.

## **Staff Support**

Includes support staff that are required to meet students' needs. School boards have the flexibility, for example, to hire specialist teachers, teachers' assistants, and child youth workers, as appropriate.

## **Transportation**

Funding is provided to school boards to support transportation services for all their students including students with special needs.

For information on services, contact your local school board or school principal. You can find your local school board at the Ministry of Education website at:

[sbinfo.edu.gov.on.ca/](http://sbinfo.edu.gov.on.ca/)

Contact:

Ministry of Education

Correspondence and Public Inquiries Unit

900 Bay Street, Mowat Block, 14<sup>th</sup> Floor

Toronto ON M7A 1L2

Tel: 416-325-2929 / 1-800-387-5514

TTY: 1-800-263-2892

Fax: 416-325-6348

E-mail: [info@edu.gov.on.ca](mailto:info@edu.gov.on.ca)

The Ministry of Education has a special education Web page to give parents, organizations and educators immediate access to information about the ministry's special education policy, resources and funding:

Website: [www.edu.gov.on.ca/eng/general/elemsec/speced/speced.html](http://www.edu.gov.on.ca/eng/general/elemsec/speced/speced.html)

## **Special Education Tribunals**

Provide a final avenue of appeal for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification or the placement of an exceptional pupil.

Contact:

Special Education Tribunals

2 Carlton Street, Suite 710

Toronto ON M5B 1J3

Tel: 416-325-2829

Fax: 416-325-3318

## **SNOW (Special Needs Opportunity Windows) Project**

Provides online resources and professional development opportunities for educators and parents of students with special needs. Their tools and information, online workshops, curriculum materials, discussion forums and other resources are available to assist educators and parents in using new technologies to benefit all learners. The project is funded by the Ministry of Education through the Provincial Schools Branch.

Contact:

SNOW Curriculum Coordinator  
Adaptive Technology Resource Centre  
130 St. George Street, 1<sup>st</sup> Floor  
Toronto ON M5S 3H1  
Tel: 416-946-8301  
Fax: 416-978-7705  
E-mail: [curriculum@snow.utoronto.ca](mailto:curriculum@snow.utoronto.ca)  
Website: [snow.utoronto.ca](http://snow.utoronto.ca)

## **SNOW Kids Empowerment Zone Website**

Launched by the SNOW Project team, this website provides a kids-friendly resource - just for young people with special needs.

Website: [snow.utoronto.ca/snowkids/index.html](http://snow.utoronto.ca/snowkids/index.html)

## **School Health Support Services**

School health support services are provided to students with special needs to ensure they can benefit from an educational program. Examples include injections, catheterization, tube feeding, and speech therapy.

Professional health services are provided in schools when arranged through the school health support program of the local Community Care Access Centre, which are funded by the Ministry of Health and Long Term Care.

Contact your local Community Care Access Centre. A list of centres is provided at the Ministry of Health website at: [www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

School boards are responsible for providing personal health supports such as the administration of oral medication, and the provision of physical assistance, non-intensive physio/occupational therapy and some speech and language services.

Contact your local school board. You can find your local school at the Ministry of Education website at: [sbinfo.edu.gov.on.ca/](http://sbinfo.edu.gov.on.ca/)

The Ministry of Children and Youth Services is responsible for the provision of services at all residential care/treatment centres.

Contact:  
Ministry of Children and Youth Services  
Client Services Unit  
Tel: 416-325-5666  
TTY: 1-800-387-5559  
Fax: 416-325-7136

Or, contact your local Ministry of Children and Youth Services office. A list of offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

For more information about the educational supports listed above, you may also contact your district office of the Ministry of Education. A list of offices is provided at: [esip.edu.gov.on.ca/English/districtoffice](http://esip.edu.gov.on.ca/English/districtoffice) or see *Appendix C*.

Website: [www.edu.gov.on.ca/eng/general/elemsec/speced/guide/specedpartge.pdf](http://www.edu.gov.on.ca/eng/general/elemsec/speced/guide/specedpartge.pdf)

## **Provincial Schools for the Blind and Deaf-Blind**

Provincial resource centres and schools for students who are blind, visually impaired or deaf-blind provide special education and support to local school boards.

Website: [www.edu.gov.on.ca/extra/eng/ppm/1.html](http://www.edu.gov.on.ca/extra/eng/ppm/1.html)

### **W. Ross MacDonald School**

350 Brant Avenue  
Brantford ON N3T 3J9  
Tel: 519-759-0730  
Fax: 519-759-4741

### **Centre Jules-Leger (French)**

281, avenue Lanark  
Ottawa ON K1Z 6R8  
Tel: 613-761-9300  
TTY: 613-761-9302  
Fax: 613-761-9301  
Website: [www.centrejulesleger.com/](http://www.centrejulesleger.com/)

## Provincial Schools for the Deaf

The following schools provide elementary and secondary school programs for deaf students from pre-school to high school graduation. Transportation is provided by the board.

Website: [www.edu.gov.on.ca/extra/eng/ppm/1.html](http://www.edu.gov.on.ca/extra/eng/ppm/1.html)

### **The Ernest C. Drury School for the Deaf**

255 Ontario Street South

Milton ON L9T 2M5

Tel: 905-878-2851

TTY: 905-878-7195

Fax: 905-878-1354

### **The Robarts School for the Deaf**

1090 Highbury Avenue

London ON N5Y 4V9

Tel: 519-453-4400

TTY: 519-453-4400

Fax: 519-453-7943

### **The Sir James Whitney School for the Deaf**

350 Dundas Street West

Belleville ON K8P 1B2

Tel: 613-967-2823

TTY: 613-967-2823

Fax: 613-967-2857

Website: [www.sjw.reach.net/](http://www.sjw.reach.net/)

## Provincial Demonstration Schools

Provides services and residential schooling for children with severe learning disabilities and intensive one-year programs for students with severe learning disabilities in association with ADD/ADHD. The Trillium School also offers Learning for Emotional and Academic Development (LEAD), a special program for students with severe learning disabilities who require an additional level of social/emotional support.

Website: [www.edu.gov.on.ca/extra/eng/ppm/89.html](http://www.edu.gov.on.ca/extra/eng/ppm/89.html)

### **Amethyst School**

1090 Highbury Avenue

London ON N5Y 4V9

Tel: 519-453-4400

Fax: 519-453-2160

Website: [www.amethystschool.ca](http://www.amethystschool.ca)

**Centre Jules-Leger (French)**

281, avenue Lanark  
Ottawa ON K1Z 6R8  
Tel: 613-761-9300  
TTY: 613-761-9302  
Fax: 613-761-9302  
Website: [www.centrejulesleger.com](http://www.centrejulesleger.com)

**Sagonaska School**

350 Dundas Street West  
Belleville ON K8P 1B2  
Tel: 613-967-2830  
Fax: 613-967-2482

**Trillium School**

347 Ontario Street South  
Milton ON L9T 3X9  
Tel: 905-878-8428  
Fax: 905-878-7540

**Children's Treatment Centre School Authorities**

These school authorities provide special education/therapeutic programs and services for children referred from their respective children's treatment centre. They may serve students from Junior Kindergarten through the end of secondary school. They may provide residential or day programs.

Website: [www.edu.gov.on.ca/eng/general/elemsec/speced/guide/specedpartfe.pdf](http://www.edu.gov.on.ca/eng/general/elemsec/speced/guide/specedpartfe.pdf)

**Bloorview MacMillan School Authority****MacMillan Site**

350 Rumsey Road  
Toronto ON M4G 1R8  
Tel: 416-424-3831  
Fax: 416-425-2981  
Website: [www.bvmschool.on.ca](http://www.bvmschool.on.ca)

**Bloorview MacMillan School Authority****Bloorview Site**

25 Buchan Court  
Willowdale ON M2J 4S9  
Tel: 416-753-6090  
Fax: 416-494-5754  
Website: [www.bvmschool.on.ca](http://www.bvmschool.on.ca)

**Campbell Children's School Authority**

600 Townline Road South  
Oshawa ON L1H 7K6  
Tel: 905-576-8403  
Fax: 905-576-4414

**Essex County Children's Rehabilitation Centre School Authority**

3945 Matchette Road  
Windsor ON N9C 4C2  
Tel: 519-252-7281  
Fax: 519-252-5873

**Niagara Peninsula Children's Centre School Authority**

567 Glenridge Avenue  
St. Catharines ON L2T 4C2  
Tel: 905-688-3550  
Fax: 905-688-1055  
Website: [www.npcc.on.ca](http://www.npcc.on.ca)

**Ottawa Children's Treatment Centre School Authority**

395 Smythe Road  
Ottawa ON K1H 8L2  
Tel: 613-737-0871  
Fax: 613-523-5167

**KidsAbility School Authority**

500 Hallmark Drive  
Waterloo ON N2K 3P5  
Tel: 519-886-8886  
Fax: 519-885-6222

*(Also see **Children and Youth**)*

## **COLLEGES AND UNIVERSITIES**

### **Accessibility Fund for Students with Disabilities / Special Needs Allocation**

Provides incentive funding to publicly funded colleges and universities to make their programs and services accessible to students with disabilities. The funding is used for counselling, consulting and diagnostic services, technological support, including specially adapted computers and software, tutors, sign-language interpreters, note takers and readers.

For information, contact the Office for Students with Disabilities at your college or university.

### **Print-alternate Materials**

Funding is provided for students who are blind, low vision, learning disabled or unable to use print text.

For information, contact the Office for Students with Disabilities at your college or university.

### **Deaf and Hard of Hearing Services**

Administered by George Brown College, this program provides services to deaf, deafened and hard-of-hearing students attending one of five publicly funded colleges in the Toronto area: George Brown College, Centennial College, Humber College, Seneca College or Sheridan College.

Contact:  
Deaf and Hard of Hearing Services  
George Brown College, St. James Campus  
200 King Street East, Room 173 B-A  
Toronto ON M5T 2T9  
Tel: 416-415-5000 ext. 2965  
TTY: 416-864-0535  
Fax: 416-415-2161  
E-mail: [dhshelp@gbrownc.on.ca](mailto:dhshelp@gbrownc.on.ca)  
Website: [www.dhhs-gbc.ca/](http://www.dhhs-gbc.ca/)



## Interpreter Fund

An Interpreter Fund for publicly supported universities and a similar fund for colleges outside the Toronto area assists these institutions to provide services to deaf, deafened and hard-of-hearing students.

For information, contact the Office for Students with Disabilities at your college or university.

## Educational Support Services

Administered by the Canadian Hearing Society, provides support services for part-time students who are deaf, deafened or hard of hearing taking credit courses at post-secondary institutions.

For information, contact the Office for Students with Disabilities at your college or university.

Website: [www.chs.ca/services/ess1.html](http://www.chs.ca/services/ess1.html)

## Ontario Student Assistance Program (OSAP)

OSAP administers student financial assistance programs on behalf of the Government of Canada and the Province of Ontario. This assistance includes loans, scholarships and bursaries.

To obtain general information on full-time and part-time student assistance, including help in completing your OSAP application, please visit the OSAP website listed below.

For further information, **students attending or planning to attend an Ontario postsecondary institution** should contact the institution's financial aid office.

For further information, **students attending an out-of-province postsecondary institution** should contact:

Ministry of Training, Colleges and Universities

Student Support Branch

P.O. Box 4500

189 Red River Road, 4<sup>th</sup> Floor

Thunder Bay ON P7B 6G9

Tel: 807-343-7260 / 1-866-330-3331

TTY: 1-800-465-3958

Fax: 807-343-7278

E-mail: [tdd@osap.gov.on.ca](mailto:tdd@osap.gov.on.ca)

Website: [osap.gov.on.ca/eng/eng\\_osap\\_main.html](http://osap.gov.on.ca/eng/eng_osap_main.html)

*In addition to loan funding, students with disabilities can receive non-repayable financial assistance through the following OSAP programs:*

## **Bursary for Students with Disabilities and Canada Study Grant for Students with Permanent Disabilities**

The Bursary for Students with Disabilities (BSWD) funded by the Province of Ontario, and the Canada Study Grant for Students with Permanent Disabilities, funded by the Government of Canada, provide non-repayable financial assistance to full- and part-time students to help them meet the additional costs of equipment and supplies related to their participation in post-secondary education, costs that are incurred because of a disability.

To be considered for the BSWD and/or the Canada Study Grant for Students with Permanent Disabilities, students with disabilities must apply for a loan through OSAP. Students not eligible for loan funding may still be eligible for assistance through the BSWD.

For further information, please visit the OSAP website at:

[osap.gov.on.ca/eng/not\\_secure/bswd.htm](https://osap.gov.on.ca/eng/not_secure/bswd.htm)

## **Canada Study Grant for High-Need Students with Permanent Disabilities**

If you have a permanent disability and demonstrate financial need in excess of established amounts in combined federal and provincial assistance, you may be eligible for a Canada Study Grant for High-Need Students with Permanent Disabilities.

For further information, please visit the OSAP website at:

[osap.gov.on.ca/eng/not\\_secure/csg.htm#CSG-HNPD](https://osap.gov.on.ca/eng/not_secure/csg.htm#CSG-HNPD)

## **Bursary Support for Deaf Students Studying at Out-of-Country Post-Secondary Institutions**

Loan and bursary assistance is available for deaf, deafened, and hard-of hearing students who must attend out-of-country post-secondary institutions for disability-related reasons. Loan assistance is available through the Canada-Ontario Integrated Student Loan, and bursary assistance is available through the Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions.

