

Information Guide & Directory

For 50+ residents of the Greater
Peterborough Area



JULY 24, 2025



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INTRODUCTION AND ACKNOWLEDGEMENT

Age-friendly Peterborough and Community Care Peterborough, along with community partners, developed this information guide for older adults who live in the greater Peterborough area.

Thank you to those who contributed by providing content and resources, especially to the United Way and the City of Peterborough for their financial support. Special thank you to Kate Killoran who was the project lead and Jayne Culbert and Catherine Pink for their leadership.

The content and contact information included in this guide was verified at the time of publication. Updates, errors or omissions can be submitted to afpadmin@peterborough.ca.

Visit the Peterborough Senior Service Directory on the Age-friendly Peterborough website to view and search the information electronically: www.peterborough.ca/aging.

Legend

Many of the services listed in this guide are offered at no charge or are subsidized. The icon “\$” indicates there is a fee for service.

Through this guide, we refer to the “greater Peterborough area”. It is defined as the geographic boundary of:

- [City of Peterborough](#): 705-742-7777
- [Peterborough County](#): 705-743-0380
 - [Asphodel Norwood](#): 705-639-5343
 - [Cavan Monaghan](#): 705-932-2929
 - [Douro-Dummer](#): 705-652-8392
 - [Havelock-Belmont-Methuen](#): 705-778-2308
 - [North Kawartha](#): 705-656-4445
 - [Otonabee-South Monaghan](#): 705-295-6852
 - [Selwyn](#): 705-292-9507
 - [Trent Lakes](#): 705-738-3800
- [Curve Lake First Nation](#): 705-657-8045
- [Hiawatha First Nation](#): 705-295-4421

Land Acknowledgement

We respectfully acknowledge that the communities in this Information Guide are located on Treaty 20 Michi Saagiig Anishinaabeg territory and in the traditional territory of the Michi Saagiig and Chippewa Nations, known collectively as the Williams Treaty First Nations.

FINDING SERVICES

Sometimes finding the services you need or navigating websites can be difficult. Below are phone numbers you can call or websites you can visit that have general information.

- **211**: a telephone helpline and website that connects people to the social services, programs and the community supports they need. TTY: 1-888-435-6086
- **Community Service Directory**: provides a centralized directory for people of any age to find local community, government and social services.
- **Senior Service Directory**: provides a centralized directory of healthy aging services that can support seniors to live at home.
- **Central East Health Line**: created by Ontario Health atHome and provides information about health and community services in the Central East region of Ontario.
- **3 Digit Telephone Number System**:
 - 211 – Public information and referral services
 - 311 – Non-emergency municipal government services (not in Peterborough)
 - 411 – Directory assistance | \$
 - 511 – Roads and traveler information
 - 611 – Telephone company repair services
 - 711 – Message relay for telephone services for the deaf
 - 811 – Non-urgent health care telephone services
 - 911 – Emergency police, fire and paramedic services
 - 988 – Suicide and crisis lifeline

BASIC NEEDS

Research has consistently shown that older adults wish to remain in their current housing as long as possible. However, living in your place as it is may not support healthy aging and you may be asking yourself, should I stay, or should I go? If you wish to stay, there are modifications you can make to your home so it is more accessible, and services available to help you do what you no longer can or want to do. Services are listed through this guide. The first step is to examine your basic needs, such as your current and future financial, housing and health status. If you are considering Aging in Place, visit:

- **Aging in Place**: cmhc-schl.gc.ca/consumers/owning-a-home/aging-in-place
- **5 Strategies for Aging in Place**: optionsopen.org/five-key-strategies/

HOUSING

You may decide that your current home is not the best place for you to live. This section provides options and resources to help you find the right housing.

TIP: An unexpected situation like an illness or fall could happen quickly and your housing needs may change. It is best to be prepared by thinking about those circumstances and having a plan. Perhaps put your name on the rent-geared-to-income waitlist or visit retirement residences while you are able.

Renting

It may be difficult to find an affordable place to live whether it is a house, apartment or room. Perhaps you qualify for subsidized housing or need a little help finding a roommate or rental home. As a renter, there is support for finding housing, roommates, financial supports

Rent: Renting is a type of housing where a landlord owns a home or building and the renter pays a price decided by the landlord and agreed upon when signing a lease. Know your rights as a renter and find support when you need it.

- **CCRC Housing Resource Centre (HRC):** 705-743-2272 | 1-800-274-7611 | 540 George St. N | ccrc@ccrc-ptbo.com | ccrc-ptbo.com/housing-resource-centre
 - The HRC provides support finding and keeping rental housing for tenants. Visit their website to see current rental units available or finding a roommate.

Rent-geared to Income (RGI): Rent Geared to Income (RGI) is a type of housing assistance where rent is calculated based on household income and is affordable to the resident(s). RGI benefits allow a renter to pay about 30% of household income for rent. Many Community Housing Providers offer a mix of RGI units as well as other units with rents at or below market value.

- **Housing Access Peterborough:** 705-748-8830 | hapinfo@peterborough.ca
 - The application process for community housing (Rent-geared to Income and some affordable housing communities) in the greater Peterborough area is managed by Social Services. Pick up an application from Social Services (178 Charlotte St., Peterborough), the CCRC Housing Resource Centre (540 George St. N., Peterborough) or [apply online](#).

Affordable Housing Communities: Rent in affordable housing units is set at or below average market rent and is not geared to the tenant's income. To be eligible for this housing your income must match eligibility requirements at the time of offer. Apply to these private landlords who offer affordable housing units or reach out directly to **Social Services** or the **CCRC** for support.

Private Affordable Housing in the City of Peterborough

*Mixed occupancy refers to residents who are seniors, families and single occupants.

- **ECE Living:** 705-749-6871
 - 260 Aylmer St N | *Mixed occupancy*
- **Marycrest at Inglewood:** 705-876-6111 | info@marycrestatinglewood.com
 - 1565 Monaghan Road | *Seniors only; Partially modified units*
- **Moloney Property Development Corp:** 705-768-5188
 - Argyle St Apartments: 49 Argyle St | *Seniors only; Accessible units*
 - Hazelbrae Place: 21 Barnardo Ave | *Seniors only; Accessible units*
 - The Loyola: 188 Edinburgh St | *Seniors only; Accessible units*
 - Victoria Park Apartments: 90 Murray St | *Mixed occupancy*
- **The Mount Community Centre:** themountpeterborough.ca | Available units listed on facebook.com/TheMountCommunityCentre/
 - 1545 Monaghan Rd | *Mixed occupancy; Accessible units available*
- **Ontario Aboriginal Housing Services:** 1-866-391-1061
 - 721 Monaghan Rd | *Indigenous residents only; Accessible units available*
- **Peterborough Housing Corporation:** For affordable units, contact Social Services at 705-748-8830 or [apply online](#).
 - Anson House: 136 Anson St | *Mixed occupancy; Accessible*
 - Bradburn House: 293 London St | *Mixed occupancy*
 - Edinburgh: 220 Edinburgh St | *Mixed occupancy*
 - Hunt Terraces: 555 Bonaccord St | *Mixed occupancy; Accessible*
 - McRae Building: 553 Bonaccord St | *Mixed occupancy*
 - Parkhill: 193 Parkhill Rd W | *Mixed occupancy*
 - River Ridge: 900 Dutton Rd | *Mixed occupancy; Accessible*
 - Saunders Court: 130 Anson St | *Adults only*
 - Woollen Mill: 526 McDonnell St | *Mixed occupancy; Accessible*
- **St. Giles' Senior Citizens Residence:** 775 Park St | 705-743-8660 | *Seniors only*
- **Tabernacle Court Apartments:** 681 Park St S | 705-742-6519 | *Mixed occupants with disabilities and seniors*
- **Thrive Housing and Support** (for people with physical disabilities, cognitive impairments, acquired brain injuries or are considered high-risk seniors): 705-745-4122
 - Hilliard Park Homes: 800 Hilliard St | *Mixed occupancy; Accessible or modified units*
 - Myrtle Terrace: 200 St Luke's Ave | *Mixed occupancy*
 - St Peters: 443 Reid St | *Mixed occupancy; Accessible units & 24-hour onsite support*
 - The Sawmill: 191 Rink St | *Mixed occupancy; Semi-accessible*
 - Towerhill Village: 77 Towerhill Rd | *Mixed occupancy; Accessible units & 24-hour onsite support*
- **TVM:** 1-800-368-9242

- TVM Tower: 212 Brock St | *Mixed occupancy*
- TVM George Street: 406-408 George St. N | *Mixed occupancy*
- Schoolhouse: 443 Reid St | *Accessible; Mixed occupancy*
- TVM Terraces: 207-209 Murray St | *Disabled occupants only; Accessible*
- Maryland Place: 716 Maryland Ave | *Seniors only*

Private Affordable Housing in the County of Peterborough

- **Millbrook Manor:** 705-932-3066
 - 2 Manor Drive, Millbrook
- **Otonabee Non-Profit Housing Corp:** 705-295-4900
 - Monaghan Court: 35 Pinecrest Ave, Keene | *Seniors only; Accessible*
- **Peterborough Housing Corporation:** 705-748-8830
 - Gerow Building: 17 Smith Dr, Havelock | *Seniors only*
 - Trailview Terrace: #40, #46, #48 & #50 Rabbit St, Lakefield | *Seniors only; Accessible*

Supportive Rent geared to Income or Affordable Housing: Housing for seniors that is geared to income for affordable retirement living and has access to in-house support.