Contact:

Ministry of Training, Colleges and Universities

Student Support Branch

Tel: 807-343-7260 / 1-866-330-3331

TTY: 1-800-465-3958  
Fax: 807-343-7278  
E-mail: [tdd@osap.gov.on.ca](mailto:tdd@osap.gov.on.ca)  
Website: [osap.gov.on.ca/eng/not\\_secure/deaf.htm](http://osap.gov.on.ca/eng/not_secure/deaf.htm)

## **Aird Scholarship**

In 1985 the Government of Ontario created the Aird Scholarship in honour of the Honourable John Black Aird on his retirement as Lieutenant-Governor of Ontario. The scholarship is intended to help students with physical disabilities to study full time at a recognized Ontario postsecondary institution. It is hoped that the award will encourage a special talent or lifelong interest

Contact:  
Ministry of Training, Colleges and Universities  
Student Support Branch  
Aird Scholarship Selection Committee  
P.O. Box 4500  
189 Red River Road, 4<sup>th</sup> Floor  
Thunder Bay ON P7B 6G9  
Tel: 807-343-7257 / 1-800-465-3957  
TTY: 1-800-465-3958  
Website: [osap.gov.on.ca/eng/not\\_secure/aird.htm](http://osap.gov.on.ca/eng/not_secure/aird.htm)

## **Other Student Funding Sources**

Other funding sources can be viewed at the OSAP website at:  
[osap.gov.on.ca/eng/not\\_secure/contents.htm#other](http://osap.gov.on.ca/eng/not_secure/contents.htm#other)

## **TEACHER EDUCATION**

### **Training for Teachers of the Deaf**

#### **English-Language Programs**

A program at the Faculty of Education, York University trains teachers of the deaf and hard of hearing. A full- time and part-time program is offered.

Contact:

Deaf and Hard of Hearing Program

Faculty of Education

N833B Ross Building

York University

4700 Keele Street

Toronto ON M3J 1P3

Tel: 416-736-5971

TTY: 416-736-5972

Fax: 416-736-5146

E-mail: [deafed@edu.yorku.ca](mailto:deafed@edu.yorku.ca)

Website: [www.edu.yorku.ca/?DocNum=def&CurrInclude=def/defTOP.cfm](http://www.edu.yorku.ca/?DocNum=def&CurrInclude=def/defTOP.cfm)

Additional qualification courses are also offered to teachers by the Faculty of Education, University of Western Ontario. The courses are delivered online.

Contact:

University of Western Ontario

Faculty of Education

Continuing Education

1137 Western Road

London ON N6G 1G7

Tel: 519-661-2092

Fax: 519-850-2526

E-mail: [conted@uwo.ca](mailto:conted@uwo.ca)

Website: [www.edu.uwo.ca/conted/aq/index.html](http://www.edu.uwo.ca/conted/aq/index.html)

#### **French-Language Program**

A program at the Faculty of Education, University of Ottawa provides teachers with specialized training to teach students who are deaf and hard of hearing. The courses are offered in various regions of Ontario.

Contact:

Sylvie Bergeron, Program Administrator

Centre Jules-Leger

281, avenue Lanark

Ottawa ON K1Z 6R8

Tel: 613-761-3430

Fax: 613-761-9301

## **Training for Teachers of Students Who Are Blind or Have Low Vision**

### **English-Language Program**

Additional qualification courses for teaching students who are blind or have low vision are offered to teachers by the Faculty of Education, University of Western Ontario. The courses are delivered online.

Contact:

University of Western Ontario

Faculty of Education

Continuing Education

1137 Western Road

London ON N6G 1G7

Tel: 519-661-2092

Fax: 519-850-2526

E-mail: [conted@uwo.ca](mailto:conted@uwo.ca)

Website: [www.edu.uwo.ca/conted/aq/index.html](http://www.edu.uwo.ca/conted/aq/index.html)

## **Training for Teachers of Students Who Are Deaf-Blind**

### **English-Language Program**

Additional qualification courses for teaching students who are deaf-blind are offered to teachers through the W. Ross Macdonald School.

Contact:

Bill Thompson, Principal of Resource Services

W. Ross Macdonald School

350 Brant Avenue

Brantford ON N3T 3J9

Tel: 519-759-0730 ext. 220

Fax: 519-759-4741

## ***SKILLS TRAINING***

### **Training Hotline**

Information on training programs including skills development, literacy and more from the Ministry of Training, Colleges and Universities:

Call the Training Hotline at: 416-326-5656 / 1-888-562-4769  
TTY users, contact the Bell Relay Service listed in your area.

## **GOLD. Goal: Ontario Literacy for Deaf People**

A provincial umbrella organization providing support to the deaf and deaf-blind literacy community in Ontario through research, resources and training. Partial funding is provided by the Ministry of Training, Colleges and Universities.

For a listing of literacy programs in Ontario, contact:

Goal: Ontario Literacy for Deaf People

2345 Stanfield Road, Suite 301

Mississauga ON L4Y 3Y3

Tel: 905-897-5656

TTY: 905-897-6772

Fax: 905-897-6676

E-mail: [gold@deafliteracy.ca](mailto:gold@deafliteracy.ca)

Website: [www.deafliteracy.ca](http://www.deafliteracy.ca)

## **Centre AlphaPlus Centre**

Serves practitioners and organizations that work in the deaf, Native, francophone and anglophone literacy field and those working in second language learning communities in Ontario. Helps users find relevant resources and information to enrich the learning of adults in literacy and second language programs. Practitioners served include tutors, instructors, trainers, volunteers and researchers. The Centre receives partial funding from the Ministry of Training, Colleges and Universities.

Contact:

Centre AlphaPlus Centre

2040 Yonge Street, 3<sup>rd</sup> floor

Toronto ON M4S 1Z9

Tel: 416-322-1012 / 1-800-788-1120

TTY: 416-322-5751 / 1-800-788-1912

Fax: 416-322-0780

E-mail: [info@alphaplus.ca](mailto:info@alphaplus.ca)

Website: [www.alphaplus.ca](http://www.alphaplus.ca)

## **Literacy and Basic Skills Program**

This program is managed by the Ministry of Training, Colleges and Universities as a support for literacy agencies that help people improve their literacy skills.

The program supports literacy upgrading for anglophone, francophone, Native, and deaf learners. Resource documents posted on the website include the *Literacy Profile of Ontario's Deaf and Hard of Hearing Adults* and *Best Practices in Literacy for Adults with Developmental Disabilities*.

For information about literacy and basic skills training programs in Ontario, call the Job  
Grow/Training Hotline at: 416-326-5656 / 1-888-562-4769  
TTY users, contact the Bell Relay Service listed in your area.

For information about the Literacy and Basic Skills Program, contact:  
Ministry of Training, Colleges and Universities  
Skills Investment Branch  
Literacy and Basic Skills Unit  
900 Bay Street, Mowat Block, 23<sup>rd</sup> Floor  
Toronto ON M7A 1L2  
Tel: 416-326-5837  
TTY: 416-326-5493  
Website: [www.edu.gov.on.ca/eng/training/literacy/main.html](http://www.edu.gov.on.ca/eng/training/literacy/main.html)

## CHILDREN AND YOUTH

### Ministry of Children and Youth Services Website

Provides a listing of programs intended to assist parents and caregivers seeking information about services funded and/or provided by the Ontario government for children with special needs. Most of these programs are also outlined in this guide.

For a complete list of programs, visit the Ministry of Children and Youth Services website at: [www.children.gov.on.ca/CS/en/programs/SpecialNeeds/default.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/default.htm)

Or, contact the Ministry of Children and Youth Services office in your area. A list of regional offices can be found at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

### Integrated Services for Children

Office of Integrated Services for Children is responsible for the integration of children's services in the Ministries of Health and Long-Term Care and Children and Youth Services. Its priority focus is to oversee the integration of health, education, recreation and social services for families at risk with children (prenatal to 8 years of age) with an emphasis on enhancing prevention and early intervention strategies.

Contact:

Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/pub/child/intserv.html](http://www.health.gov.on.ca/english/public/pub/child/intserv.html)

### Ontario Early Years Centres

A place where parents and caregivers can get answers to questions, and information about programs and services available for young children up to six years of age, including children with special needs. Provides parents and caregivers an opportunity to talk to early years professionals, as well as other parents and caregivers in the community. There are centres in communities across Ontario.

Contact:

Ontario Early Years Centres Infoline: 1-866-821-7770

Or, visit the website for locations at:

<http://www.ontarioearlyyears.ca/oeyc/en/Location/map.htm>

Website: [www.ontarioearlyyears.ca/oeyc/en/home.htm](http://www.ontarioearlyyears.ca/oeyc/en/home.htm)



## Healthy Babies, Healthy Children Program

This program is a prevention/early intervention initiative. The objective is to identify young children (prenatal to six years of age) who require additional supports to achieve social, emotional, cognitive and physical health, and intervening as early as possible. Services include universal screening at birth for all newborns; family home visits; prenatal screening; and early identification. Families with children at risk are connected to the most appropriate community resources. This free voluntary program is offered to pregnant women and families with young children through local Public Health Units.

Contact your local Public Health Unit, listed in the blue pages of your telephone directory. A complete list of locations is provided at the Ministry of Health website at: [www.health.gov.on.ca/english/public/contact/phu/phuloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html)

Or, call the Ministry of Health INFOline: 416-314-5513 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@moh.gov.on.ca](mailto:info@moh.gov.on.ca)

Website: [www.health.gov.on.ca/english/providers/pub/child/hbabies/hbabies\\_update.html](http://www.health.gov.on.ca/english/providers/pub/child/hbabies/hbabies_update.html)

## Children's Treatment Centres

Children's Treatment Centres are community-based organizations that serve children up to 19 years of age who have physical disabilities and multiple special needs. The centres range in size and scope but each provides physiotherapy, occupational therapy and speech therapy as core services. A wide variety of other services and clinics are provided depending on local needs and the mix of other providers in each community.

A list of children's treatment centres is provided at the website of the Ontario Association of Children's Rehabilitation Services at: [www.oacrs.com/member\\_organizations.html](http://www.oacrs.com/member_organizations.html)

Or, call the Ontario Association of Children's Rehabilitation Services at: 416-424-3864  
E-mail: [info@oacrs.com](mailto:info@oacrs.com)

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@moh.gov.on.ca](mailto:info@moh.gov.on.ca)

## Services for Children with Developmental Disabilities

Services funded by the Ministry of Children and Youth Services and delivered through community agencies include:

- in-home respite
- out-of-home respite
- specialized community supports to assist children with developmental disabilities to remain in the community
- community living supports and residential services

Application for services differ from program to program. A ministry representative can assist families in completing the application process.

A list of regional offices for the Ministry of Children and Youth Services can be found at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/servicesForChildrenWithDevelopmentalDisabilities.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/servicesForChildrenWithDevelopmentalDisabilities.htm)

## Children's Mental Health Programs

Delivered by community agencies located throughout the province. Services are available to children up to the age of 18 who are experiencing social, emotional, behavioural or psychiatric problems. Programs are funded through transfer payments from the Ministry of Children and Youth Services and Ministry of Health and Long-Term Care to social service agencies. There is no direct funding to parents and children.

Services offered include

- assessment and treatment interventions
- prevention and early intervention
- clinical services
- social supports and prevention services

Contact:

Children's Mental Health Ontario (CMHO)

40 St. Clair Avenue East, Suite 309

Toronto ON M4T 1M9

Tel: 416-921-2109

Fax: 416-921-7600

E-mail: [info@cmho.org](mailto:info@cmho.org)

Website: [www.cmho.org](http://www.cmho.org)

The Ministry of Children and Youth Services office in your area can also help you find services. A list of regional offices can be found at:

[www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

## **Intensive Early Intervention Program for Children with Autism**

Children with autism, aged two to five, who meet the program guidelines are eligible to receive Intensive Behavioural Intervention services. Families have the option to receive services from their regional service provider or to receive funding to purchase private services.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices can be found at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/earlyInterventionAutism.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/earlyInterventionAutism.htm)

## **Assistance for Children with Severe Disabilities**

Provides funding to parents who have a child with a disability to help meet the extra costs of the child's significant special needs. The child must be under 18 years of age and living at home with a parent or legal guardian, and have a severe disability that results in a functional loss. There is an income limit for claiming extraordinary expenses, as well as a monthly maximum subsidy.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices can be found at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/assistanceforChildrenwithSevereDisabilities.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/assistanceforChildrenwithSevereDisabilities.htm)

## **Infant Development Program**

For children up to five years of age who have a developmental disability or who are at risk of developmental delay. Program provides sensory stimulation, motor development, communication skills, social interaction, emotional development and self-help skills. Includes early intervention to help parents recognize, understand and adjust to their child's special needs. Services are offered in both homes and in centres.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website: [www.children.gov.on.ca/CS/en/programs/SpecialNeeds/infDevelopment.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/infDevelopment.htm)

## Preschool Speech and Language Program

Goal of this initiative is to identify children who need help with learning language and to provide services to help them. Children are eligible for these services from birth to when they start senior kindergarten. Each local program provides services through community agencies such as public health units, child development centres, hospitals and children's treatment centres.

A list of Preschool Speech and Language Program locations is provided at the Ministry of Children and Youth website at:

[www.children.gov.on.ca/CS/en/programs/PreschoolSpeechLanguage/Publications/preschool\\_locations.htm](http://www.children.gov.on.ca/CS/en/programs/PreschoolSpeechLanguage/Publications/preschool_locations.htm)

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@info.gov.on.ca](mailto:info@info.gov.on.ca)

Website:

[www.children.gov.on.ca/CS/en/programs/PreschoolSpeechLanguage/default.htm](http://www.children.gov.on.ca/CS/en/programs/PreschoolSpeechLanguage/default.htm)

## Infant Hearing Program

Program identifies infants who are born deaf or hard of hearing, or who are at risk of developing hearing loss in early childhood; and provides parents with the services their children need to develop communication and language skills.

A list of Infant Hearing Program locations is provided at the Ministry of Health website at: [www.health.gov.on.ca/english/public/program/child/hearing/hearing\\_progs.html](http://www.health.gov.on.ca/english/public/program/child/hearing/hearing_progs.html)

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@info.gov.on.ca](mailto:info@info.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/program/child/hearing/hearing\\_mn.html](http://www.health.gov.on.ca/english/public/program/child/hearing/hearing_mn.html)

(Also see *Preschool Speech and Language Program* listed earlier in this section.)

## Special Services at Home Program

Helps children with developmental or physical disabilities and adults with a developmental disability to live at home with their families by providing time-limited funding to address individual needs. Families can purchase supports and services they could not normally provide themselves and are not available elsewhere in the community.

For more information, contact the Ministry of Children and Youth Services office in your area. A list of regional offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/specialServicesatHome.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/specialServicesatHome.htm)

## **Child Care Programs for Children with Special Needs**

There are integrated child care programs (child care centres and private-home day care) that serve children with special needs up to 18 years of age. There are also some recreation programs that provide supervision for children with special needs from six to 18 years of age. Funding is provided to licensed child care programs and approved recreation programs to meet the special needs of children with disabilities. Fee subsidies provide financial assistance towards the cost of licensed child care or approved recreation programs for eligible parents.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/childCareandRecProgforChildrenwithHandicaps.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/childCareandRecProgforChildrenwithHandicaps.htm)

## **Respite Services**

The Ministry of Children and Youth Services funds the following programs for families who are caring for children with special needs.

### **Out-of-Home Respite**

Families of children under 18 years of age with multiple special needs and who meet eligibility requirements can receive up to seven days of respite per year, provided in a location other than their home.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

### **Enhanced Respite Funding**

Provided to families caring for a medically fragile and/or technologically dependent child who is under 18 years of age and living at home, and whose care requires ongoing, frequent and time-consuming intervention on a 24-hour basis. Program provides funding as an enhancement to other respite services and does not decrease any support received from other programs.

Contact the nearest Community Care Access Centre. A list of centres is provided at the Ministry of Health website at:

[www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html)

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@mo.gov.on.ca](mailto:info@mo.gov.on.ca)

Website: [www.children.gov.on.ca/CS/en/programs/SpecialNeeds/respite.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/respite.htm)

(Also see **Assistance for Children with Severe Disabilities** and **Special Services at Home** listed earlier in this section. These programs provide funding for services that may include respite services.)

## Behaviour Management Program

Provides assessment and/or treatment of behavioural issues for children up to age 18 with developmental disabilities and their families. Program is funded by the Ministry of Children and Youth Services, and is delivered through community hospitals and local community support agencies.

Contact the Ministry of Children and Youth Services office in your area. A list of regional offices is provided at: [www.children.gov.on.ca/CS/en/regOffices/default.htm](http://www.children.gov.on.ca/CS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/behaviourManagement.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/behaviourManagement.htm)

## Integrated Services for Northern Children (ISNC)

A shared project of the Ministry of Children and Youth Services, Ministry of Health and Long-Term Care, Ministry of Education, and Ministry of Northern Development and Mines. It provides an integrated network of high quality physical and mental health services, and special education services to children and families in rural and remote areas of northern Ontario. Interdisciplinary teams of professionals in six major centres in northern Ontario are linked to rural and remote communities by means of a network of Case Managers who assess the child with special needs and their family, and act as a single point of access to the program's specialized services.

Contact:

North East Regional Office (North Bay)

Peggy O'Connor, ISNC Co-ordinator

Tel: 705-474-3540 ext. 218

E-mail: [peggy.oconnor@css.gov.on.ca](mailto:peggy.oconnor@css.gov.on.ca)

or

Northern Regional Office (Sudbury)  
Lynn Tessier, ICNC Representative  
Tel: 705-564-8153 ext. 341  
E-mail: [lynn.tessier@css.gov.on.ca](mailto:lynn.tessier@css.gov.on.ca)

Website:

[www.children.gov.on.ca/CS/en/programs/SpecialNeeds/IntegratedservicesforNorthernChildren.htm](http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/IntegratedservicesforNorthernChildren.htm)

## Early Years Challenge Fund

Helps communities develop successful early years projects. Provides funds to community-based projects. It matches community contributions to support innovative projects that meet the needs of children and families. Projects can be funded for one year or up to three years. Through the support of the business and voluntary sectors, Early Years Challenge Fund projects are able to achieve sustainability. Ontario Early Years initiatives are supported by the federal government as part of the National Children's Agenda.

For more information, call: 1-866-821-7770

Website:

[www.children.gov.on.ca/cs/en/programs/earlyyearsinitiatives/earlyyearschallengefund/default.htm](http://www.children.gov.on.ca/cs/en/programs/earlyyearsinitiatives/earlyyearschallengefund/default.htm)

(Also see **Health Services** and **Community Services**)

## **WOMEN**

### **Women's Centres**

These multi-service community-based organizations provide a variety of services, including information and referral. Staff assist women to identify and take the critical steps needed to move from economic dependence to self-sufficiency, and from situations of abuse to security. The Ontario Women's Directorate provides funding support to centres throughout the province.

A list of centres is provided at the Ontario Women's Directorate website at: [www.gov.on.ca/citizenship/owd/english/guide/womenscentres.htm](http://www.gov.on.ca/citizenship/owd/english/guide/womenscentres.htm)

Contact:  
Ministry of Citizenship and Immigration  
Ontario Women's Directorate  
900 Bay Street, Mowat Block, 6<sup>th</sup> Floor  
Toronto ON M7A 1L2  
Tel: 416-314-0300  
Fax: 416-314-0247  
E-mail: [info@mci.gov.on.ca](mailto:info@mci.gov.on.ca)

### **Women with Disabilities Violence Prevention Resource Guide**

Funded by the Ministry of Citizenship and Immigration, a comprehensive guide to services and programs for women with disabilities who experience violence.

View the guide online at: [www.enablelink.org/women/WOMEN.html?showwomen=1](http://www.enablelink.org/women/WOMEN.html?showwomen=1)

Contact:  
Canadian Abilities Foundation  
340 College Street, Suite 401  
Toronto ON M5T 3A9  
Tel: 416-923-1885  
Fax: 416-923-9829  
E-mail: [info@enablelink.org](mailto:info@enablelink.org)



## **SENIORS**

### **The Canadian Seniors' Policies and Programs Database (SPPD)**

A federal/provincial/territorial website that lists Ontario government policies and programs that primarily benefit seniors, including those with disabilities.

Website: [www.sppd.gc.ca](http://www.sppd.gc.ca)

### **Seniors' InfoLine**

A telephone information referral service offered by the Ontario Seniors' Secretariat on all subjects of concern to seniors.

Seniors' InfoLine: 416-314-7511 / 1-888-910-1999  
TTY: 1-800-387-5559

Contact:  
Ontario Seniors' Secretariat  
77 Wellesley Street West, Ferguson Block, 6<sup>th</sup> Floor  
Toronto ON M7A 1R3  
Tel: 416-326-7076  
Fax: 416-326-7078  
E-mail: [info@mci.gov.on.ca](mailto:info@mci.gov.on.ca)  
Website: [www.gov.on.ca/citizenship/seniors/](http://www.gov.on.ca/citizenship/seniors/)

### **A Guide to Programs and Services for Seniors in Ontario**

This guide from the Ontario Seniors' Secretariat brings together information about the programs and services provided to Ontario seniors by the government, as well as by community organizations and service providers. It covers topics ranging from drug benefits to income supports, veterans' services to volunteering, and housing to consumer protection.

View the guide online at: [www.gov.on.ca/citizenship/seniors/english/guide.htm](http://www.gov.on.ca/citizenship/seniors/english/guide.htm)

Or, to request a printed copy, call the Seniors' InfoLine: 416-314-7511/ 1-888-910-1999  
TTY: 1-800-387-5559

Contact:  
Ministry of Citizenship and Immigration  
Ontario Seniors' Secretariat  
77 Wellesley St. W., Ferguson Block, 6th Floor  
Toronto ON M7A 1R3

Tel: 416-326-7076  
Fax: 416-326-7078  
E-mail: [SeniorsGuideFeedback@mci.gov.on.ca](mailto:SeniorsGuideFeedback@mci.gov.on.ca)

## **Advance Care Planning Guide**

This free booklet from the Ontario Seniors' Secretariat encourages people to talk about their care wishes with their families and those who will make decisions for them in the future, in the event they are unable to make decisions themselves. It explains step-by-step what you need to do to begin your process of advance care planning and provides answers to some frequently asked questions. Included are options available to help you take the steps now that are right for you.

View the guide online at: [www.gov.on.ca/citizenship/seniors/english/advancecare.htm](http://www.gov.on.ca/citizenship/seniors/english/advancecare.htm)

Or, to request a printed copy, call the Seniors' InfoLine: 416-314-7511/ 1-888-910-1999  
TTY: 1-800-387-5559

Contact:  
Ontario Seniors' Secretariat  
77 Wellesley Street West, Ferguson Block, 6<sup>th</sup> Floor  
Toronto ON M7A 1R3  
Tel: 416-326-7076  
Fax: 416-326-7078  
E-mail: [info@mci.gov.on.ca](mailto:info@mci.gov.on.ca)

## **Complaints Response and Information Service (CRIS)**

CRIS helps consumers deal with questions or complaints about all retirement homes in Ontario, even if they are not members of the association. Use the online form or call for advice or to lodge a complaint. Funded by the Ministry of Citizenship and Immigration.

Contact:  
Ontario Residential Care Association  
2155 Leanne Boulevard, Suite 218  
Mississauga ON L5K 2K8  
Tel: 905-403-0500 / 1-800-361-7254  
Fax: 905-403-0502  
E-mail: [info@orca-homes.com](mailto:info@orca-homes.com)  
Website: [www.orca-homes.com/information.html](http://www.orca-homes.com/information.html)

## A Guide to Developing a Dementia Network

This resource guide is a product of Ontario's Strategy for Alzheimer Disease and Related Dementias from the Ontario Seniors' Secretariat. The purpose of dementia networks is to serve as a vehicle to facilitate people and resources coming together locally, regionally and provincially to improve the system of care (including service delivery, education and research) for persons with dementia, their families and caregivers.

View the guide online at the Alzheimer Society of Ontario website at:  
[alzheimerontario.org/local/files/Web site/Dementia Networks/Dementia Network Guide.pdf](http://alzheimerontario.org/local/files/Web%20site/Dementia%20Networks/Dementia%20Network%20Guide.pdf)

Contact:

Ministry of Citizenship and Immigration

Ontario Seniors' Secretariat

77 Wellesley Street West, Ferguson Block, 6<sup>th</sup> Floor

Toronto ON M7A 1R3

Tel: 416-326-7076

Fax: 416-326-7078

E-mail: [info@mci.gov.on.ca](mailto:info@mci.gov.on.ca)

Website: [www.gov.on.ca/citizenship/seniors/english/alzheimerstrategy.htm](http://www.gov.on.ca/citizenship/seniors/english/alzheimerstrategy.htm)

(Also see **Health Services** and **Community Services**)

## EMPLOYMENT SUPPORTS

### Ontario Disability Support Program - Employment Supports

The Ontario Disability Support Program (ODSP) provides income support and health and other benefits for people with disabilities in financial need. (See the **Income Supports** section of this guide.) It also provides **employment supports** on a voluntary basis to help people with disabilities who can and want to work.

People with disabilities do not have to be receiving ODSP Income Support to be eligible for **Employment Supports**. However, a person must be 16 years of age and older and have a physical or mental disability that is expected to last a year or more which as a result, makes it hard to find or keep a job.

More information about the Employment Supports program is provided at the Ministry of Community and Social Services website at:

[www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/ODSP\\_EmpSupCInfo.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/ODSP_EmpSupCInfo.htm)

Or, contact:

Ministry of Community and Social Services

Client Services Unit

900 Bay Street, M1-57 Macdonald Block

Toronto ON M7A 1N3

Tel: 416-325-5666 / 1-888-789-4199

TTY: 1-800-387-5559

Fax: 416-325-7136

Website:

[www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/default.htm)

### National Employment Service Directory

A useful online list of employment resources for employers, employees and anyone looking for work or to re-enter the workforce, especially job seekers with disabilities. Partially funded by the Ministry of Citizenship and Immigration and developed and hosted by the Canadian Abilities Foundation.

Website: [www.enablelink.org/resources/resources\\_workbottom1.html](http://www.enablelink.org/resources/resources_workbottom1.html)

## Job Connect

Provides a range of services to unemployed individuals, primarily youth. Services include access to local labour market and training information, employment preparation assistance such as resume writing and, where necessary and available, work experience through such activities as job trials, volunteer placements and on-the-job training. Job Connect is a program of the Ministry of Training, Colleges and Universities. Services are delivered by agencies such as community colleges and not-for-profit organizations across the province.

For more information and to find out who delivers this program in your area, call the JobGrow/Training Hotline at: 416-326-5656 / 1-888-562-4769  
TTY users, contact the Bell Relay Service listed in your area.