- **Spruce Corners:** 705-742-0439 | 30 Simeon Cres, Apsley
- **St John's Centre:** 440 Water St, Peterborough | 705-749-0757 | *Seniors only; Accessible units*

Retirement Residences

Retirement Residences: Senior living that offers rental units, ranging from independent living with little or no outside help, to more complex care. Some residences offer both independent and assisted living. Costs and options vary from company to company.

- **Independent Living:** Residential apartment community for seniors who do not require specialized medical care. These communities often offer housekeeping and maintenance services, dining, events, and transportation – usually for a single, all-inclusive monthly rental rate.
- **Assisted Living:** Residences where individuals enjoy similar services to those offered with independent retirement living, along with access to assistance with activities of daily living such as bathing, grooming, getting dressed and remembering to take medications properly.

TIP: Some retirement residences offer short-term stays for health recovery, caregiver respite or to try the facilities to see if you would like to stay longer term.

- **Retirement Homes Regulatory Authority (RHRA):** 1-855-275-7472 | rhra.ca/en/

- The RHRA is an independent, self-funded, not-for-profit regulator to protect the safety and well-being of seniors living in Ontario’s retirement homes. Visit the website for tips to find the right home for you, support tools, and information to address concerns.
- **[Sandra Dee’s Consulting for Seniors and Family](#)**: 905-242-5322 | sandradeeforseniors.com | \$
 - Local eldercare planning to help families navigate senior care choices.

Retirement Residences in the City of Peterborough

- **[Applewood Retirement Residence](#)**: 705-749-1500 | 1500 Lansdowne St W | \$
- **[Canterbury Gardens](#)**: 705-876-1414 | 1414 Sherbrooke St | \$
- **[Chartwell Jackson Creek Retirement Residence](#)**: 705-748-1929 | 481 Reid St | \$
- **[Empress Gardens](#)**: 705-876-1314 | 131 Charlotte St | \$
- **[Kawartha Heights Retirement Living](#)**: 705-874-6880 | 2300 Denure Dr | \$
- **[Peterborough Retirement Residence](#)**: 705-748-5343 | 1039 Water St | \$
- **[Princess Gardens](#)**: 705-750-1234 | 100 Charlotte St | \$
- **[Royal Gardens](#)**: 705-741-6036 | 1160 Clonsilla Ave | \$
- **[Rubidge Retirement Residence](#)**: 705-748-4000 | 270 Rubidge St | \$
- **[Sherbrooke Heights](#)**: 705-750-1020 | 1434 Sherbrooke St | \$

Retirement Residences in the County of Peterborough

- **[Maple View Retirement Residence](#)**: 705-639-5374 | 2281 County Rd 45, Norwood | \$
- **[Regency of Lakefield](#)**: 705-651-2400 | 91 Concession St, Lakefield | \$

Other Housing Options for Seniors

Many seniors are living alone with little connection to the community. Their loneliness may cause a decline in mental and physical health. Living with or near people you know provides a sense of safety, reduced costs, shared responsibilities and companionship. It can range from shared space to independent living with a close connection to neighbours.

Residential Care Homes: Traditional private homes that have been adapted to provide housing for a smaller group of residents (usually no more than 15).

- **[Abbeyfield Lakefield](#)**: abbeyfieldlakefield.ca | info@abbeyfieldlakefield.ca
 - Once open, this non-profit housing will offer affordable accommodation and companionship for local seniors.

Cohousing: Cohousing is a type of collaborative housing built to create a sense of community and decisions are made together. In a cohousing community, residents live in fully equipped apartments and share common spaces such as gardens, guest rooms, kitchens and recreational areas. To find out more about cohousing, visit the [Canadian Cohousing Network](http://cohousing.ca): cohousing.ca | info@cohousing.ca

- **Kawartha Commons:** 736 Maryland Ave | kawarthacommons.ca | info@kawarthacommons.ca
 - Sustainable community where approximately 40 families will live in privately-owned apartments clustered around a shared space that encourages spontaneity, connection, and mutual support.

Homeshare: Share your home with a community member, rent from a community member with space or find housing together. Support aging in place for older adults and provide safe and affordable housing solutions for post-secondary students or older adults.

- **Senior Women Living Together:** info@swlt.ca | swlt.ca
 - Visit the website to learn about shared living, find compatible home mates and together find suitable accommodation.
- **Spaces Shared:** 1-833-766-6329 Ext 1 | customersuccess@spacesshared.ca | spacesshared.ca/home
 - A virtual platform that allows students who are looking for safe and affordable homesharing arrangements to match with older adult hosts.

Naturally Occurring Retirement Communities (NORC): NORCs are apartments or condos that are not designated as senior housing, yet most of the residents that live there are over 65. When calling a property manager, inquire about the number of senior residents and if they have social activities.

Long-term Care Homes

Long-term care homes offer 24-hour services and support for individuals who need assistance with everyday activities and when care needs cannot be fully met in the community. People may need this level of care due to aging, disability, or declining health.

When you or a loved one are considering long-term care options, contact [Ontario Health atHome](#) for an assessment to determine eligibility: 310-2222 (no area code needed). A care coordinator will guide you through the process of applying for admission to any long-term care home in Ontario until you eventually receive a placement offer. Long-term care

can be subsidized, so you will not be refused a room if you cannot afford the full cost. Check out more about [paying for long-term care](#) in Ontario.

Long-term Care in the City of Peterborough

- **Extendicare:** 705-743-7552 | 860 Alexander Ct | \$
- **Fairhaven:** 705-743-4265 | 881 Dutton Rd | \$
- **Riverview Manor:** 705-748-6706 | 1155 Water St | \$
- **St Joseph's at Fleming:** 705-743-4744 | 659 Brealey Dr | \$

Long-term Care in the County of Peterborough

- **Centennial Place:** 705-932-4464 | 2 Centennial Ln, Millbrook | \$
- **Extendicare:** 705-652-7112 | 19 Fraser St, Lakefield | \$
- **Pleasant Meadow Manor:** 705-639-5308 | 99 Alma St, Norwood | \$
- **Springdale Country Manor:** 705-742-8811 | 2698 Clifford Line, Cavan Monaghan | \$
- **Station Place:** 705-740-1690 | 628 Old Norwood Road, Havelock | \$

TIP: If you turn down a placement offer or fail to move into a long-term care home by the set deadline, you will be removed from all waiting lists you are on. You will then be required to wait 12 weeks before you can reapply for long-term care, unless there is a significant change in your condition or circumstances.

Financial Support for Housing or Modifications

Not all homes are suitable forever, whether it be financially or accessibility. Modifications can be made to ensure your home (even a rental) is appropriate to your accessibility needs. There are also financial supports available to make help keep you in your home when times are tough.

Social Services offers financial support through the following programs for people who live in the City and County of Peterborough and meet the eligibility criteria. 705-748-8830 | (Toll-free) 1-855-738-3755.

- **Housing Stability Fund:** The Housing Stability Fund helps you get or keep your housing. You can get help paying overdue bills, rent, and other housing-related costs. If you are at risk of losing your housing and your income is low, you may be eligible.
- **Rent Supplements:** Rent supplements are paid monthly to your landlord. It can bridge the gap between what you can afford to pay and what the rent cost is.

- **Renovate Peterborough:** Homeowners can get help with repairs and accessibility projects.

Other Financial Supports:

March of Dimes - Home and Vehicle Modification Program: 1-877-369-4867

- Provides funding for basic home/vehicle modifications.

Habitat for Humanity: 705-874-0201

- The local chapter of Habitat for Humanity supports people with an adequate income to sustain housing, in taking the step into home ownership. For more information, call and ask for the housing department.

Better Homes Peterborough: 1-888-284-9417

- Financing and incentive programs are available for green home upgrades, heating, winterproofing, energy costs, efficiency upgrades and renovation savings in the City of Peterborough.

Ontario Electricity Support Program (OESP): 1-855-831-8151 | TTY: 1-800-855-1155

- If you are the customer of an electricity utility and your household size and income meet certain levels, you may qualify for a reduction on your electricity bill through the OESP.

Home Maintenance and Moving

Moving, downsizing or even just maintaining the home you want to live in can become overwhelming. Before they do, there are ways to plan ahead and many businesses in the region that can offer support.

TIP: According to Consumer Protection Ontario, when choosing a service, ensure that the one you have found is a reputable worker/business. Check the Consumer Beware List, ask for referrals and advice from friends/neighbours, check Google reviews or look on the Better Business Bureau. Before signing a contract, get a written estimate and ask the right questions. Don't feel rushed or pressured into making important decisions.

The following organizations and businesses specialize in helping seniors:

- **Community Care Peterborough:** Call your local office | \$

- **Harmony Hearts Homecare:** 705-760-4104 | harmonyheartshomecare@outlook.com | \$
- **Nightingale Home Maintenance:** 705-652-6118 ext. 219 | sbeattie@nightingalenursing.net | \$
- **On the Move:** 705-930-6683 | onthemove.ca@gmail.com | \$
- **Seniors Relocation Services:** 705-768-2042 | weknowseniors@bell.net | \$
- **Suzi Home-Maker:** 705-768-7894 | info@suzihomemaker.ca | \$
- **Transitions in Moving:** 705-651-6683 | info@transitionsinmoving.com | \$

TIP: A Seniors Real Estate Specialist (SRES) has completed specialized training to understand the unique housing needs of seniors. Consider choosing a real estate agent with SRES designation.

HEALTH

Access to services and nutrition that support healthy aging is a basic need. This may include access to health care professionals, home care providers, supportive health organizations, medication and medical equipment.

Supportive Health Organizations

- **ALS Canada:** 1-800-267-4257 | als.ca
- **Alzheimer Society:** 705-748-5131 | info@alzheimerjourney.ca | alzheimer.ca/pklnh
- **Arthritis Society:** 1-800-321-1433 | info@arthritis.ca | arthritis.ca
- **Asthma and Allergy Helpline:** 1-866-787-4050 | info@asthma.ca | asthma.ca
- **Brain Injury Association – Peterborough Region:** 705-741-1172 | info@biapr.ca | biapr.ca
- **Canadian Cancer Society:** 1-888-939-3333 | info@cancer.ca | cancer.ca/en
- **Canadian Hearing Services:** 1-866-518-0000 TTY: 1-877-215-9530 | info@chs.ca | chs.ca
- **Canadian Lung Association:** 1-866-717-2673 | info@lung.ca | lung.ca
- **Canadian National Institute for the Blind:** 705-745-6918 | cnib.ca/en
- **Cancer Care Ontario:** 1-855-460-2647 | info@cis.cancer.ca | cancercareontario.ca/en
- **Centralized Diabetes Intake:** 1-888-997-9996
- **Chron’s and Colitis Canada:** 1-800-387-1479 | support@crohnsandcolitis.ca | crohnsandcolitis.ca
- **Deaf-Blind Association:** 289-339-9319 | info@cdbanational.com
- **Diabetes Care Clinic:** 705-876-5838 | prhc.on.ca/healthcare-services/diabetes
- **Diabetes Canada:** 1-800-226-8464 | info@diabetes.ca | diabetes.ca
- **Epilepsy Ontario:** 905-738-9431 | info@epilepsyontario.org | epilepsyontario.org
- **Heart & Stroke Foundation:** 1-888-473-4636 | heartandstroke.ca

- **Hypertension Canada:** hypertension.ca
- **Kidney Foundation:** 1-800-387-4474 | info@kidney.ca | kidney.ca
- **MS Canada:** 1-800-268-7582 | info@mscanada.ca | mscanada.ca
- **Multiple Sclerosis Society:** 1-800-344-4867 | nationalmssociety.org
- **Ontario AIDS Network:** 1-800-839-0369 | ontarioaidsnetwork.ca
- **Ontario HIV Treatment Network:** | ohtn.on.ca
- **Osteoporosis Canada:** 1-800-463-6842 | info@osteoporosis.ca | osteoporosis.ca
- **Ostomy Canada:** 1-888-969-9698 | support@ostomycanada.ca | ostomycanada.ca
- **Pain Canada:** paincanada.ca
- **Parkinson Society Canada:** 1-888-664-1974 | support@parkinson.ca | parkinson.ca
- **PARN (Peterborough AIDS Resource Network):** 1-800-361-2895 | info@parn.ca | parn.ca
- **Poison Information Centre:** 1-800-268-9017 | TTY: 1-877-750-2233 | poison.information@sickkids.ca | ontariopoisoncentre.ca
- **Sexual Health Ontario:** 1-800-668-2437 | sexualhealthontario.ca
- **Vision Loss Rehabilitation Canada:** 1-844-887-8572 | visionlossrehab.ca

Dementia Supports and Assessments for Older Adults

To receive a diagnosis like dementia, an assessment must be completed by a specialist. When any health changes occur for an older adult, it is wise to reach out and begin getting supports in place.

Geriatric Assessment and Intervention Network (GAIN) Clinic: 705-876-5021 | prhc.on.ca/healthcare-services/seniors-care/geriatric-assessment-intervention-network | Peterborough Regional Health Centre Medical Outpatients, 4th floor 1 Hospital Dr, Peterborough

GAIN is part of a network of coordinated healthcare services that provide clinical care and education to ensure the best care for frail older adults and their families. Services include:

- Comprehensive geriatric assessment
- Assessment of memory and thinking
- Assessment of balance, mobility and falls risk
- Medication and supplement review
- Management of responsive behaviours
- Caregiver support and navigation

The GAIN clinic also offers interventions to patients, including:

- Education regarding chronic disease self-management
- Teaching about dementia and behavioural care

- Advance care planning
- Referral to community supports
- Where appropriate, collaboration with home care to facilitate in-home supports, long-term care application and more
- De-prescribing and medication adjustment
- Initiation of treatment for dementia

Kawartha Centre: 705-749-3906 | kawarthacentre.com | info@kawarthacentre.com | 168 Brock Street, Peterborough

The Kawartha Centre offers assessment, treatment and advocacy for older adults, including comprehensive geriatric and memory assessments.

When your family physician refers you, the Kawartha Centre will:

- Do a complete medical assessment
- Provide support services for the patient, family and caregivers
- Provide ongoing specialized medical care, as appropriate and in partnership with your family physician

Ontario Health at Home: 310-2222 (no area code required) | ontariohealthathome.ca/

Provides care after diagnosis for home support, referral or long-term care placement.

Dementia Supports:

For more information about dementia, review the [Ontario Health guide for people living with dementia](#) and/or connect with the following organizations:

Alzheimer Society: 705-748-5131 | info@alzheimersjourney.ca | alzheimer.ca/pklnh

- To access the Alzheimer Society, you do not need to have a formal diagnosis. They can help with accessing assessments, resources, programs and services, education, support and respite.

Behaviours in Dementia: 1-888-214-7080 ext. 102 | behavioursindementia.ca

- The Behaviours in Dementia Toolkit is an online library of over 300 free resources. The goal of the Toolkit is to help you better understand and compassionately respond to dementia-related changes in mood and behaviour.

Health Clinics

When you require the aid of a health care professional, you may have to go to a health clinic. The face of these clinics has changed much over the past years with many clinics adopting “telemedicine”. Telemedicine (also called virtual care) is provided by a doctor speaking to a patient online, sometimes in a clinic or from home. According to [Virtual Care Ontario](#), some health issues are better treated with a doctor in person.

TIP: Connect with a registered nurse day or night for free, secure and confidential health advice. [Telehealth Ontario](#): 811 | TTY 1-866-797-0000 | [health811.ontario.ca](#)

If you **do not** have a (local or out of town) family health care provider and require problem-specific care, contact a clinic.

Clinics in the City of Peterborough

- **[East Regional Virtual Care Clinic](#)**: 1-888-684-1999 | [virtualcareontario.ca](#)
 - Telemedicine from home; Register online
- **[Good Doctors Sherbrooke](#)**: 705-304-1034 | 1625 Sherbrooke St W, Unit 6 | [gooddoctors.ca/site/good-doctors-peterborough](#)
 - Telemedicine clinic with Nurse on site; Register online or by telephone
- **[Good Doctors Westmount](#)**: 705-304-1034 | 1293 Clonsilla Ave | [gooddoctors.ca/site/good-doctors-peterborough-westmount](#)
 - Telemedicine clinic with Nurse on site; Register online or by telephone
- **[The Medicine Shoppe Walk-in Clinic](#)**: 705-743-8443 | 860 Chemong Rd
 - Telemedicine clinic; Register by telephone
- **[Northcrest Pharmasave Medical Clinic](#)**: 705-743-1004 ext. 2 | 184 Marina Blvd #6 | [northcrestclinic.com](#)
 - Telemedicine clinic with Nurse on site; Register by telephone
- **[Peterborough Family Health Team Clinics](#)**: 705-651-4866 | 185 King St & 555 George St N | [peterboroughfht.com](#)
 - In person appointment with a Doctor; Register online or by telephone
- **[Women’s Healthcare Centre](#)**: 705-743-4132 | 1 Hospital Dr | [prhc.on.ca/healthcare-services/women-children/womens-healthcare-centre](#)
 - Clinic provides women with pap smears, sexual assault support and domestic violence services; Register by telephone

Clinics in the County of Peterborough

- **[From Here to There Medical Clinic](#)**: 705-304-0018 | 44 Ottawa St W, Havelock | [fhtt.ca](#) | \$
 - Telemedicine with Nurse on site or virtual from home; Register online

TIP: If you do not have a family doctor or health care provider, register with [Health Care Connect](#) by calling 1-888-579-6707 or online at ontario.ca/healthcareconnect

The County of Peterborough has a [Health Care Advancement Coordinator](#), so if you do not have a family physician or wish to receive care closer to home, complete the form on the website.

Health Care Professionals

A health care team is an approach where patients are examined and treated by a variety of medical and allied health professionals, rather than by a single person.

Below are some of the professionals and the services they provide that you may encounter while receiving home care or in the hospital.

Care Coordination: Care Coordinators work directly with patients, their families and caregivers, to coordinate patient care and to develop a custom care plan that meets the patient's assessed needs.

Nursing: A home care Nurse is a dedicated health care professional who provides medical care to patients in their homes. Their primary responsibilities include routine health monitoring, medication administration, wound dressing, and overall patient health support.

Registered Practical Nurse (RPN): RPNs have a diploma in Practical Nursing in a College program and are suited to patients with less complex needs, and patients with stable and predictable conditions.

Registered Nurse (RN): Ontario RNs must have a baccalaureate degree. RNs can care for patients with more complex needs in unpredictable situations.

Nurse Practitioner (NP): NPs have an even more advanced university education than an RN and provide health care to their patients.

Social Worker (SW): A social worker provides counselling to help access a patient's right to care and helps to coordinate resources for a patient, their family and caregivers.

Occupational Therapist (OT): Occupational therapists help people to learn new ways of doing things, regain skills and develop new ones, use materials or equipment that make life easier, and adapt their environment to work better for them.

Physiotherapist (PT): Physiotherapy is a treatment to restore, maintain, and make the most of a patient’s mobility, function, and wellbeing. A physiotherapist helps through physical rehabilitation, injury prevention, and health and fitness.