View the online Job Connect brochure at:  
[www.edu.gov.on.ca/eng/training/cepp/cepp.html](http://www.edu.gov.on.ca/eng/training/cepp/cepp.html)

Contact:  
Ministry of Training, Colleges and Universities  
Correspondence and Public Inquiries Unit  
900 Bay Street, Mowat Block, 14<sup>th</sup> Floor  
Toronto ON M7A 1L2  
Tel: 1-800-387-5514  
TTY: 1-800-263-2892  
E-mail: [info@edu.gov.on.ca](mailto:info@edu.gov.on.ca)  
Website: [www.edu.gov.on.ca/eng/training/cepp/aboutjc.html](http://www.edu.gov.on.ca/eng/training/cepp/aboutjc.html)

## Workplace Safety and Insurance Board (WSIB)

The WSIB assists workers who have been injured or become disabled on the job. Your workplace insurance entitles you to a range of benefits. The benefit most people are familiar with is the replacement of earnings you lose while disabled by workplace illness or injury (benefit for loss of earnings), but a number of other WSIB benefits are available to you:

- Benefit for Loss of Earnings (LOE)
- Benefit for Non-Economic Loss (NEL)
- Loss of Retirement Income (LRI) Benefit
- Health Care Benefits
- The Occupational Disease and Survivor Benefits Program
- Benefits for Seriously Injured Workers

Contact:

Workplace Safety and Insurance Board

200 Front Street West

Toronto ON M5V 3J1

Tel: 416-344-1000 / 1-800-387-5540 or 1-800-387-0750 (from Ontario only)

TTY: 1-800-387-0050

A list of WSIB offices is provided at their website at:

[www.wsib.on.ca/wsib/wsibsite.nsf/public/ContactWSIBOffices](http://www.wsib.on.ca/wsib/wsibsite.nsf/public/ContactWSIBOffices)

Website: [www.wsib.on.ca](http://www.wsib.on.ca)

## Office of the Employer Advisor

An independent agency of the Ministry of Labour, the OEA is in business to help employers manage and reduce the cost of injuries in their workplaces. The OEA is the prime source of expert guidance on workplace safety insurance (formerly workers' compensation).

Contact:

Office of the Employer Advisor

151 Bloor Street West, Suite 704

Toronto ON M5S 1S4

Tel: 416-327-0020 / 1-800-387-0774

Fax: 416-327-0726

E-mail: [weboea@mol.gov.on.ca](mailto:weboea@mol.gov.on.ca)

Website: [www.gov.on.ca/lab/oea](http://www.gov.on.ca/lab/oea)

## Exploring Self Employment Opportunities for People with Disabilities

A partnership between the Ministry of Citizenship and Immigration and Social and Enterprise Development Innovations (SEDI) produced the following resources:

- A Self-Assessment Workbook leads prospective small business entrepreneurs through the stages involved in assessing their potential for self-employment as a career option.
- A Practitioners' Guide provides information and insight to business and vocational counsellors so they can better assist clients with disabilities.
- A Resource Guide to Business Development and Disability Organizations in Ontario provides contact names and addresses for business development and disability organizations in Ontario.
- A video profiles the experiences of several entrepreneurs with disabilities.

These resources (except video) are posted at the SEDI website and are available in multiple formats from SEDI.

Contact:

SEDI. Social and Enterprise Development Innovations

1110 Finch Avenue West, Suite 406

Toronto ON M3J 3M2

Tel: 416-665-2828

Fax: 416-665-1661

E-mail: [info@sedi.org](mailto:info@sedi.org)

Website: [www.sedi.org/html/resources/publications.asp#exploring](http://www.sedi.org/html/resources/publications.asp#exploring)

## Abilities@Work

Useful information for employers about hiring a person with disability, as well as tips for employees and job seekers with disabilities about job strategies, interview preparation, and types and costs of job accommodation. Written by the Canadian Abilities Foundation with funding by the Ministry of Citizenship and Immigration. This document is posted on the ministry's *Paths to Equal Opportunity* website

Website: [www.equalopportunity.on.ca/userfiles/item/6065/Abilities.htm](http://www.equalopportunity.on.ca/userfiles/item/6065/Abilities.htm)

## Ontario WorkInfoNet Website

Specializes in providing links to work- and career-related websites in Ontario. Can conduct search by characteristics of the user, allowing a search for resources of specific interest to people with disabilities.

Website: [www.on.workinfonet.ca/](http://www.on.workinfonet.ca/)

## INCOME SUPPORTS

### Ontario Disability Support Program – Income Support

The Ontario Disability Support Program (ODSP) provides income support and health and other benefits for people with disabilities in financial need. It also provides employment supports on a voluntary basis to help people with disabilities who can and want to work. (See the **Employment Supports** section of this guide.)

A person can apply for ODSP **Income Support** up to six months prior to their 18<sup>th</sup> birthday. Applicants should contact their local ODSP office, and request an application to determine financial eligibility. Applicants who are financially eligible are given a Disability Determination Package to be completed by an approved health professional and submitted to the Disability Adjudication Unit at the Ministry of Community and Social Services.

The ODSP Handbook is available at the Ministry of Community and Social Services website at:

[www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/ODSP\\_handbook.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/ODSP_handbook.htm)

A list of ODSP offices is provided at the ministry's website at:

[www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/IES\\_officeListing.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/Publications/IES_officeListing.htm)

Or, contact:

Ministry of Community and Social Services

Client Services Unit

900 Bay Street, M1-57 Macdonald Block

Toronto ON M7A 1N3

Tel: 416-325-5666 / 1-888-789-4199

TTY: 1-800-387-5559

Fax: 416-325-7136

Website:

[www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/IES/OntarioDisabilitySupportProgram/default.htm)



## **Individual Support Agreement (ISA)**

The intent of the Individual Support Agreement is to promote individualized approaches to services and supports, to enhance accountability, and to establish a formal agreement between an individual and/or family and the service provider(s) for services and supports. The services and supports will enable a person, with the support of family and others, to live, work and participate in the community as a valued and contributing citizen. The Individual Support Agreement sets out the relationship between a service provider's financial allocation and the services and support provided to the individual service user. The Individual Support Agreement outlines, within the context of the developmental services system and available funding, what services and supports are provided and at what cost. Information can be obtained from your regular support provider.

To request a copy, contact:  
Ministry of Community and Social Services  
Developmental Services Branch  
56 Wellesley Street West, 12<sup>th</sup> Floor  
Toronto ON M7A 1E9  
Tel: 416-327-4954  
Fax: 416-325-5554

## **The Occupational Disease and Survivor Benefits Program**

A program of the Workplace Safety and Insurance Board, it provides specialized services to workers, dependents, and employers affected by certain serious occupational illnesses such as cancer, asthma, asbestosis and silicosis, inhalation of substances and fumes, or noise-induced hearing loss.

Contact:  
Workplace Safety and Insurance Board  
200 Front Street West  
Toronto ON M5V 3J1  
Tel: 416 344-1010 / 1-800-465-9646  
Website: [www.wsib.on.ca/wsib/wsibsite.nsf/Public/ODSBP](http://www.wsib.on.ca/wsib/wsibsite.nsf/Public/ODSBP)

## HEALTH SERVICES

### Community Care Access Centres

Provide a simplified point of access to long-term care.

- Arrange and authorize visiting health and personal support services in peoples' homes.
- Authorize services for special needs children in schools.
- Manage admissions to long-term care facilities.
- Provide information and referrals to the public about other community agencies and services.

For a list of centres, visit the Ministry of Health website at:

[www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/contact/ccac/ccac\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccac_mn.html)

### Ontario Health Insurance Plan (OHIP)

Ontario residents are eligible for provincially funded health coverage. Website provides fact sheets, forms and applications, FAQs, a list of local OHIP offices, and information on organ and tissue donation.

For more information, visit the Ministry of Health website listed below.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/program/ohip/ohip\\_mn.html](http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html)

### Long-Term Care Facilities

Long-term care facilities are designed for people who require the availability of 24-hour nursing care and supervision within a secure setting. In general, long-term care facilities offer higher levels of personal care and support than those typically offered by either retirement homes or supportive housing.

Details about accommodations, costs, services, how to apply and more are provided at the Ministry of Health website listed below.

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Accessibility Ontario: [www.mcass.gov.on.ca/accessibility/index.html](http://www.mcass.gov.on.ca/accessibility/index.html)

For more information and application, contact the nearest Community Care Access Centre. For a list of centres, visit the Ministry of Health website at: [www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/program/ltc/15\\_facilities.html](http://www.health.gov.on.ca/english/public/program/ltc/15_facilities.html)

## **In-Home Services**

In-home services are provided through Community Care Access Centres. They include visiting health professionals such as nurses, physiotherapists, occupational therapists, social workers, speech-language pathologists and dietitians; personal care support services such as bathing and dressing, assistance with eating, and assistance with toileting; homemaking services such as meal preparation, shopping, and laundry; and community support services such as security, transportation, meal services, supportive housing, and caregiver respite. Your local Community Care Access Centre (CCAC) can help you with defining your needs and situation, determining your eligibility for government-funded services, locating providers and applying for care. The CCAC can also provide information about the availability of financial subsidies for particular service options.

For a list of Community Care Access Centres, visit the Ministry of Health website at: [www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/program/ltc/8\\_home\\_comm\\_mn.html](http://www.health.gov.on.ca/english/public/program/ltc/8_home_comm_mn.html)

## **Attendant Services**

The Ministry of Health and Long-Term Care has two programs which provide trained attendants to help people with physical disabilities live independently at home:

### **Attendant Outreach Program**

Provides visitation attendant services to people with severe or serious disabilities.

For more information, call your local Community Care Access Centre. For a list of centres, visit the Ministry of Health Web site at: [www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

Or, call the Ministry of Health INFOline: 416-314-5512 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@health.gov.on.ca](mailto:info@health.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/program/ltc/21\\_other.html#2](http://www.health.gov.on.ca/english/public/program/ltc/21_other.html#2)

### **Self-Managed Attendant Services**

This program allows people with disabilities to choose and hire their own attendants.

Contact the Centre for Independent Living in Toronto at: 416-599-2458

TTY: 416-599-5077

Website: [www.cilt.ca/](http://www.cilt.ca/) or [www.cailc.ca/CAILC/graphic/ilrcs/canada/intro\\_e.html#ont](http://www.cailc.ca/CAILC/graphic/ilrcs/canada/intro_e.html#ont)

### **Assistive Devices Program (ADP)**

A program of the Ministry of Health and Long-Term Care. It financially assists Ontario residents who have long-term physical disabilities to get needed equipment and supplies.

Categories of assistive devices covered:

- communication devices
- diabetic supplies
- enteral feeding equipment/supplies
- hearing aids
- home oxygen program
- orthotic devices
- ostomy supplies
- pressure modification devices
- prosthetic devices
- respiratory supplies/equipment
- visual aids
- wheelchairs, positioning and ambulation aids

#### Eligibility

An Ontario resident who has a valid Ontario Health card issued in their name and has a physical disability of six months or longer. Specific eligibility criteria apply to each device category. Application process and amount of funding assistance also varies by device category.

Fact sheets for the devices covered under ADP are provided at the Ministry of Health website at: [www.health.gov.on.ca/english/public/pub/pub\\_menus/pub\\_adp.html](http://www.health.gov.on.ca/english/public/pub/pub_menus/pub_adp.html)

Contact:  
Ministry of Health and Long-Term Care  
Assistive Devices Program  
5700 Yonge Street, 7<sup>th</sup> Floor  
Toronto ON M2M 4K5  
Tel: 416-327-8804 / 1-800-268-6021  
TTY: 416-327-4282

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@info.gov.on.ca](mailto:info@info.gov.on.ca)

Website: [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)

## Speech Pathology and Audiology

Audiology services include audiological testing, hearing aid evaluation, and prescription and counselling for the learning impaired. Services are provided by audiologists in hospitals, children's treatment centres, some health units and private doctor's offices.

Contact:

- Family physicians, pediatricians, audiologists, otolaryngologists
- Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@info.gov.on.ca](mailto:info@info.gov.on.ca)

## Cleft Lip and Palate Dental Program

Through this program, the Ministry of Health and Long-Term Care provides 75 per cent of cost of dental treatment by a certified specialist. Also covers 75 per cent of treatment costs of severe acquired (non-genetic) dental dysfunction for patients up to 22 years of age.

### Eligibility

Anyone who is under 22 years of age as of January 1, 1986; diagnosed as having a cleft lip and/or palate or other severe congenital or acquired dental dysfunction; registered with a designated clinic; and assessed by a multi-disciplinary team; or a cleft lip and/or palate patient beyond 22 years of age as of January 1, 1986, who did not receive appropriate treatment during childhood.

To apply, contact one of the designated clinics listed at the Ministry of Health website provided below.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@info.moh.gov.on.ca](mailto:info@info.moh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/pub/child/cleft.html](http://www.health.gov.on.ca/english/public/pub/child/cleft.html)

## **Cancer Care Ontario**

An agency of the Ministry of Health and Long-Term Care. Ontario's authority on cancer information and care practices, and is responsible for monitoring and ensuring the quality of cancer care in the province. Website has links to local treatment, screening and genetics testing centres, publications, research information, guidelines, and professional training resources.

Contact:  
Cancer Care Ontario  
620 University Avenue  
Toronto ON M5G 2L7  
Tel: 416-971-9800  
Fax: 416-971-6888  
E-mail: [PublicAffairs@cancercare.on.ca](mailto:PublicAffairs@cancercare.on.ca)  
Website: [www.cancercare.on.ca/](http://www.cancercare.on.ca/)

## **Drug and Alcohol Registry of Treatment (DART)**

A free, confidential and anonymous treatment information and referral service. Provides callers with information about drug and alcohol treatment services in Ontario.