Personal Support Worker (PSW): Personal Support Workers help with activities of daily living. They will most likely be the most frequent of home care workers who will support you and may provide the following tasks:

- Assistance with bathing, grooming, dressing, toileting
- Mobility, range of motion and exercise assistance
- Support with feeding and medication reminders
- Memory care and cognitive support
- Safe use of assistive devices
- Monitoring and recording of vitals
- Monitoring food and fluid intake/output
- Colostomy and catheter care
- Maintaining skin integrity
- Companionship and social support
- Light housekeeping and meal preparation
- Respite and palliative care
- Eyes and ears for a health care team
- Following through with specialized care plans
- Shopping and errands (not all companies provide this)
- Transportation and accompaniment to medical appointments, social outings or errands (not all companies will provide this)

Home Care

Home care keeps people out of the hospital and in their homes, where they want to be. Home care might involve assessments, monitoring, personal care, respite and much more.

Peterborough County-City Community Paramedics: 1-855-367-3670 ext. 1 | info@ptbocounty.ca

In-home and virtual medical support to clients living with high-risk complex medical complications who have difficulty seeing their health care provider at the office. This program aims to create an environment that is safe to age at home and avoid trips to the doctor, emergency room, or moving into a long-term care home. Community Paramedics can provide the following support and will communicate health information to a health care provider:

- Patient assessments
- Cardiac monitoring
- Chronic disease management
- Blood glucose testing
- Home safety scans
- Referral with community partners
- Remote patient monitoring
- Vaccinations
- Urinalysis, EPOC, INR, & A1C testing

Ontario Health atHome: 310-2222 | Toll-free 1-800-263-3877 | ontariohealthathome.ca | moreinfo@ontariohealthathome.ca

When you decide you need support at home, contact Ontario Health atHome to see if you are eligible for government funded health care such as:

- Care coordination
- Nursing services
- Personal support
- Long-term care placement
- Physiotherapy
- Occupational therapy
- Speech language pathology
- Social work
- Nutritional services
- Palliative and end-of-life care Assisted living services
- Diabetes care
- Convalescent care
- Medical supplies and equipment
- Information & referral

TIP: You can access some health care records and reports online. The hospital reports through [MyChart \(mychart.ourepic.ca\)](http://mychart.ourepic.ca) and [Pocket Health \(pockethealth.com\)](http://pockethealth.com). Lab results can be found through [Life Labs \(lifelabs.com\)](http://lifelabs.com) and [Dynacare \(dynacare.ca\)](http://dynacare.ca).

Private Homecare

Individuals can privately hire home care services for personal assistance with activities of daily living. This can be in addition to receiving home care services with Ontario Health atHome.

- **Bayshore Home Health:** 705-742-5539 | Bayshore.ca | \$

- **Blossom Homecare:** 705-761-8332 | janet@blossomhomecare.ca | \$
- **Care Partners:** 705-743-6233 | carepartners.ca | \$
- **CBI Home Health:** 705-742-7751 | cbihomehealth.ca | \$
- **ComForCare:** 705-874-5770 | comforcare.ca | \$
- **Comfort Keepers Peterborough:** 705-243-4042 | \$
- **Curaga:** 905-442-2041 | admin@curaga.ca | curaga.ca | \$
- **Driving Miss Daisy:** 705-868-0074 | drivingmissdaisy.ca | \$
- **Harmony Hearts Homecare:** 705-760-4104 | harmonyheartshomecare.ca | \$
- **Home Care Workers Cooperative:** 705-536-6812 | homecareworkers.coop | \$
- **Home Instead Senior Care:** 705-243-5697 | \$
- **Just Like Family:** 705-875-4350 | tammy.warriner71@gmail.com | \$
- **Lighthouse Retreat:** 705-772-8744 | thelighthouseretreat@gmail.com | \$
- **Mindworks Seniors Respite & Enrichment Care:** 705-741-3412 | admin@mindworksgroup.ca | \$
- **Nightingale Nursing:** 705-652-6118 | info@nightingalenursing.net | \$
- **Nurse Next Door:** 1-877-588-8609 | intake@nursenextdoor.com | \$
- **Pamela's Mobile Hair Care:** 705-977-0193 | pamelatrecartin@gmail.com | \$
- **Right at Home:** 705-908-3557 | \$

Finding a Homecare Company

- **Reputation:** Choose a company with a proven track record of delivering high-quality care. Seek recommendations from people you know and client testimonials.
- **Qualified Staff:** Not all PSWs have the same level of training and education. When considering a private caregiver, ask if they have received training that is (at minimum) recognized by the government.
- **Fairness:** Look for a company that takes care of those who will be providing the support, meaning fair compensation, benefits, sick days, etc.
- **Consistency:** Look for a company that can provide a consistent schedule, with consistent PSWs. Having the same one or two PSWs is key to developing a trusting relationship.
- **Customized Care Plans:** Look for a company that prioritizes individualized care plans tailored to the unique needs of each person.

Foot Care

Foot care is health care for your feet. Basic foot care includes management of routine nail care, ingrown nails, corns, callouses or other foot concerns. Those with diabetes are recommended to have professional help because of problems like numbness, poor circulation, ulcers, infections and lesions. Some providers offer in-home services and others are at a clinic.

- **Ashburnham Foot & Ankle Centre:** 705-741-4064 | healthyfeet.ca | afac@healthyfeet.ca | 120 Hunter St E | \$
- **CBI Health:** 705-270-0606 | cbihomehealth.ca/locations/peterborough-area | 1500 Lansdowne St W | \$
- **Community Care Peterborough:** 705-742-7067 | commcareptbo.org/ | peterborough@commcareptbo.org | 185 Hunter Street E | \$
- **Kawartha Mobile Nursing Services:** 705-868-0548 | kawarthafootcare@hotmail.com | kawarthafootcareservices.janeapp.com | \$
- **Lakefield Physiotherapy and Foot Health Clinic:** 705-652-6999 | lakefield.physio@lifemark.ca | 150 Strickland St, Suite 2, Lakefield | \$
- **My Foot Nurse:** 705-991-2983 | myfootnurse.com | book@myfootnurse.com | 1054 Monaghan Road | \$
- **Nightingale Nursing:** 1-800-561-5662 | nightingalenursing.net/ | info@nightingalenursing.net | 2948 Lakefield Rd | \$
- **Peterborough Family Foot Care & Orthotics:** 705-740-8247 | peterboroughfootcare.ca | 329 Rubidge Street | \$
- **Rachael's Foot Care:** 705-933-1027 | rachael'sfootcare@gmail.com | Through Activity Haven | \$
- **Nurse your Soles** – Jessica O'Rafferty RN: 705-768-4366 | \$
- **Soleful Steps Foot Care:** 705-977-2734 | solefulstepsfootcare@gmail.com | soleful-steps-foot-care.ca | \$
- **Tanisha Trunks, RPN:** 705-559-0023 | feetretreatadfc@gmail.com | Advanced diabetic foot care | \$
- **Restore Your Sole:** restoreyoursolefootcare.ca 705-991-1440 Melissa Neuman RPN is a travelling foot care nurse | \$

Medical Equipment

Medical devices help to alleviate the pressures that come along with illness or injury. Examples of medical equipment include wheelchairs, walkers, bath seats/benches, commodes, crutches and canes, and bed rails. These devices are crucial to prevent falls.

Medical equipment can offer increased independence by helping you to navigate safely and reduce the risk of accidents. Investing in preventative care like medical devices can be lifesaving.

TIP: Have your medical equipment set up to your height and body type and learn how to use it properly, then have it checked regularly.

- **Community Care Peterborough:** Call your local office | Short term medical equipment rental program | \$
- **Peterborough Lions Club:** 705-740-2288 | Medical equipment loan
- **Norwood Lions Club:** 705-639-5246 | Medical equipment loan for Norwood-Asphodel

Medical Equipment Providers

- **Align Home Health Care:** 705-304-2000 | 101 George St N | \$
- **Living Well Home Medical Equipment:** 705-740-2650 | 755 Erskine Ave | \$
- **Medigas:** 705-742-5533 | 1600 Lansdowne St W Units 4 & 5 | \$
- **Motion:** 705-742-6185 | 329 McDonnell St Unit 1 | \$
- **Wellwise by Shoppers Drug Mart:** 705-743-5100 | 45 Lansdowne St W | \$

TIP: You may be eligible to receive a subsidy to purchase an assistive device. The Assistive Devices Program (ADP) helps people with long-term physical disabilities pay for customized equipment, like wheelchairs, hearing aids and specialized supplies such as those used with ostomies. 1-800-268-6021 (TTY: 1-800-387-5559) | assistivedevicesprogram@opddp.ca

Pharmacists

Pharmacists do more than just dispense medication. They are trained to understand the ways that prescription and non-prescription medications interact, how to manage side effects, as well as diagnose for common ailments.

TIP: Ask your pharmacist for a medication review appointment to better understand your medications and the proper way they should be taken. This can reduce the risk for medication-related problems and provides the opportunity to ask questions.

Pharmacists can diagnose and prescribe the following ailments:

- | | | |
|---------------|--------------------------|----------------------------|
| • Hay fever | • Cold sores | • Sprains and strains |
| • Oral thrush | • Impetigo | • Urinary tract infections |
| • Pink eye | • Insect bites and hives | • Parasitic worms |
| • Dermatitis | • Tick bites | • Yeast infections |
| • Acid reflux | | |
| • Hemorrhoids | | |

Medication

Problems with medications account for 1 in 7 emergency admissions of persons over the age of 65.

Medication can include over-the-counter products such as vitamins, minerals, and herbal and natural health products. Some foods, drinks, alcohol, herbs, vitamins and over-the-counter products can interact with your prescription medication and could cause serious harm to your health. The more medication a person takes, the higher the risk that complications can occur.

TIP: Visit safemedicationuse.ca to learn more about taking your medication safely.

Taking Medication Safely

- Know what your medications are for and use as directed. Do not stop or change medication without speaking to your pharmacist or doctor.
- Keep an up-to-date list of all your medications such as prescriptions, vitamins, over-the-counter medications, or natural health products. Include the medication name, dose, and how and when you are taking the medications.
 - Keep the list with you in your wallet so you can easily share it with your health care team.
- Keep the name and telephone number of the pharmacy you use in a handy spot, such as posted on your fridge, so you are able to easily provide this information for new prescriptions.
 - If you have any questions about how to manage your medications at home, speak to your health care team or pharmacist.

MedsCheck: If you can't get to a pharmacy, talk to your pharmacist about the MedsCheck at Home program. A pharmacist will visit your home to talk to you about your medications and answer your questions. The pharmacist can also help clean up your medicine cabinet and remove unused or old medication.

You are eligible to get a MedsCheck at your pharmacy if you:

- live in Ontario and have a valid Ontario health card and take three (3) or more prescription medications for an ongoing chronic health condition;
- OR have been diagnosed with type one (1) or two (2) diabetes

TIP: Many pharmacies offer delivery of medication, and some include over the counter products or even groceries. Inquire with your local pharmacies to see what they provide.

Ontario Drug Benefit Program: 1-888-405-0405

- Get help paying for prescription drugs when you qualify for the Ontario Drug Benefit program.

Vaccinations

Have you been keeping up with your immunizations? Vaccines help save lives and prevent serious illness. Contact your health provider, pharmacies, or the [Lakelands Public Health](#) unit to stay up to date.

Provincial Vaccine Contact Centre: 1-833-943-3900 (TTY: 1-866-797-0007)

Peterborough Public Immunization Clinic: 185 King St, Peterborough | peterboroughpublichealth.ca/clinics-and-classes/immunization-clinics

- If you do not have a Family Doctor or Nurse Practitioner, call 705-743-1000, ext. 331 to book an appointment.

Ontario offers the following vaccines for seniors at no cost:

- COVID-19 (6 months – 1 year)
- Flu shot (every fall)
- Pneumococcal (at age 65)
- Shingles (two doses for people between the ages of 65 and 70)
- Tetanus, diphtheria and pertussis (once in adulthood)
- Tetanus and diphtheria (every 10 years)
- Respiratory Syncytial Virus (60+, every fall)

TIP: Reminder to check your health card is up to date and renew in person or renew [online](#).

Dental

Teeth are an important aspect of overall health, but dentistry is expensive work. Look into the Federal and local resources to help with the affordability of emergency and regular dental care.

Canadian Dental Care Plan: 1-833-537-4342 | canada.ca/dental

- The Government of Canada is helping make the cost of dental care more affordable.
- You may be eligible if you:
 - Are a Canadian resident aged 65+ with no private insurance
 - Have an adjusted family net income less than \$90,000

- Have filed your taxes from the previous year
- You will need to reapply annually as the percentage of coverage is based on the previous year's income as stated on your submitted income tax.

Community Dental Health Clinic: 705-748-2230 | peterboroughpublichealth.ca/clinics-and-classes/dental-clinics/

- Call the clinic if you require emergency dental treatment and to determine eligibility.

Animal Support

Animals can be a great comfort to us all. When unable to care for your pet on your own, there are many local supports for walking, shelter and supplies.

ElderDog Canada: 1-855-336-4226 | info@elderdog.ca | elderdog.ca

- ElderDog Canada is a national, registered charitable organization dedicated to ageing people, ageing dogs, and the important connection they enjoy. They can assist and support older adults in the care and well-being of their canine companions and promote the welfare of older dogs whose lives have been disrupted due to illness, relocation or death of a human companion.

Lakefield Animal Welfare Society: 705-652-0588 | info@lakefieldanimalwelfare.org | lakefieldanimalwelfare.org

- The Lakefield Animal Welfare Society offers refuge and shelter, provides care, facilitates adoptions, promotes education and community engagement, addresses overpopulation issues, and delivers a wide range of essential services. They also offer assistance in emergency situations and supplies when possible.

SNooPy Safe Nights for Pets Program: 705-745-4722 ext. 200 | info@ptbohs.com | peterboroughhumanesociety.ca/services/snoopy-safe-nights-program/

- The Peterborough Humane Society offers pets a temporary safe haven when their owners are fleeing domestic violence or faced with an emergency situation where there is no next of kin.

Peterborough Pet Food Bank: 705-977-2530 | 663 Brown St.

- A facebook community for those who need pet food or supplies and information on clinics.

FOOD & NUTRITION

Lakelands Public Health: 705-743-1000, ext. 316 | ccwu@lakelandsph.ca | peterboroughpublichealth.ca

- Offers free cooking and food literacy sessions for anyone interested in sharing new recipes, developing skills, learning about nutrition and connecting with others. Call Lakelands Public Health to register.

Diabetes Care Clinic: 705-876-5838 | prhc.on.ca/healthcare-services/diabetes | guidelines.diabetes.ca/patient-resources

- Through PRHC, the clinic offers education, self-management skills and access to a registered dietician. Requires family health care provider referral.

Peterborough Family Health Team: 705-740-8020 | peterboroughfht.com/programs-and-workshops

- Offers various free workshops in person and online on a variety of topics including food and nutrition. The website has a workshop schedule.

Ontario Health atHome offers government-funded nutritional services. Call the intake line to see if you are eligible. 310-2222 | Toll-free 1-800-263-3877 | TTY: 711 | ontariohealthathome.ca

Meal Delivery

Community Care - [Meals on Wheels](#) | \$

- Community Care Peterborough provides food support services for seniors. Volunteers deliver hot or frozen meals and groceries. To become a client, call 705-742-7067 (Peterborough) or your local office.

Heart to Home – [Meal Delivery](#) | \$

- Order frozen meals online or by calling 1-888-777-2219.

Restaurant Pick-up and Delivery | \$

- Many restaurants, fast food and coffee shops offer pick-up and delivery. Call for their hours, menu and delivery options.

TIP: If you have a smartphone, you can order food from a restaurant by using the verified apps, “Skip the Dishes” or “Door Dash”. Some grocery stores also offer

delivery for a fee or use the app “Instacart” to have your shopping delivered to your door.

Food Support

With the rising cost of food, a larger portion of our community is having difficulty accessing affordable food. If this applies to you or someone you know, look into the local meals and food banks that can help support

Free meals and food support are available to the community.

Food Banks in the City of Peterborough

- **Good Neighbours Peterborough:** 705-742-9800 | 164 Sherbrooke St | hello@goodneighboursptbo.com | goodneighboursptbo.com
- **Salvation Army:** 705-742-4391 ext 1 | 219 Simcoe St
- **St. Vincent de Paul:** 705-874-3937 | 256 Murray St | vinnies.ca/feature
- **Sacred Heart:** 208 Romaine St
- **St. Luke's:** 705-742-6202 | 566 Armour Road | saintlukesanglican.ca/food-ministry-and-thrift-store

Food Banks in the County of Peterborough

- **Asphodel-Norwood Food Bank Association:** 705-639-1777 or 705-957-4351 | 2357 County Road 45, Norwood | antownship.ca/en/live-play/community-agencies---resources.aspx
- **Bridgenorth Food Bank:** 705-292-9601 | 832 Charles St, Bridgenorth | bridgenorthuc.com
- **Havelock-Belmont-Methuen Food Bank:** 705-778-2356 | 10 Oak St. (rear entrance), Havelock | hbmtwp.ca/living-here/community-agencies-and-resources/
- **Lakefield Community Food Bank:** 705-652-8302 | 81 Queen St, Lakefield | stjohnslakefield.ca/lakefield-community-food-bank
- **Millbrook Food Share:** 705-932-7066 | 1 Dufferin St, Millbrook | llazaros@rogers.com | cavanmonaghan.net/en/live-here/millbrook-food-share.aspx
- **North Kawartha Food Bank:** 705-656-1748 | 135 Burleigh St, Apsley
- **Otonabee South Monaghan Food Cupboard:** 249-357-7971 | 30 North St., Keene | osmfoodcupboard@gmail.com | osmtownship.ca/resident-services/community-services-safety-wellness/osm-food-cupboard/
- **Trent Lakes Rural Outreach Centre:** 705-768-3590 | 259 Lakehurst Circle Rd, Lakehurst | tlocfoodbank.wordpress.com/schedule/

First Nation Food Banks

- **Curve Lake:** 705-979-2055 | 3 Public Works Road, Curve Lake | curvelakefirstnation.ca/health-family-services

Community Gardens

Community gardens offer individuals a small plot of land to grow fresh, healthy produce, herbs, flowers, or fruit trees. There are over 40 community gardens in Peterborough City and County.

To join, check out the [Community Garden Map](#).

TIP: When heavy gardening is no longer an option for you or you have limited space such as a balcony, consider container gardening. Even growing a few herbs can enhance your food and leave you with a sense of accomplishment.

MENTAL HEALTH

Mental health is the state of your psychological and emotional well-being that affects your physical health as well; it is an aspect of living a balanced and healthy life. There are organizations, groups and professionals who can help you support your mental health.