Call the 24-hour help-line: 1-800-565-8603 (English and French)  
Interpretation services are also available in 140 other languages.  
E-mail: [info\\_ref\\_services\\_dart@dart.on.ca](mailto:info_ref_services_dart@dart.on.ca)  
Website: [www.dart.on.ca](http://www.dart.on.ca)

## **National Eating Disorder Information Centre (NEDIC)**

Mandated by the Ministry of Health and Long-Term Care to provide information about issues related to eating disorders, including current information on treatment services available to individuals with eating problems. Also offers public education services, including lectures and workshops to schools, community groups, and professionals. Website lists a range of medical and non-medical resources. The centre does not provide direct services.

Contact:  
NEDIC  
CW 1-211, 200 Elizabeth Street  
Toronto ON M5G 2C4  
Tel: 416-340-4156 / 1-866-633-4220  
Fax 416-340-4736  
E-mail: [nedic@uhn.on.ca](mailto:nedic@uhn.on.ca)  
Website: [www.nedic.ca](http://www.nedic.ca)

## Ontario Hepatitis C Assistance Plan

You are eligible for financial assistance if, before January 1, 1986, or between July 2, 1990 to September 28, 1998:

- you contracted hepatitis C virus (HCV) through the blood system in Ontario;
- you were infected with HCV by a spouse, partner or parent who received blood or blood products in Ontario; or
- you are the personal representative of an estate of an individual who has died of hepatitis C and contracted the virus through the blood system in Ontario during the period covered by the Ontario Plan.

For further information and how to apply, visit the Ministry of Health website at:  
[www.health.gov.on.ca/english/public/project/hepc/hepc.html](http://www.health.gov.on.ca/english/public/project/hepc/hepc.html)

Contact:  
Ministry of Health and Long-Term Care  
Ontario Hepatitis C Assistance Plan  
P.O. Box 4009, Station BRM B  
Toronto ON M7Y 5J9  
Tel: 1-877-222-4977  
TTY: 416-327-4282 / 1-800-387-5559

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@mh.gov.on.ca](mailto:info@mh.gov.on.ca)

## Motherisk

Online source for evidence-based information about the safety or risk of drugs, chemicals and disease during pregnancy and lactation. Provides authoritative information and guidance to pregnant or lactating women and their health care providers regarding the fetal risks associated with drug, chemical, infection, disease and radiation exposure(s) during pregnancy.

Offers one-on-one counselling through several telephone helplines and a Motherisk Clinic located in Toronto.

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Accessibility Ontario: [www.mcass.gov.on.ca/accessibility/index.html](http://www.mcass.gov.on.ca/accessibility/index.html)

Contact:

Motherisk's Home Line: 416-813-6780 *(for information about the safety or risk of prescription and over-the-counter drugs, herbal products, chemicals, x-rays, chronic disease and infections during pregnancy)*

Alcohol and substance abuse helpline: 1-877-327-4636

HIV and HIV Treatment in Pregnancy: 1-888-246-5840

Motherisk Clinic: 416-813-6780 *(by appointment)*

Website: [www.motherisk.org/](http://www.motherisk.org/)

## Ontario Drug Benefit Program

Covers most of the cost of prescription drug products listed in the Ontario Drug Benefit Formulary. If you belong to one of the following groups of Ontario residents and you have valid Ontario Health Insurance (OHIP), you are eligible for drug coverage:

- people 65 years of age and older
- residents of long-term care facilities
- residents of Homes for Special Care
- people receiving professional services under the Home Care program
- Trillium Drug Program recipients
- social assistance recipients

Contact:

Ministry of Health and Long-Term Care

Drug Programs Branch

5700 Yonge Street, 3<sup>rd</sup> Floor

Toronto ON M2M 4K5

Tel: 416-327-8109

TTY: 1-800-387-5559

Fax: 416-327-8123

E-mail: [DrugPrograms@moh.gov.on.ca](mailto:DrugPrograms@moh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/pub/drugs/odb.html](http://www.health.gov.on.ca/english/public/pub/drugs/odb.html)

## Trillium Drug Program

Helps people who have high drug costs in relation to their income.

You can apply if:

- your private insurance does not cover 100% of your prescription drug costs
- you have valid Ontario Health Insurance, and
- you are not eligible for drug coverage under the Ontario Drug Benefit Program.



The program has a deductible based on income and family size.

Trillium application kits are available at your local pharmacy or call the Ministry of Health and Long-Term Care Drug Programs Branch.

Contact:

Ministry of Health and Long-Term Care

Drug Programs Branch

5700 Yonge Street, 3<sup>rd</sup> Floor

Toronto ON M2M 4K5

Tel: 416-327-8109

TTY: 1-800-387-5559

Fax: 416-327-8123

E-mail: [DrugPrograms@moh.gov.on.ca](mailto:DrugPrograms@moh.gov.on.ca)

Website: [www.health.gov.on.ca/english/public/pub/drugs/trillium.html](http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html)

*(Also see **Mental Health Services, Children and Youth, and Seniors**)*

## **MENTAL HEALTH SERVICES**

### **Community Mental Health Services**

Provides alternatives to in-patient services, reducing the frequency and length of admission to psychiatric facilities, and reintegrating discharged patients into the community.

For more information, contact the Ministry of Health and Long-Term Care office in your area. Location and telephone number of the nearest office can be found in the blue pages of your phone book under “Health”.

Or, go to the Government of Ontario office directory found at this website:

[www.info.go.gov.on.ca/paceweb/owa/intersrv\\_en\\_disp\\_service\\_unit?IN\\_UNIT\\_ID=UNT0021273](http://www.info.go.gov.on.ca/paceweb/owa/intersrv_en_disp_service_unit?IN_UNIT_ID=UNT0021273)

### **Ontario Problem Gambling Helpline**

A province-wide service to help problem gamblers, their family, friends and others who may be adversely affected by their gambling. This free, confidential, and anonymous service is sponsored by the Drug and Alcohol Registry of Treatment (DART) and funded by the Ontario Substance Abuse Bureau of the Ministry of Health and Long-Term Care.

Call the 24-hour help-line: 1-888-230-3505 (English and French)  
Interpretation services are also available in 140 other languages.  
E-mail: [info\\_ref\\_services\\_opgh@dart.on.ca](mailto:info_ref_services_opgh@dart.on.ca)

Website: [www.opgh.on.ca](http://www.opgh.on.ca)

### **Homes for Special Care Program**

Provides long-term and permanent residential care to persons discharged from Provincial Psychiatric Hospitals who require supervision or assistance with activities of daily living. The program encourages community living by offering a housing alternative to institutional care.

For more information, call the Ministry of Health INFOline:  
416-314-5518 / 1-800-268-1154  
TTY: 1-800-387-5559  
E-mail: [info@moh.gov.on.ca](mailto:info@info@moh.gov.on.ca)

Web-site: [www.health.gov.on.ca/english/providers/program/hsc/hsc\\_mn.html](http://www.health.gov.on.ca/english/providers/program/hsc/hsc_mn.html)

## Psychiatric Hospitals

There are 4 provincial psychiatric hospitals in Ontario.

### **Penetanguishene Mental Health Centre**

500 Church Street  
Penetanguishene ON L9M 1G3  
Tel: 705-549-3181  
Fax: 705-549-3446 (Admin.)  
Fax: 705-549-3652 (Oak Ridge)  
E-mail: [mhcpgen@mhcp.on.ca](mailto:mhcpgen@mhcp.on.ca)  
Website: [www.mhcva.on.ca/m1mhcp.htm](http://www.mhcva.on.ca/m1mhcp.htm)

### **Whitby Mental Health Centre**

P.O. Box 613  
700 Gordon Street  
Whitby ON L1N 5S9  
Tel: 905-668-5881 / 1-800-341-6323  
Fax: 905-430-4032  
Website: [www.wmhc2.com](http://www.wmhc2.com)

### **Lakehead Psychiatric Hospital** (part of St. Joseph Care Group)

P.O. Box 2930  
580 North Algoma Street  
Thunder Bay ON P7B 5G4  
Tel: 807-343-4300  
Fax: 807-343-4373  
Website: [www.sjcg.net/services/mentalhealth/lph/index.html](http://www.sjcg.net/services/mentalhealth/lph/index.html)

### **North Bay Psychiatric Hospital**

P.O. Box 3010  
4700 Highway 11 North  
North Bay ON P1B 8L1  
Tel: 705-474-1200  
Fax: 705-472-1694  
Website: [www.nbpsych.on.ca](http://www.nbpsych.on.ca)

For more information, contact:

Ministry of Health and Long-Term Care  
Mental Health and Addictions Branch  
80 Grosvenor Street, Hepburn Block, 5<sup>th</sup> Floor  
Toronto ON M7A 1R3  
Tel: 416-327-8650  
Fax: 416-327-7481

Website: [www.health.gov.on.ca/english/public/contact/psych/psych\\_mn.html](http://www.health.gov.on.ca/english/public/contact/psych/psych_mn.html)

## Consent and Capacity Board

An independent body created by the provincial government. It conducts hearings under the *Mental Health Act*, the *Health Care Consent Act*, the *Substitute Decisions Act* and the *Long Term Care Act*. Board members are either psychiatrists, lawyers or members of the general public. The Board sits with one, three, or five members. They make decisions on such things as:

- Review of capacity to consent to a treatment, admission to a care facility or a personal assistance service.
- Consideration of the appointment of a representative to make decisions for an incapable person with respect to treatment, admission to a care facility or a personal assistance service.
- Review of involuntary status (civil committal).
- Review of a Community Treatment Order.
- Review as to whether a young person (aged 12 to 15) requires observation, care and treatment in a psychiatric facility.
- Review of statutory guardianship for property.
- And more

For a complete list of services and regional offices, contact:

Content and Capacity Board  
151 Bloor Street West, 10<sup>th</sup> Floor  
Toronto ON M5S 2T5  
Tel: 416-327-4142 / 1-888-219-8349  
Fax: 416-924-8873  
Website: [www.ccboard.on.ca](http://www.ccboard.on.ca)

## Psychiatric Patient Advocate Office (PPAO)

Provides independent and confidential advocacy services and rights advice to consumers of and those seeking access to psychiatric services. Informs the patient, family, hospital staff, and the community about patients' legal and civil rights.

Minister of Health and Long-Term Care has given the PPAO the authority to carry out its advocacy function under the *Mental Health Act*.

Contact:  
Psychiatric Patient Advocate Office  
55 St. Clair Avenue West, Suite 802  
Toronto ON M4V 2Y7  
Tel: 416-327-7000 / 1-800-578-2343  
Fax: 416-327-7008  
E-mail: [ppao@moh.gov.on.ca](mailto:ppao@moh.gov.on.ca)  
Website: [www.ppao.gov.on.ca/](http://www.ppao.gov.on.ca/)

## COMMUNITY SERVICES

### Developmental Services

Services and supports to people of all ages who have a developmental disability and their families, primarily through a network of community-based, board operated, non-profit transfer payment agencies.

Services funded by the Ministry of Community and Social Services and delivered through community agencies include:

- In-home and out-of-home **respite**;
- Specialized community supports which assist people with developmental disabilities to **remain in the community**;
- Community participation supports which provide people with developmental disabilities support for both competitive and non-competitive **employment opportunities**;
- **Community living** supports and residential services which include supports to assist individuals to live independently in the community, as well as 24-hour group living situations and associate living arrangements.

Programs directly delivered by the ministry include:

- **Special Services at Home**, a program focussed on supporting families in caring for a family member within their home;
- Provincially-operated facilities provide **supervised living and day programs** for adults with developmental disabilities who require specialized care.

For more information, contact the Ministry of Community and Social Services office in your area. A list of regional offices is provided at:

[www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm) or see *Appendix A*.

Or, contact:

Ministry of Community and Social Services

Developmental Services Branch

56 Wellesley Street West, 12<sup>th</sup> Floor

Toronto ON M7A 1E9

Tel: 416-327-4954

Fax: 416-325-5554

Website:

[www.cfcs.gov.on.ca/cfcs/en/programs/SCS/DevelopmentalServices/default.htm](http://www.cfcs.gov.on.ca/cfcs/en/programs/SCS/DevelopmentalServices/default.htm)

## Special Services at Home

Part of the Developmental Services offered by the Ministry of Community and Social Services outlined above. Program supports families in caring for a family member within their home.

Special Services at Home application form is provided at the Ministry of Community and Social Services website at: [www.cfcs.gov.on.ca/NR/MCFCS/developmental/1915.doc](http://www.cfcs.gov.on.ca/NR/MCFCS/developmental/1915.doc)

For more information, contact the Ministry of Community and Social Services office in your area. A list of regional offices is provided at:

[www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm) or see *Appendix A*.

## Supportive Housing Program

Supportive Housing is designed for people who only need minimal to moderate care – such as homemaking or personal care and support – to live independently.

Accommodations usually consist of rental units within an apartment building. Buildings are owned and operated by municipal governments or non-profit groups.

Accommodations, on-site services, costs, and the availability of government subsidies vary with each building.

For information on the services available in your community, call your local Community Care Access Centre. For a list of centres, visit the Ministry of Health website at [www.health.gov.on.ca/english/public/contact/ccac/ccacloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccacloc_mn.html) or see *Appendix B*.

Or, call the Ministry of Health INFOline: 416-314-5518 / 1-800-268-1154

TTY: 1-800-387-5559

E-mail: [info@moh.gov.on.ca](mailto:info@info@moh.gov.on.ca)

Contact:

Ministry of Health and Long-Term Care

Mental Health and Addictions Branch

Supportive Housing Program

5700 Yonge Street, 5<sup>th</sup> Floor

Toronto ON M2M 4K5

Website: [www.health.gov.on.ca/english/public/program/ltc/13\\_housing.html](http://www.health.gov.on.ca/english/public/program/ltc/13_housing.html)

## Respite Services

See ***Developmental Services*** offered by the Ministry of Community and Social Services and described at the beginning of this section.

Website:

[www.cfcs.gov.on.ca/cfcs/en/programs/SCS/DevelopmentalServices/default.htm](http://www.cfcs.gov.on.ca/cfcs/en/programs/SCS/DevelopmentalServices/default.htm)

## Interpreter and Intervenor Services

The Ministry of Community and Social Services provides funding to non-profit agencies for interpreter and intervenor services for people who are deaf, hard-of-hearing, or deaf-blind. These services help individuals to live as independently as possible in the community. Interpreter services to people who are deaf are provided by the Canadian Hearing Society. Intervenor services to deaf-blind individuals are delivered by the Canadian National Institute for the Blind, the Canadian Deaf-Blind Rubella Association and Independent Living Residences for the Deaf-Blind.

For more information, contact the Ministry of Community and Social Services office in your area. A list of regional offices is provided at:  
[www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/regOffices/default.htm) or see *Appendix A*.

Website:

[www.cfcs.gov.on.ca/CFCS/en/programs/SCS/InterpreterAndIntervenorServices/default.htm](http://www.cfcs.gov.on.ca/CFCS/en/programs/SCS/InterpreterAndIntervenorServices/default.htm)

(Also see ***Children and Youth and Health Services***)

## **INFORMATION SOURCES**

### **Paths to Equal Opportunity Website**

Features information and resources on how to make facilities, employment, and services accessible to people with disabilities. Includes best practices, business cases for accessibility, examples of successful accessibility initiatives in the workplace and across sectors, events listings, FAQs, a newsletter, government services and programs listings, and more.

Contact:

Ministry of Community and Social Services

Accessibility Directorate of Ontario

Public Education and Partnerships Unit

400 University Avenue, 3<sup>rd</sup> Floor

Toronto ON M7A 2R9

Tel: 416-326-0207 / 1-888-520-5828

TTY: 416-326-0148 / 1-888-335-6611

E-mail: [eoinfo@mci.gov.on.ca](mailto:eoinfo@mci.gov.on.ca)

Website: [www.equalopportunity.on.ca](http://www.equalopportunity.on.ca)

### **Library Services for People with Disabilities**

The provincially supported public library, inter-library loan system provides access to materials in alternate formats, including large print books, Braille and talking books.

Contact your local library for information.



## **SPORT AND RECREATION**

### **Ontario Games for the Physically Disabled**

Part of the Ontario Games Program managed by the Sport Alliance of Ontario in partnership with the Ministry of Tourism and Recreation. Provides athletes with a disability a provincial level championship in Ontario, and a forum to be selected and advance to national and international competitions.

Primary sponsors are Sport for Disabled - Ontario, in partnership with the ministry and the Sport Alliance of Ontario, as well as the host community. The Ontario Games Council administers the Games, and sets policies and procedures.

Competitions are held in track and field, boccia, powerlifting, and other sports negotiated with the Games Organizing Committee.

Contact:

Sport Alliance of Ontario  
1185 Eglinton Avenue East  
Toronto ON M3C 3C6

Tel: 416-426-7000

Fax: 416-426-7381

E-mail: [info@sportalliance.com](mailto:info@sportalliance.com)

Website: [www.sportalliance.com/new/games.html](http://www.sportalliance.com/new/games.html)

### **Ontario Sport Awards - Athletes with a Disability**

A provincial awards program produced and managed by the Sport Alliance of Ontario in partnership with the Ministry of Tourism and Recreation. These annual awards recognize achievement and participation in sport and fitness. They are given in nine different categories, two of which recognize a male and a female athlete with a disability who have distinguished themselves nationally or internationally during the previous year. Nominations for this award can be made by provincial sport organizations recognized by the Ministry of Tourism and Recreation.

Contact:

Sport Alliance of Ontario  
1185 Eglinton Avenue East  
Toronto ON M3C 3C6

Tel: 416-426-7000

Fax: 416-426-7381

E-mail: [info@sportalliance.com](mailto:info@sportalliance.com)

Website: [www.sportalliance.com/new/awards.html](http://www.sportalliance.com/new/awards.html)

## Recreational Hunting and Fishing for People with Disabilities

Programs of the Ministry of Natural Resources offer waterfowl blinds accessible to disabled hunters in some areas of the province, special opportunities for moose hunters with lower limb disabilities, and accessible fishing platforms. In addition, several of the province's Fish Culture Stations offer wheelchair access to the visitor facilities.

A person possessing a National Identity Card from the Canadian National Institute for the Blind or a Disabled Persons Parking Permit from the Ministry of Transportation is not required to purchase a fishing license, and qualifies for reduced entry and campsite permit rates at Ontario Parks.

The Parks Guide (which identifies parks offering barrier-free facilities) and other publications outlining hunting and fishing regulations are provided at the Ministry of Natural Resources website at: [www.mnr.gov.on.ca/MNR/pubs/pubmenu.html](http://www.mnr.gov.on.ca/MNR/pubs/pubmenu.html)

For more information, contact:  
Ministry of Natural Resources  
P.O. Box 7000  
300 Water Street  
Peterborough ON K9J 8M5  
Tel: 1-800-667-1940

## RIGHTS AND JUSTICE

### Ontario Human Rights Commission

The Commission is an arm's length agency of the Ontario Government. It is responsible for enforcing the Ontario *Human Rights Code*, which protects the people of Ontario against discrimination in employment, accommodation, goods, services and facilities, and membership in vocational associations and trade unions.

The website provides information on how to file a complaint and provides access to publications outlining your rights under the Code.

Contact:

Ontario Human Rights Commission  
180 Dundas Street West, 8<sup>th</sup> Floor  
Toronto ON M7A 2R9  
Tel: 416-326-9511 / 1-800-387-9080  
TTY: 416-314-6526 / 1-800-308-5561  
E-mail: [info@ohrc.on.ca](mailto:info@ohrc.on.ca)  
Website: [www.ohrc.on.ca/](http://www.ohrc.on.ca/)

### Legal Aid Ontario

Legal Aid is available to low income individuals and disadvantaged communities for a variety of legal problems, including criminal matters, family disputes, immigration and refugee hearings and poverty law issues such as landlord/tenant disputes, disability support and family benefits payments. Services are delivered through a network of 79 independent, community-based legal aid clinics. Legal Aid Ontario also runs a certificate program. Certificates are issued to low income people to retain a private lawyer to represent them in criminal or family court proceedings, certain administrative tribunals or immigration/refugee boards.

Contact:

Legal Aid Ontario  
375 University Avenue, Suite 404  
Toronto ON M5G 2G1  
Tel: 416-979-1446 / 1-800-668-8258  
E-mail: [info@lao.on.ca](mailto:info@lao.on.ca)  
Website: [www.legalaid.on.ca](http://www.legalaid.on.ca)

### Sign Language Court Interpretation Services

Provided by the Ministry of the Attorney General in criminal trials and some civil matters for people who are deaf and need interpretation in the courtroom.

For more information, contact the court where the matter is to be heard.

Or, contact:

Ministry of the Attorney General  
Court Interpretation and Translation Services  
491 Steeles Avenue East  
Milton ON L9T 1Y7  
Tel: 905-878-0935 / 705-564-7770  
TTY: 416-326-4012  
Fax: 905-878-2494 / 705-564-7891  
Bell Relay: 1-800-855-0511  
E-mail: [christopher.ruthledge@jus.gov.on.ca](mailto:christopher.ruthledge@jus.gov.on.ca) or [aline.belzile@jus.gov.on.ca](mailto:aline.belzile@jus.gov.on.ca)

## **ARCH: A Legal Resource Centre for Persons with Disabilities**

A community-based not-for-profit legal aid clinic and legal resource centre with a provincial mandate dedicated to defending and advancing the equality-rights of people with disabilities. Receives core funding from Legal Aid Ontario.

Contact:

ARCH: A Legal Resource Centre for Persons with Disabilities  
425 Bloor Street East, Suite 110  
Toronto ON M4W 3R5  
Tel: 416-482-8255 / 1-866-482-2724  
TTY: 416- 482-1254 / 1-866-482-2728  
Fax: 416-482-2981 / 1-866-881- 2723  
E-mail: [archlib@lao.on.ca](mailto:archlib@lao.on.ca)  
Website: [www.arch-online.org](http://www.arch-online.org) or [www.archlegalclinic.ca/](http://www.archlegalclinic.ca/)

## **Office of the Public Guardian and Trustee**

Part of the Family Justice Services Division of the Ministry of the Attorney General. The Office is responsible for protecting the rights and interests of mentally incapable adults:

- manages financial affairs when there is no one else authorized to do so
- when appointed by the court, acts as a personal-care guardian of last resort on decisions about shelter, food, clothing, hygiene, safety and health care
- investigates allegations of serious harm, abuse and neglect
- screens private applications for guardianship and monitors private guardians
- makes treatment decisions when there is no one else capable or willing to do so
- when appointed by the court, provides legal services to people who are incapable and who are involved in court proceedings

Contact:  
Ministry of the Attorney General  
Office of the Public Guardian and Trustee  
595 Bay Street, Suite 800  
Toronto ON M5G 2M6  
Tel: 416-314-2800 / 1-800-366-0335  
Fax: 416-314-2619  
Website: [www.attorneygeneral.jus.gov.on.ca/english/family/pgt/](http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/)

## **Power of Attorney Kit**

Will help you appoint a person you want to make decisions for you when you are no longer able to do so for yourself. The kit contains forms for Continuing Power of Attorney for Property and Power of Attorney for Personal Care.

Contact:  
Ministry of the Attorney General  
Office of the Public Guardian and Trustee  
595 Bay Street, Suite 800  
Toronto ON M5G 2M6  
Tel: 416-314-2800 / 1-800-366-0335  
Fax: 416-314-2619  
Website: [www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp](http://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.asp)

## **Courthouse Access**

The Ministry of the Attorney General's Barrier-free Information Line on courthouse access allows the public to find out if courthouses are accessible. If the courthouse is not completely accessible, the caller will be given the number of the Director, Judicial Administration who is responsible for ensuring access to services if sufficient advance notice is received.

Call the Barrier-free Information Line: 1-800-387-4456  
TTY: 416-326-4012

## Social Benefits Tribunal

The Tribunal hears appeals of people who disagree with a decision that affects the amount of or their eligibility for the social assistance they receive under the *Ontario Works Act, 1997* or the *Ontario Disability Support Program Act, 1997*. You can appeal to the Tribunal when you have been refused social assistance or when your social assistance has been cancelled, reduced or put on hold.

Contact:

Social Benefits Tribunal

1075 Bay Street, 7<sup>th</sup> Floor

Toronto ON M5S 2B1

Tel: 416-326-0978 / 1-800-753-3895

TTY: 416-325-3408 (Toronto) / 613-566-2235 (Ottawa) / 1-800-268-7095

Fax: 416-326-5135

Website: [www.sbt.gov.on.ca/scripts/index.asp](http://www.sbt.gov.on.ca/scripts/index.asp)

## Ombudsman of Ontario

The Ombudsman investigates and resolves public complaints about administrative actions of the provincial government, its agencies, boards, commissions and tribunals. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually satisfactory resolutions to problems. All complaint-related inquiries are directed through the Toronto office Access Centre.

Contact:

Ombudsman of Ontario

Access Centre

125 Queens Park Crescent

Toronto ON M5S 2C7

Tel: 416-586-3300 / 1-800-263-1830

TTY: 416-586-3510 / 1-866-411-4211

Fax: 416-586-3485 / 1-866-863-2560

Website: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)

## TAX BENEFITS

### Property Tax Provisions

Property tax relief and enhancements for people with disabilities and seniors were enacted under Bill 140, *The Continued Protection for Property Taxpayers Act*, in December 2000.

Bill 140 included changes to the *Assessment Act*

- to exempt from taxation 10% of the property assessment for a new residence that accommodates a person with a disability or a senior and that helps them remain in their own home.

This is an expansion to what is allowed under section 3(1) 22 of the *Act* which permits a homeowner to make alterations, improvements and additions to an existing residential unit without an increase in property assessment, as long as the addition accommodates a person with a disability or a person who is elderly and prevents that individual from going into an institution for care.

Bill 140 also included changes to the *Municipal Act*

- to require municipalities to provide tax relief on a permanent basis to low-income seniors and people with disabilities for all types of property tax increases. Previously, municipalities could provide relief only for tax increases due to reassessments.
- to allow municipalities to pass bylaws to cancel, reduce, or refund property taxes that are considered burdensome.

For additional information about the process for submitting an application for tax relief for a home that has been built or renovated to accommodate a senior or a person with a disability, please contact the tax department of your local municipality.

For general information about this tax relief program, contact the Ministry of Finance:

Tel: 1-800-263-7965

TTY: 1-800-263-7776

### Ontario Motor Vehicle Retail Sales Tax Rebate

As announced in the 2004 Ontario Budget on May 18, 2004, the government proposed to transform assistance provided to persons with physical disabilities. Retail Sales Tax (RST) rebates are no longer provided for motor vehicles, purchased or leased on or after May 19, 2004, to transport persons with permanent physical disabilities. The legislation received Royal Assent and became law on December 16, 2004.