According to the CMHA and the CCSMH, some of the top mental health issues that affect older adults are:

- **Anxiety:** Unexpected and unhelpful anxiety that seriously impacts your life, affecting how you think, feel and act.
- **Behavioural symptoms of dementia:** Behaviour and mood changes that come with a diagnosis of dementia.
- **Delirium:** Delirium is a common, serious, and often preventable change in mental abilities regularly seen in hospitalized older adults.
- **Depression:** Spending weeks or months feeling sad, hopeless or bored with things that you would normally enjoy.
- **Grief and loss:** The experience of loss that affects your life, such as the loss of a loved one or navigating life changes.
- **Social isolation and loneliness:** An experience that means your current close relationships do not meet your social needs.
- **Suicidal ideation:** Thinking of ending one's life on purpose.
- **Substance use:** Using substances like alcohol and drugs.

Some of the treatments that could help you maintain your mental wellness:

- **Maintain an active lifestyle:** Some activity is always better than none. Add different types of movement at various intensity levels based on your ability, including physical activity, muscle strengthening, and standing. Find activities that work for you.
- **Therapy/counselling:** Therapy/counselling is different than talking with a friend or family member about your challenges. A professional mental health care provider is trained to see your situation without judgment and offer approaches to help resolve your challenges.
- **Drink water:** As we age, our sense of thirst may decline. Ensure you drink water throughout the day and with your meals. Even small changes can boost your mood.
- **Connect with others:** Belonging and purpose are important to your quality of life. Having regular visits from family, friends, or volunteers. Keeping yourself engaged and socially active can help fight depression.
- **Medication:** If needed, a doctor will prescribe you medication to help manage symptoms of your mental health.
- **Engage in interests:** Doing activities that you enjoy can help bring a sense of purpose, connection and joy.
- **Call a crisis line:** Crisis lines are anonymous and confidential. If you are having difficulty in your life, it can help to reach out to someone. Sometimes being able to externalize our difficulties can help put us on track to somewhere different.
- **Join a support group:** Share with others who have similar experiences to your own. Support groups can help you find a sense of community, ease distress and gain coping skills.

Canadian Coalition for Seniors' Mental Health (CCSMH): 1-888-214-7080 ext 102 | ccsmh.ca

- The Coalition provides information and resources to support the mental health of older adults. They advocate that seniors have the right and deserve to receive services and care that promote their mental health and respond to their mental illness needs.

Counselling & Support Services

Canadian Mental Health Association (CMHA): 705-748-6711 | cmhahkpr.ca

- **Mental Health Services:** Provides mental health support to individuals who are experiencing chronic mental health symptoms that are impeding day-to-day functioning. Services include up to six months of supportive counselling to enable individuals to develop skills to lessen the impact of psychological distress on daily functioning. Group programming is also available.

- **The Road Ahead Mobile Wellness Clinic:** Provides mental health and addictions care to individuals in remote and rural locations. Two specially designed clinic vehicles travel to rural communities to serve people facing barriers to existing supports.
- **Journeying Together Family Support:** A Family Education Support Worker provides education and support to caregivers and family members of individuals with mental health concerns. Support is provided in both one-to-one and through group support formats.

John Howard Society: 705-933-4358 | johnhoward.on.ca/peterborough

- Anger management support for men to develop healthy responses to feelings of anger.

Kawartha Sexual Assault Centre: 705-748-5901 | 1-866-298-7778 (24 hr) | kawarthasexualassaultcentre.com

- Offers group and individual counselling to people of all genders who have experienced recent or historic sexual violence.

Nijkiwendidaa Anishnaabekwewag Services Circle: 705-741-0900 | nijki.com

- Offers development and delivery of healing services for Anishnaabe'ikawag (Indigenous women) and their families who have experienced violence or are at risk of experiencing violence.

PRHC, Psychiatric Assessment Services for the Elderly: 1-866-877-2910 (Referral required) | prhc.on.ca/healthcare-services/seniors-care/psychiatric-assessment-services-for-the-elderly

- A program that offers geriatric mental health assessment, consultation and education services for people 65 and older.

PRHC, Mental Health Services Adult Outpatient Program: 705-876-5028 | prhc.on.ca/healthcare-services/mental-health-addictions/adult-outpatient-program

- Offers support for adults coping with a serious and persistent mental illness.

PRHC, Women's Healthcare Centre: 705-743-4132 | prhc.on.ca/healthcare-services/women-children/womens-healthcare-centre

- Offers information, support, counselling and treatment to help women prevent health problems and understand their choices when problems occur.

Telecare Distress Centre of Peterborough: 705-745-2273 | telecarepterborough.org

- Offers a non-judgmental, confidential listening ear to anyone in need. The phone line operates 24 hours a day, 7 days a week, with the help of trained, caring volunteers.

Victim Services Peterborough Northumberland: 1-888-822-7729 | victimservicespn.ca/

- Offers information, short-term counselling and some financial supports for victims of crime or tragedy.

Individual Therapy

Learn more about **older adults and therapy:** ccsmh.ca/wp-content/uploads/2024/03/EN-Therapy-Infographic-27-Feb-2024.pdf

Affordable Therapy Network: affordabletherapyontario.com | \$

- Affordable Therapy Ontario (ATO) came from a desire to meet the ever-increasing demand for low-cost therapy.

Community Counselling and Resource Centre: 1-800-274-1611 | 540 George St N, Peterborough | ccrc-ptbo.com/professional-counselling

- CCRC helps people who are facing challenges related to personal well-being, relationships, family issues, parenting, aging, grief and loss, caregiving, separation, or any form of abuse including elder abuse and domestic violence. Sliding scale payment (including no cost).

Free Counselling Society of Canada: 647-490-2992 | freecounsellingcanada.ca

- Not-for-profit that provides counselling for individuals, couples or families.

Talk Now Clinic: 705-876-5826

- Talk Now provides timely access to mental health services if an individual is on a waitlist for care. Patients are not limited to one visit and are welcome to book an in-person, or virtual appointment as often as needed.

Ontario Shores: 1-800-341-6323 | ontarioshores.ca/accessing-care/accessing-care-seniors

- Ontario Shores offers support systems to help individuals, families, physicians and hospitals access suitable and timely mental health care. There are programs specific to seniors as well as non-seniors.

Psychology Today: psychologytoday.com/ca

- Comprehensive directory of mental health professionals across Canada with a range of pricing options.

Substance Use, Gambling & Addiction Supports

Drugs and Alcohol

Alcoholics Anonymous: 705-745-6111 | peterboroughaa.org

- A twelve-step recovery from alcoholism program offering a wide variety of meeting times, places and groups.

Connex - Drug and Alcohol Registry of Treatment: 1-800-565-8603

- Provides confidential and free information about drug and alcohol addiction services in Ontario.

Elizabeth Fry Society: 705-749-6809 | efryptbo.org

- Provides gender response community supports for people who have been, or are at risk of, being criminalized (such as substance users).

Fourcast - Four Counties Addiction Services Team: 1-800-461-1909 | fourcast.ca

- Out-patient addiction counselling for substance use or gambling concerns.

Narcotics Anonymous Helpline: 1-888-811-3887 | orscna.org/

- A twelve-step program offering recovery from narcotics use.

One City Peterborough: 705-741-4172 | info@onecityptbo.ca

- Accommodations and harm reduction outreach, particularly for unhoused individuals.

PARN (Peterborough AIDS Resource Network): 705-768-1719 | parn.ca

- Provides support to HIV-infected and HIV-affected individuals. Services include confidential counselling, peer support, practical help, referrals and needle exchange.

Rapid Access Addictions Medicine (RAAM) Clinic: 705-749-9708 | 432 George St. N

- Offers fast access to medication assisted therapy for both substance-use concerns. RAAM also offers brief support/referral for individuals not currently connected to addiction recovery services and resources.

Right To Heal: 705-874-3048 | rth.ptbo@gmail.com | 441 Rubidge St | righttoheal.ca

- Community based recovery program including drop-in at their Wellness Hub.

Gambling

Fourcast - Four Counties Addiction Services Team: 1-800-461-1909 | fourcast.ca

- Out-patient addiction counselling for substance use or gambling concerns.

Ontario Problem Gambling Helpline: 1-888-230-3505

- Information regarding mental health, addiction supports and gambling.

Smoking

FHT to Quit: 705-740-8020 | peterboroughfht.com/programs-and-workshops/fht-to-quit

- PFHT will help create an individualized and safe plan to quit smoking. The team will follow-up and share strategies for quitting and staying quit.

Health Care Connect Smokers Helpline: 1-877-513-5333 | SmokersHelpline.ca

- Support through text or phone and access to online tools.

Public Health Smoking Cessation: 705-743-1000

- Counselling to quit smoking and use of tobacco.

STOP on the Net: intrepidlab.ca/en/stop/join-stop

- Online program to help quit smoking cigarettes. You may be eligible to receive 4 weeks of free nicotine patches and gum/lozenge mailed directly to you.

Talk Tobacco: 1-833-998-8255 | talktobacco.ca

- Confidential program offering culturally appropriate support and information about quitting smoking, vaping and commercial tobacco use for First Nations, Inuit, Metis and urban Indigenous communities.

Caregiver Support and Respite

A caregiver is someone who provides consistent physical or emotional support to a family member, partner, friend or neighbour. A caregiver is often part of the health care team.

TIP: The Ontario Caregiver Organization (OCO), “[I am a Caregiver Toolkit](#)” was created by caregivers for caregivers with input from mental health care professionals. The OCO website includes helpful information, peer support, and programs and services that support caregivers.