RST rebates remain available for qualifying vehicles ordered from a vendor or purchased on or before May 18, 2004, provided delivery occurred before August 1, 2004.

RST rebates also remain available for qualifying vehicles acquired through long-term lease contracts entered into on or before May 18, 2004, provided the purchaser took delivery of the vehicle before August 1, 2004.

***Rebate claims must be received by the Ministry of Finance within four years of the date RST was paid.***

As a more effective way of delivering assistance to persons with physical disabilities, the government will increase funding for the Home and Vehicle Modification Program offered by the Ontario March of Dimes and funded through the Ministry of Community and Social Services.

Equipment designed solely for the use of people who are chronic invalids or have a physical disability remains exempt. Items such as wheelchair lifts, ramps and tie-down systems installed in a vehicle to accommodate a wheelchair, or hand controls designed to assist drivers who have a physical disability are examples of items that remain exempt from RST. See ***Retail Sales Tax Rebate for Exempt Items for People With Physical Disabilities*** outlined below.

For more information, contact the nearest Ministry of Finance tax office listed under *Taxes - Provincial (Retail) Sales Tax* in the blue pages of your telephone directory, or find the nearest office at the Ministry of Finance – Tax Revenue Division website at: [www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_1945\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_1945_1.html).

Or, call the TAX FAX service at 1-877-482-9329.

Website: [www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_6563\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_6563_1.html)

(Also see ***Home and Vehicle Modification Program*** listed in the **Accessibility Initiatives** section of this guide.)

## **Retail Sales Tax Rebate for Exempt Items for People With Physical Disabilities**

Provides an exemption from retail sales tax for purchases of equipment designed solely for chronic invalids or persons with physical disabilities. Equipment allowed includes service animals, bath and shower equipment, mobility aids, communications devices, diabetic items and other types of medical equipment, as well as transportation aids.

For more information, contact the nearest Ministry of Finance tax office listed under *Taxes - Provincial (Retail) Sales Tax* in the blue pages of your telephone directory, or find the nearest office at the Ministry of Finance website at:

[www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_1945\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_1945_1.html)

Or, call the TAX FAX service at 1-877-482-9329.

Website: [www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_6727\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_6727_1.html)



## Retail Sales Tax Rebate for Audio Books

People who are legally blind can purchase audio books for their own use exempt from Retail Sales Tax by showing their Canadian National Institute for the Blind membership card to the seller at the time of purchase. Audio books in any form (for example, CDs or cassettes) qualify, as long as the audio book is a spoken reading of a book.

For more information, contact the nearest Ministry of Finance tax office listed under *Taxes - Provincial (Retail) Sales Tax* in the blue pages of your telephone directory, or find the nearest office at the Ministry of Finance website at:

[www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_1945\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_1945_1.html)

Or, call the TAX FAX service at 1-877-482-9329.

Website: [www.trd.fin.gov.on.ca/userfiles/HTML/cma\\_3\\_17885\\_1.html](http://www.trd.fin.gov.on.ca/userfiles/HTML/cma_3_17885_1.html)

## Personal Income Tax Credits/Exemptions

Part of Ontario's personal income tax system. Is administered by the Canada Revenue Agency (CRA). Taxpayers with disabilities and taxpayers who support dependants with disabilities may be able to reduce or eliminate their provincial personal income tax by claiming various tax deductions, exemptions or non-refundable tax credits.

For more information, call the Canada Revenue Agency: 1-800-959-8281  
TTY: 1-800-665-0354

Or, contact your nearest CRA taxation centre in Ontario. Check the blue pages of your telephone directory for location and telephone number. A list of offices is also provided at the CRA website at: [www.ccra-adrc.gc.ca/contact/prov/on-e.html](http://www.ccra-adrc.gc.ca/contact/prov/on-e.html)

The *Information Concerning People with Disabilities Guide* is available at the CRA website at: <http://www.cra-arc.gc.ca/E/pub/tg/rc4064/README.html>

People with visual impairments can get information on available services as well as order publications in Braille, large print, disk or cassette by calling 1-800-267-1267.

Website: [www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html](http://www.cra-arc.gc.ca/tax/individuals/segments/disabilities/menu-e.html)

## **TRANSPORTATION**

### **Disabled Persons Parking Permit (DPPP)**

A portable parking permit allows holders to use designated parking spaces and benefit from exemptions to local municipal traffic control and zoning by-laws. The permit is free to eligible persons.

To qualify for this permit, the individual must be unable to walk unassisted for more than 200 metres in 8 minutes or less without causing serious difficulty or danger to safety or health. A licensed physician, osteopathic physician, chiropractor, physiotherapist or occupational therapist must certify the applicant's condition on the permit application.

For information on municipal parking programs and municipal by-laws governing DPPPs, contact your local municipal office.

A permit application can be obtained in one of the following ways:

- Download and print it from the Ministry of Transportation website at:  
[www.mto.gov.on.ca/english/dandv/vehicle/dppp.pdf](http://www.mto.gov.on.ca/english/dandv/vehicle/dppp.pdf)
- Pick up a copy from any Ministry of Transportation Driver and Vehicle Licence Issuing Office. For addresses, visit the website at:  
[www.mto.gov.on.ca/english/dandv/issoff.htm](http://www.mto.gov.on.ca/english/dandv/issoff.htm)
- Request an application by mail from:  
Ministry of Transportation  
Licensing Administration Office  
2680 Keele Street, Building A  
Downsview ON M3M 3E6

Completed applications with the medical section duly completed by a physician can be taken to any Driver and Vehicle Licence Issuing Office, or sent to:

Ministry of Transportation  
License Renewal Office  
P.O. Box 9800  
Kingston ON K7L 5N8

Driver and Vehicle Licence Issuing Offices can issue 90-day temporary permits on-the-spot when a DPPP application is submitted.

Contact:

Tel: 416-235-2999 / 1-800-387-3445

Website: [www.mto.gov.on.ca/english/dandv/vehicle/disabled.htm](http://www.mto.gov.on.ca/english/dandv/vehicle/disabled.htm)

## Co-ordinated Community Transportation

The Ministry of Citizenship and Immigration and Ministry of Transportation jointly produced a resource manual and video to encourage communities to continue to develop, implement and deliver community transportation initiatives that enhance accessible transportation for seniors and people with disabilities.

The Co-ordinated Community Transportation package includes:

- The *Co-ordinated Community Transportation Resource Manual* – guidelines for interested communities to set up committees, projects, case studies, and lessons learned in seven Ontario communities; and
- The 30-minute video entitled, *On The Move: Co-ordinated Community Transportation in Ontario* – highlights seven successful community transportation initiatives that have improved access to transportation services for seniors and people with disabilities.

The resource manual is available in English, French as well as in alternate formats (large print, English Braille, French Braille, disk, audiotape).

The video is available in English and French with closed and open captioning and French translation with voice-over. In Fall 2001, the resource manual and video were distributed to municipalities and organizations interested in co-ordinating their local transportation services.

For organizations interested in receiving a copy of the resource manual and video, contact:

Ministry of Citizenship and Immigration  
Accessibility Directorate of Ontario  
400 University Avenue, 3<sup>rd</sup> Floor  
Toronto ON M7A 2R9  
Tel: 416-326-0207 / 1-888-520-5828  
TTY: 416-326-0148 / 1-888-335-6611  
E-mail: [ODA@mci.gov.on.ca](mailto:ODA@mci.gov.on.ca)

## GO Transit Accessibility

Thirty-seven of GO's 53 train stations are fully accessible to passengers who use mobility devices such as wheelchairs and scooters—or anyone preferring step-free access to the train, including senior citizens, passengers with medical conditions, or people with luggage or baby strollers. Bicycles are not allowed on the accessible railcar.

Accessible train service is designed to help you buy your ticket or pass, board the train, and ride independently, at your convenience.

Many GO buses "kneel" to make it easier to board, and two GO Bus routes are wheelchair-accessible at this time.

GO's Accessibility Guide for Riders is available at their website at:  
[www.gotransit.com/public/aboutgo/GO\\_Accessibility\\_Guide\\_for\\_Riders.pdf](http://www.gotransit.com/public/aboutgo/GO_Accessibility_Guide_for_Riders.pdf)  
or by contacting GO to request a copy.

For more information, call GO Transit: 416-869-3200 / 1-888-438-6646

TTY: 1-800-387-3652

Recorded information available 24 hours.

Telephone information guides on duty 5 a.m. to midnight on weekdays, 8 a.m. to 9 p.m.  
on weekends and statutory holidays.

Website: [www.gotransit.com/public/aboutgo/wheelcha.htm](http://www.gotransit.com/public/aboutgo/wheelcha.htm)

## **TOURISM**

### **Access Guide Canada**

This online resource of the Canadian Abilities Foundation provides practical information on accessible destinations across Ontario and Canada. Community volunteers provide information for the resource, which includes information about accessible services, restaurants, tourist destinations, shopping, transportation and more.

The Ontario portion of this resource was initially developed under the Community Information Access Project, which was funded by the Ontario Ministry of Citizenship and Immigration.

Website: [www.enablelink.org/agc](http://www.enablelink.org/agc)

### **Ontario Travel**

Provides information to assist travellers with disabilities. Accessibility information is collected to address a variety of special needs. Call the toll-free line, and counsellors will assist you with the details you need to plan and enjoy travel throughout Ontario. Order brochures from their website or by phone.

For information about accessible tourism, call: 1-800-668-2746  
TTY: 416-314-6557

Website: [www.ontariotravel.net](http://www.ontariotravel.net)

### **Ontario Provincial Parks**

Representatives for Ontario Parks can provide callers with advice about facilities available in individual parks, and suggest a park that will suit a particular need. They are also able to reserve campsites close to comfort stations.

The Ontario Parks Guide also identifies parks offering barrier-free facilities, ranging from accessible washrooms, picnic sites, campsites and trails.

Reduced rates for camping and day-use of parks offer an incentive for people with disabilities to enjoy the park experience. Anyone with a Disabled Parking Permit issued by the Ministry of Transportation, or a National Identity Card issued by the Canadian National Institute for the Blind qualifies for reduced entry and campsite permit rates.

Information on services for people with disabilities is available through the toll-free reservation service at: 1-888-668-7275  
TTY: 519-742-9323

For general information about Ontario Parks, contact:  
Ministry of Natural Resources  
P.O. Box 7000  
300 Water Street  
Peterborough ON K9L 8M5  
Tel: 1-800-667-1940  
Website: [www.ontarioparks.com](http://www.ontarioparks.com)

(Also see **Sport and Recreation**)

## **APPENDIX A**

### **Regional Offices of the Ministry of Community and Social Services and the Ministry of Children and Youth Services**

#### **Toronto Region**

477 Mount Pleasant Road, 3<sup>rd</sup> Floor  
Toronto ON M7A 1G1  
Tel: 416-325-0500  
Fax: 416-325-0565

#### **Central East Region**

465 Davis Drive  
Newmarket ON L3Y 8T2  
Tel: 905-868-8900 / 1-877-669-6658  
TTY: 905-715-7759  
Fax: 905-895-4330

#### **Central West Region**

6733 Mississauga Road, Suite 200  
Mississauga ON L5N 6J5  
Tel: 905-567-7177 / 1-800-832-2818  
TTY (ODSP): 905-897-3109  
Fax: 905-567-3215

#### **Hamilton/Niagara Region**

119 King Street West, Suite 600  
Hamilton ON L8P 4Y7  
Tel: 905-521-7280  
Toll-free (Employment Support): 1-800-561-0369  
Toll-free (Community Program): 1-800-561-0568  
Toll-free (St. Catharines): 1-800-263-5413  
TTY: 905-546-8276 / 1-866-221-2229  
Fax: 905-546-8277

#### **South West Region**

217 York Street, Suite 203  
P.O. Box 5217  
London ON N6A 5R1  
Tel: 519-438-5111 / 1-800-265-4197  
TTY: 519-663-5276  
Fax: 519-672-9510

**South East Region**

11 Beechgrove Lane  
Kingston ON K7M 9A6  
Tel: 613-545-0539 / 1-800-646-3209  
TTY: 613-536-7304  
Fax: 613-536-7272

**Eastern Region**

10 Rideau Street, 7<sup>th</sup> Floor  
Ottawa ON K1N 9J1  
Tel: 613-234-1188 / 1-800-267-5111  
TTY (ODSP): 613-787-3959  
TTY (Employment Support): 613-787-5264  
Fax: 613-787-3990

**North East Region**

621 Main Street West  
North Bay ON P1B 2V6  
Tel: 705-474-3540 / 1-800-461-6977  
TTY: 705-474-7665  
Fax: 705-474-5815

**Northern Region**

199 Larch Street, Suite 1002  
Sudbury ON P3E 5P9  
Tel: 705-564-4515 / 1-800-461-1167  
TTY: 705-564-3233  
Fax: 705-564-2163



## APPENDIX B

### Ontario Community Care Access Centres

#### Algoma

(Services available in French)  
390 Bay Street, 2<sup>nd</sup> Floor  
Sault Ste. Marie ON P6A 1X2  
Tel: 705-949-1650 / 1-800-668-7705  
Fax: 705-949-1663  
Website: [www.algoma.ccac-ont.ca](http://www.algoma.ccac-ont.ca)

#### Brant

274 Colborne Street  
Brantford ON N3T 2H5  
Tel: 519-759-7752  
Fax: 519-759-7130  
Website: [www.brant.ccac-ont.ca/](http://www.brant.ccac-ont.ca/)

#### Chatham/Kent

(Services available in French)  
750 Richmond Street, Box 306  
Chatham ON N7M 5K4  
Tel: 519-436-2222  
Fax: 519-351-5842  
Website: [www.ck.ccac-ont.ca](http://www.ck.ccac-ont.ca)

#### Cochrane District

(Services available in French)  
60 Wilson Avenue, Suite 302  
Timmins ON P4N 2S7  
Tel: 705-267-7766 / 1-888-668-2222 (705 area code only)  
Fax: 705-267-7795

#### District of Thunder Bay

(Services available in French)  
1159 Alloy Drive, Suite 200  
Thunder Bay ON P7B 6M8  
Tel: 807-345-7339 / 1-800-626-5406 (807 area code only)  
Fax: 807-345-8868  
Website: [www.tb.ccac-ont.ca](http://www.tb.ccac-ont.ca)

**Eastern Counties**

(Services available in French)

709 Cotton Mill Street

Cornwall ON K6H 7K7

Tel: 613-936-1171 / 1-800-267-0852 (519 area code only)

Fax: 613-933-9916

**Halton County**

440 Elizabeth Street, 4<sup>th</sup> Floor

Burlington ON L7R 2M1

Tel: 905-639-5228 / 1-800-810-0000 (905 and 519 area codes)

Fax: 905-639-5320

Website: [www.halton.ccac-ont.ca/](http://www.halton.ccac-ont.ca/)

**Huron County**

32 Centennial Drive, P.O. Box 580

Seaforth ON N0K 1W0

Tel: 519-527-0000 / 1-800-267-0535 (519 area only)

Fax: 519-482-1255

Website: [www.ccachuronperth.ca/](http://www.ccachuronperth.ca/)

**Kenora and Rainy River Districts**

(Services available in French)

21 Wolsley Street, 2<sup>nd</sup> Floor

Kenora ON P9N 3W7

Tel: 807-467-4757 / 1-877-661-6621 (outside 807 area code)

Fax: 807-468-1437

Website: [www.kenora.ccac-ont.ca](http://www.kenora.ccac-ont.ca)

**London and Middlesex**

(Services available in French)

356 Oxford Street West

London ON N6H 1T3

Tel: 519-473-2222 / 1-800-811-5146

Voicemail: 519-641-1113

TTY: 519-473-9626 / 1-800-811-5147

Fax: 519-472-4045

Website: [www.ccaclm.on.ca](http://www.ccaclm.on.ca)

**Niagara**

(Services available in French)

149 Hartzel Road

St. Catharines ON L2P 1N6

Tel (English): 905-684-9441 / 1-800-263-5480

Tel (French): 905-684-4602 / 1-800-263-5480

Fax: 905-684-8463

Website: [www.niagara.ccac-ont.ca/](http://www.niagara.ccac-ont.ca/)

**Oxford**

1147 Dundas Street

Woodstock ON N4S 8W3

Tel: 519-539-1284 / 1-800-561-5490 (519 area code only)

Fax: 519-539-0065

Website: [www.oxccac.ca](http://www.oxccac.ca)

**Peel**

(Services available in French)

199 County Court Boulevard, 3<sup>rd</sup> Floor

Brampton ON L6W 4P3

Tel: 905-796-0040 / 1-888-733-1177

Fax: 905-796-5623

Website: [www.ccacpeel.org](http://www.ccacpeel.org)

**Timiskaming**

(Services available in French)

P.O. Box 520, 111 Burnside Drive

Kirkland Lake ON P2N 3J5

Tel: 705-567-2222 / 1-888-546-2222 (705 area code only)

Fax: 705-567-9407

Website: [www.timisk.ccac-ont.ca](http://www.timisk.ccac-ont.ca)

**Waterloo**

800 King Street West

Kitchener ON N2G 1E8

Tel: 519-748-2222 / 1-888-883-3313

Voicemail: 519-883-5500

Fax: 519-883-5555

Website: [www.ccacwat.on.ca](http://www.ccacwat.on.ca)

**Wellington - Dufferin**

450 Speedvale Avenue West, Suite 201

Guelph ON N1H 7G7

Tel: 519-823-2550 / 1-800-265-8338

Fax: 519-823-8682

Website: [www.wd.ccac-ont.ca/](http://www.wd.ccac-ont.ca/)

**Windsor/Essex**

(Services available in French)

5415 Tecumseh Road East, 2<sup>nd</sup> Floor

Windsor ON N8T 1C5

Tel: 519-258-8211 / 1-888-248-9978 (519 area code only)

Fax: 519-258-6288

Website: [www.we.ccac-ont.ca](http://www.we.ccac-ont.ca)

**York Region**

1100 Gorham Street, Unit 1

Newmarket ON L3Y 7V1

Tel: 905-895-1240 / 1-888-470-2222 (905, 416, 705, 519 area codes)

Fax: 905-952-2424 or 416-707-2424

Website: [www.yorkregion.ccac-ont.ca](http://www.yorkregion.ccac-ont.ca)

**Durham Region**

Whitby Corporate Centre

209 Dundas Street East, 5<sup>th</sup> Floor

Whitby ON L1N 7H8

Tel: 905-430-3308 / 1-800-263-3877

Fax: 905-430-3297

Website: [www.datc.org](http://www.datc.org)

**East York**

(Services available in French)

1 Leaside Park Drive, Unit 1

Toronto ON M4H 1R1

Tel: 416-423-3559

Fax: 416-423-9800

**Etobicoke and York**

(Services available in French)

401 The West Mall, Suite 1001

Toronto ON M9C 5J5

Tel: 416-626-2222

Fax: 416-626-9683

Website: [www.etobicokeandyorkccac.ca](http://www.etobicokeandyorkccac.ca)

**Etobicoke and York (Former City of York)**

(Services available in French)

1400 Castlefield Avenue

Toronto ON M6B 4C4

Tel: 416-780-1919

Fax: 416-780-1749

**Elgin**

294 Talbot Street  
St. Thomas ON N5P 4E3  
Tel: 519-631-9907 / 1-800-563-3098  
Fax: 519-631-2236

**Grey/Bruce**

255 - 18th Street West  
Owen Sound ON N4K 6Y1  
Tel: 519-371-2112 / 1-888-371-2112  
Fax: 519-371-5612 or 1-800-825-7126  
Website: [www.g-bccac.org](http://www.g-bccac.org)

**Haldimand-Norfolk**

76 Victoria Street  
Simcoe ON N3Y 1L5  
Tel: 519-426-7400 / 1-800-265-8068  
Fax: 519-426-1310  
Website: [www.hn.ccac-ont.ca/](http://www.hn.ccac-ont.ca/)

**Haliburton, Numberland and Victoria**

108 Angeline Street South  
Lindsay ON K9V 3L5  
Tel: 705-324-9165 / 1-877-468-5544  
Fax: 705-324-0884  
Website: [www.hnv.ccac-ont.ca](http://www.hnv.ccac-ont.ca)

**Hamilton**

(Services available in French)  
310 Limeridge Road West  
Hamilton ON L9C 2V2  
Tel: 905-523-8600 / 1-800-450-8002  
TTY: 905-523-8602  
Fax: 905-528-1883  
Website: [www.hamilton.ccac-ont.ca/](http://www.hamilton.ccac-ont.ca/)

**Hastings and Prince Edward Counties**

Bayview Mall  
470 Dundas Street East  
Belleville ON K8N 1G1  
Tel: 613-966-3530 / 1-800-668-0901  
Fax: 613-966-0996  
Website: [www.hpeccac.on.ca](http://www.hpeccac.on.ca)

**Kingston, Frontenac, Lennox and Addington**

471 Counter Street, Suite 101  
Kingston ON K7M 8S8  
Tel: 613-544-7090  
Fax: 613-544-1494  
Website: [www.kfla-cc.org](http://www.kfla-cc.org)

**Lanark, Leeds and Grenville**

52 Abbott Street North, Unit 1  
Smith Falls ON K7A 1W3  
Tel: 613-283-8012 / 1-800-267-6041  
Fax: 613-283-0308  
Website: [www.llg.ccac-ont.ca](http://www.llg.ccac-ont.ca)

**Manitoulin-Sudbury**

(Services available in French)  
1760 Regent Street  
Sudbury ON P3E 3Z8  
Tel: 705-522-3460 / 1-800-461-2919  
Fax: 705-522-3855  
Website: [www.ms.ccac-ont.ca](http://www.ms.ccac-ont.ca)

**Muskoka East Parry Sound**

(A Division of Algonquin Health Services)  
100 Frank Miller Drive, CCAC Building  
Huntsville ON P1H 1H7  
Tel: 705-789-6451 / 1-800-263-2805 (705, 905, 416 areas)  
Voicemail: 705-789-6238 / 1-800-235-8089  
Fax: 705-789-1982  
Website: [www.algonquinhs.on.ca/ccac.htm](http://www.algonquinhs.on.ca/ccac.htm)

**Near North (Nipissing)**

(Services available in French)  
1164 Devonshire Avenue  
North Bay ON P1B 6X7  
Tel: 705-476-2222 / 1-888-533-2222 (705 area code only)  
Fax: 705-474-0080

**North York**

(Services available in French)  
45 Sheppard Avenue East, Suite 700  
Toronto ON M2N 5W9  
Tel: 416-222-2241  
Fax: 416-229-6809  
Website: [www.northyork.ccac-ont.ca/e-default\\_browse.htm](http://www.northyork.ccac-ont.ca/e-default_browse.htm)

**Ottawa**

(Services available in French)  
100 - 4200 Labelle Street  
Ottawa ON K1J 1J8  
Tel: 613-745-5525 / 1-800-538-0520  
TTY: 613-745-0049  
Fax: 613-745-6984  
Website: [www.ottawa.ccac-ont.ca](http://www.ottawa.ccac-ont.ca)

**Perth County**

65 Lorne Avenue East  
Stratford ON N5A 6S4  
Tel: 519-273-2222 / 1-800-269-3683  
Fax: 519-273-2139  
Website: [www.ccachuronperth.ca/](http://www.ccachuronperth.ca/)

**Peterborough**

700 Clonsilla Avenue, Suite 202  
Peterborough ON K9J 5Y3  
Tel: 705-743-2212 / 1-888-235-7222  
Fax: 705-743-9559  
Website: [www.peterborough.ccac-ont.ca](http://www.peterborough.ccac-ont.ca)

**Renfrew County**

1100 Pembroke Street East  
Pembroke ON K8A 6Y7  
Tel: 613-732-7007 / 1-888-421-2222  
Fax: 613-732-3522  
Website: [www.ccacrenfrew.org](http://www.ccacrenfrew.org)

**Sarnia Lambton**

1150 Pontiac Drive, Box 185  
Sarnia ON N7T 7H9  
Tel: 519-337-1000 / 1-800-265-1445  
Fax: 519-258-6288  
Website: [www.sarnia.ccac-ont.ca](http://www.sarnia.ccac-ont.ca)

**Scarborough**

(Services available in French)  
1940 Eglinton Avenue East, 3<sup>rd</sup> Floor  
Toronto ON M1L 4R1  
Tel: 416-750-2444  
Tel (French): 416-701-4646  
Tel (Chinese): 416-701-4806  
TTY: 1-800-855-0511  
Fax: 416-750-8234  
Website: [www.scarbcccac.org](http://www.scarbcccac.org)

**Simcoe County**

(Services available in French)

15 Sperling Drive, Suite 100

Barrie ON L4M 6K9

Tel: 705-721-8010 / 1-888-721-2222

Fax: 705-792-6294

Website: [www.ccacsc.on.ca](http://www.ccacsc.on.ca)

**Toronto**

(Services available in French)

250 Dundas Street West, Suite 305

Toronto ON M5T 2Z5

Tel: 416-506-9888

Fax: 416-506-0374

Website: [www.torontoccac.com](http://www.torontoccac.com)

**West Parry Sound Health Centre**

50B Sequin Street

Parry Sound ON P2A 1B4

Tel: 705-746-9352 / 1-800-440-6762

Fax: 705-746-4812



## **APPENDIX C**

### **Ministry of Education District Offices**

#### **Barrie**

20 Rose Street, 2<sup>nd</sup> Floor  
Barrie ON L4M 2T2  
Tel: 705-725-7627 / 1-800-471-0713  
Fax: 705-725-7635 / 1-800-471-2584

#### **London**

217 York Street, Suite 207  
London ON N6A 5P9  
Tel: 519-667-1440 / 1-800-265-4221  
Fax: 519-667-9769

#### **North Bay/Sudbury**

447 McKeown Street, Suite 221  
North Bay ON P1B 9S9  
Tel: 705-474-7210 / 1-800-461-9570  
Fax: 705-497-6896 (North Bay)

#### **Ottawa**

1580 Merivale Road, Suite 504  
Nepean ON K2G 4B5  
Tel: 613-225-9210 / 1-800-267-1067 (613 area code only)  
Fax: 613-225-2881

#### **Thunder Bay**

435 James Street South, Suite 336  
Thunder Bay ON P7E 6S9  
Tel: 807-475-1571 / 1-800-465-5020 (807 area code only)  
Fax: 807-475-1550

#### **Toronto and area**

880 Bay Street, 2<sup>nd</sup> Floor  
Toronto ON M7A 1N3  
Tel: 416-325-6870 / 1-800-268-5755  
Fax: 416-325-4153