- **[Alzheimer Society](#)**: 705-748-5131 | 18-360 George St N, Peterborough | [alzheimer.ca](#)
- **[CaregiversExchange](#)**: [caregiverexchange.ca](#)
- **[CaregiverStress](#)**: [caregiverstress.com](#)
- **[Caregiver Support Resources](#)**: [caregiversupport.hpco.ca](#)
- **[CaringBridge](#)**: [caringbridge.org](#)
- **[CCRC’s Caring for the Caregiver](#)** (support group): 705-743-2272
- **[Hospice Norwood](#)**: 705-660-3737 | 4219 Hwy 7, Norwood | [hospicenorwood.com](#)
- **[Hospice Peterborough](#)**: 705-742-4042 | 325 London St, Peterborough | [hospicepeterborough.org](#)
- **[Powerful Tools for Caregivers](#)**: ptcaregivers@iastate.edu
- **[The Ontario Caregiver Helpline](#)**: 1-833-416-2273 | [ontariocaregiver.ca](#)

TIP: Retirement homes offer short-term and respite stays, sometimes there are guest suites for family as well. If you are a caregiver in need a vacation or respite, contact retirement homes listed in the Housing section of this guide.

End of Life Supports

Hospice

- **[Brooksong Retreat and Cancer Support Centre](#)**: 705-754-2966 | [brooksong.ca](#) | Haliburton
- **[Canadian Virtual Hospice](#)**: info@virtualhospice.ca | [virtualhospice.ca](#)
- **[Dying with Dignity Canada](#)**: 1-800-495-6156 | [dyingwithdignity.ca](#)
- **[Hospice Peterborough](#)**: 705-742-4042 | 325 London St, Peterborough | [hospicepeterborough.org](#)

Grief/Bereavement Services

- **[Bereaved Families of Ontario](#)**: [bereavedfamilies.net](#)
- **[Canadian Virtual Hospice](#)**: info@virtualhospice.ca | [mygrief.ca](#)
- **[Hospice Norwood](#)**: 705-660-3737 | 4219 Hwy 7, Norwood | [hospicenorwood.com](#)

- **Hospice Peterborough:** 705-742-4042 | 325 London St, Peterborough | hospicepeterborough.org
- **Widowed Friends:** 289-400-8127 | info@widowedfriends.ca | widowedfriends.ca

FINANCIAL AND LEGAL

Managing finances and legal matters can feel overwhelming, but having clear information can make things easier. This section provides resources on government services, taxes and benefits, pensions, income support, power of attorney, advanced care planning, organ and tissue donation, and what to do following a death.

Whether you're planning ahead or supporting a loved one, these resources are here to help you make informed decisions with confidence.

Tip: If you need help avoiding bankruptcy, becoming debt-free or achieving financial wellness, get in touch with a certified credit counsellor. [Credit Canada](#) has provided debt relief as a non-profit organization and Canada's first and longest-standing credit counselling agency. 1-800-267-2272 | [creditcanada.com](#)

Government

Canada Revenue Agency: 1-800-959-8281

- The CRA administers tax, benefits, and related programs for the Government of Canada

Ministry of Finance: 1-866- 668-8297 | TTY: 1-800-263-7776

- The Ministry of Finance hosts free webinars to help you learn about Ontario taxes, tax credits and benefits.

Ontario Health atHome: 310-2222 (no area code needed)

- Organization that coordinates local home and community care, long-term care placement and help finding services in the community.

Pensions (CPP, OAS, GIS): 1-800-277-9914 | TTY: 1-800-255-4786

- Learn about programs, services, and information available for seniors or use the [retirement planning tool](#).

Seniors' INFOLine: 1-888-910-1999 | TTY: 1-800-387-5559 | infoseniors@ontario.ca

- Get information about programs and services for seniors from the Government of Ontario.

Service Canada: 1-800- 622-6232 | TTY: 1-800-926-9105

- Access various federal benefits, services, and information related to employment, immigration, and pensions.

Service Ontario: 1-800-267-8097 | TTY: 1-800-268-7095

- Manages driver's licenses, license plates, health cards, Ontario Photo Cards, birth certificates, and other vital documents and services.

Veteran Affairs Canada: 1-866-522-2122

- Access services for mental/physical health, financial support, education/jobs, housing, and family benefits for veterans and their families.

Taxes – Credits and Benefits

TIP: Even if you earned little or no income, you should file your annual tax return. You may be eligible for benefits like the Guaranteed Income Supplement or GST rebate once completed. Filing on time helps avoid unnecessary payment disruptions.

According to the [Canada Revenue Agency](#), you may be eligible for the following credits and benefits:

Credits

- **Age Amount Credit:** May help you reduce your payable income tax. To be eligible, you must be 65 or older at the end of the year. You can transfer all or part of this credit to your spouse or common-law partner.
- **Canada Caregiver Credit:** Provides help to those supporting a family member with a disability or illness. The family member must rely on you for necessities such as food, clothing and shelter.
- **Disability Tax Credit:** Helps reduce the income tax that people with severe and prolonged physical or mental impairments may have to pay. It aims to help offset some of the costs related to the impairment. Supporting family members may also be eligible for this credit.
- **Home Accessibility Expenses Credit:** A tax credit for home renovation expenses. The renovation must permanently make a home more accessible for seniors or people with disabilities living in the home.
- **Medical Expense Tax Credit:** If you have medical expenses that exceed 3% of your net income (or the set amount put out yearly by Service Canada), you may be eligible for the medical expenses credit. You can also claim expenses that you paid on behalf of a family member that were not reimbursed.
- **Multigenerational Home Renovation Tax Credit:** This tax credit is intended to help adults aged 65 or older or adults eligible for the disability tax credit live with a family

member. It can help with renovation costs and provide a refund of up to a maximum of \$7,500 for each eligible claim related to the construction of a secondary suite.

- **Ontario Seniors' Public Transit Tax Credit:** Helps seniors with the cost of public transit expenses.
- **Pension Income Credit:** If you report your eligible pension, superannuation or annuity payments on your tax return, you may qualify for the pension income amount credit. However, your income from Old Age Security benefits, Canada Pension Plan benefits and Quebec Pension Plan benefits are not eligible for this credit.

Benefits

Contact Service Canada about the Canada Pension Plan, Old Age Security, retirement and survivor allowances. Toll-free: 1-800-277-9914 | TTY: 1-800-255-4786

- **Canadian Pension Plan:** The Canada Pension Plan (CPP) Retirement Pension provides a monthly taxable benefit to retired contributors.
- **Disability Benefits:** If you are a CPP contributor under the age of 65 and cannot work because of a disability, this benefit could offer monthly support.
- **Guaranteed Income Supplement:** A monthly payment for seniors who receive the Old Age Security benefits and are under the eligible income threshold.
- **Guaranteed Annual Income System (GAINS):** Ensures a guaranteed minimum income for Ontario's senior citizens by providing monthly payments to qualifying pensioners on top of federal Old Age Security and the Guaranteed Income Supplement.
- **Old Age Security:** This pension provides a monthly taxable benefit to persons 65 years of age and over.
- **Ontario Trillium Benefit:** Ensures that low to moderate income Ontarians get money every month to help as bills come in.
- **Ontario Senior Homeowners' Property Tax Grant:** A payment to help low to moderate income seniors with the cost of property taxes.

Following a Death:

- Call 1-800-959-8281 to notify the Canadian Revenue Agency
- **Survivors Benefit:** A monthly payment to the legal spouse or common-law partner of a CPP contributor who has died.
- **Post-Retirement Disability Benefit:** A retirement pension beneficiaries found to be disabled but not eligible for a disability pension due to receiving CPP retirement pension for more than 15 months.
- **Death Benefit:** A one-time payment to the estate or eligible persons, on behalf of a CPP contributor who has died.

- **Allowance for the Survivor:** A spouse or common-law partner may be entitled to an allowance if they are either living and between 60 and 64 years old or a widow or widower between the ages of 60 and 64.

Free Income Tax Clinics

TIP: Contact [FRIENDS Peterborough](#) if you are having difficulty filling out forms and applications, such as for your passport, Canadian Pension Plan, Old Age Security, Ontario Disability Support Program, Ontario Works, Birth Certificates and more.

- [FRIENDS Peterborough](#): 705-745-2830 | *year-round*
- [Salvation Army](#): 705-742-4391 | *tax season*
- [The Happy Wanderers](#): 705-745-4303 | *tax season*
- [Fleming College Tax Clinic](#): taxclinic@flemingcollege.ca | *tax season*

Legal

[Advocacy Centre for the Elderly](#): 1-855-598-2656 | acelaw.ca

- Community legal clinic for low-income seniors.

[Landlord and Tenant Board](#): 1-888-332-3234 | tribunalsontario.ca/ltb

- Provincial tribunal to resolve disputes with landlord or tenant.

[Law Society Referral Service](#): 1-800-668-7380 | TTY: 416-644-4886 | lso.ca

- Connects people looking for legal assistance with a lawyer or paralegal.

[Legal Aid Ontario](#): 705-743-5430 | legalaid.on.ca

- Provides legal assistance for low-income residents.

[Ontario Association for Family Mediation](#): 1-844-989-3026 | oafm.on.ca

- Connects a family mediator to empower family members as they work towards ending conflict.

[Peterborough Community Legal Centre](#): 705-749-9355 | ptbo-clc.org

- Provides legal services for low-income residents.

Power of Attorney

A Power of Attorney is a legal document that gives someone else the power to act on your behalf. This person is called your “attorney”.

There are three kinds of Power of Attorney in Ontario: General Power of Attorney for Property, Continuing Power of Attorney for Property, and Power of Attorney for Personal Care.

A continuing Power of Attorney for Property or a General Power of Attorney for Property gives your attorney the power to make decisions about your finances, home, and possessions. A Power of Attorney for Personal Care deals only with personal care decisions, such as healthcare and treatment, diet, housing, clothing hygiene, and safety.

It is recommended a lawyer write your Power of Attorneys and Will, however you can use the [form and guide](#) published by the Government of Ontario.

[Community Legal Education Ontario \(CLEO\)](#) offers instructions to help you prepare your Powers of Attorney: stepstojustice.ca/guided-pathways/wills-and-powers-of-attorney-preparing-a-power-of-attorney

[Office of the Public Guardian and Trustee \(OPGT\)](#): 1-800-891-0504 | TTY: 416-314-2687 | (Toll Free) 1-844-640-3615

- If you fear someone may be incapable of managing financial affairs, has no one to do so, or is at risk of harm, abuse or neglect, call the OPGT investigations line.

Advanced Care Planning

Advanced care planning is about making choices while you can (meaning you are competent and capable). It’s especially important for you to decide how you wish to be cared for if you become incapable of making decisions and share that with those who may be in a position to make decisions for you.

- [Advance Care Planning in Canada](#): 1-800-668-2785 | advancecareplanning.ca

Organ and Tissue Donation

Even if you have signed a donor card, you still need to [register](#) your consent to be an organ and tissue donor online or in person at a Service Ontario.

- [Service Ontario](#): 1-866-532-3161 | TTY: 1-800-387-5559
- [Trillium Gift of Life Network](#): 1-800-263-2833 | giftoflife.on.ca

SAFETY

Feeling safe in your home and community contributes to healthy aging. Prevention and preparedness are optimal but knowing what to do after an incident is equally important.

Emergency Management

Emergencies can happen unexpectedly and affect entire communities. Older adults may face unique challenges during these situations, such as mobility limitations, health concerns, or reliance on support networks. Being prepared is essential to ensure safety and well-being.

Emergency Management Ontario: 1-800-366-0335

- Access resources to support emergency management and preparedness.

County of Peterborough Emergency Preparedness Centre: 705-743-0380

- Provides links to various information sources, public education material, as well as the Peterborough County map that will show information for any active emergencies in the county. Also review the Emergency Preparedness Guide for Persons with Disabilities or Special Needs if that pertains to you.

City of Peterborough Emergency Management: 705-742-7777

- Information to plan, evaluate and consider your options, and respond to take action before and during an emergency.

TIP: To stay aware of emergency notifications in Peterborough, download the “Alertable” App or sign up for email, text, or phone notifications from alertable.ca.

Extreme Temperatures

Older adults can be at increased risk of health problems during extreme heat/cold, due to:

- Decreased ability to regulate body temperature
- Pre-existing health conditions and taking certain medications

What you can do

Prepare

- Talk to your health care provider about your medical conditions and/or medications
- Stay up to date on local weather forecasts and alerts
- Have an emergency preparedness plan
- Have someone who can check in on you
- Learn about the symptoms of heat-related illnesses and cold-related illnesses
- Consider measures to keep your home cool in the summer and warm in the winter.

Prevent Illness

During Extreme Heat

1. Stay hydrated with water
2. Try to keep your home comfortable:
 - Health risks increase at indoor temps over 26°C (79°F)
 - Indoor temperatures above 31°C (88°F) are dangerous for heat-vulnerable people
 - Visit cool public spaces if home is too hot
3. Limit time outdoors, especially during the hottest times (mid-day)
4. Check in with family/friends

During Extreme Cold

1. Stay indoors. Keep your home at 20°C (68°F) or higher
2. If you go outdoors:
 - Wear multiple layers of loose, warm clothing
 - Keep head, hands, ears & feet warm and dry
 - Eat high calorie food beforehand
 - Keep moving
 - Find shelter if you are cold
3. Drink plenty of warm fluids, avoid caffeine and alcohol
4. Check in with family/friends

Know when to get help:

- Extreme temperatures can lead to heat stroke, hypothermia, heart attack, stroke, difficulty breathing and more
- Call 911 if you or someone you know is having a medical emergency

- If you are concerned about experiencing mild symptoms call Health811 (TTY: 1-877-797-0007)

Visit Lakelands Public Health website for more information about [extreme heat](#) and [extreme cold](#).

Elder Abuse

Elder Abuse is defined by the World Health Organization as “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person.”

Elder abuse often occurs when there is an imbalance of control. The abuser either limits or takes control over the rights and freedoms of the senior. Abuse/violence is used to intimidate, humiliate, coerce, frighten or simply to make the senior feel powerless. Abuse can be non-intentional, and some caregivers may be in need of support to handle their responsibilities.

[Elder Abuse Prevention Ontario](#) (EAPO): 1-833-916-6728 | eapon.ca

- Elder Abuse Prevention Ontario (EAPO) is an organization recognized for its leadership in elder abuse prevention in the province, providing education, training, resource development and information about the increasingly complex issues of elder abuse. The website includes resources such as blogs, podcasts, webinars, and information to help you understand how to prevent elder abuse and what to do if you recognize it.

Types of Abuse

- **Physical Abuse:** any act of violence or rough handling that may or may not result in physical injury but causes physical discomfort or pain.
- **Financial Abuse:** any improper conduct, done with or without the informed consent of the senior that results in a monetary or personal gain to the abuser and/or monetary or personal loss for the older adult.
- **Sexual Abuse:** any sexual behaviour directed towards an older adult without that person’s full knowledge and consent.
- **Psychological Abuse:** any action, verbal or non-verbal, that lessens a person’s sense of identity, dignity, and self-worth. You may notice fearful or nervous behaviour.
- **Neglect:** not meeting the basic needs of the older person. Active (*intentional*) neglect is the deliberate withholding of care or the basic necessities of life. Passive (*unintentional*) neglect is the failure to provide proper care to an older adult due to lack of knowledge or experience.

What do you do if you or someone you know might be experiencing elder abuse?

If you or the person are in immediate danger, call 911.

To anonymously report a crime, contact [Crime Stoppers](https://www.stopcrimehere.ca): 1-800-222-8477 | stopcrimehere.ca

To report a concern about a resident or a long-term care home:

- [Long-Term Care Home](#)
- [Long-Term Care Family Support and Action Line](#): 1-866-434-0144
- [Ministry of Long-Term Care Family Support and Action Line](#)
- [Ministry of Long-Term Care, by mail or email](#)

[Office of the Public Guardian and Trustee \(OPGT\)](#): 1-800-891-0504 | TTY: 416-314-2687 | (Toll Free) 1-844-640-3615

- If you fear someone may be incapable of managing financial affairs, has no one to do so, or is at risk of harm, abuse or neglect, call the OPGT investigations line.

[Patient Ombudsman Ontario](#): 1-888-321-0339 | TTY: 416-597-5371 | patientombudsman.ca

- If you have already contacted the hospital, long-term care home, home care provider, community surgical and diagnostic centre, or the Ministry of Long-Term Care Action Line without resolution, contact the Patient Ombudsman.

[Retirement Homes Regulatory Authority](#): 1-855-275-7472 | rhra.ca

- Anyone who sees or suspects a situation that harms or puts a retirement resident at risk of harm must report it to the RHRA.

Helplines:

- [Assaulted Women's Helpline](#): 1-866-863-0511 | TTY: 1-866-863-7868 | awhl.org
- [Seniors Safety Line](#): 1-866-299-1011 | TTY: 1-866-299-0008 | awhl.org/seniors
- [Victim Support Line](#): 1-888-579-2888

Frauds and Scams

People you do not know may try to access your personal information or ask you to send money or gift cards to them. Fraudsters are smart and ruthless, often taking advantage of trusting older adults. Scenarios are constantly becoming more elaborate. Know the common scams, common signs and how to protect yourself.

Common Scams

Phishing: Calls, texts, emails or social media messages trying to get you to share sensitive personal information or click a link intended to steal your information.

Grandparent: Usually, an emergency call saying someone you care about (often a grandchild) is in danger and in need of money to be sent right away.

Phone or Voicemail: A scammer will call or leave a voicemail pretending to work for the government or as a law enforcement agent.

Romance: Someone you met online and built a relationship with, asks for money or compromising information.

Tech Support: Someone pretends to offer you tech support, claiming your computer has been infected with a virus.

Prize or Lottery: You are told that you have won a prize or the lottery, but there are “fees” or “taxes” to pay in order to claim the winnings.

Utility or Service Calls: A scammer claims to work for a utility service and may threaten to disconnect service until you pay them.

Know the Signs

- The communication is unexpected.
- The request makes you feel pressured to act immediately, such as an “emergency”.
- You are asked to send the money via wire transfer service, courier, E-Transfer or prepaid cards.
- You receive bills from companies you did not sign up for.
- You receive unsolicited emails from individuals or organizations prompting you to click on an attachment or link.
- You are told you are lucky and that such offers are rare.

Protect Yourself

- If you get a call or email that you think could be a scam, call a family member or someone you trust to see what they think. Take 5 minutes to think if this could be a scam.
- DO NOT give out credit card numbers, banking information, social insurance numbers or any other personal information over the phone or in an email.
- Don’t click unfamiliar attachments or links and beware of “free offers” or things that seem too good to be true.
- Shred personal documents before placing them in the trash.

- Do a background check if you are hiring someone. Ask for recommendations from friends or family for house maintenance services.
- Don't be afraid to say NO.

Reporting

Better Business Bureau: 613-907-8557

- File a complaint, post a review, or report a scam.

Canadian Anti-Fraud Centre: 1-888-495-8501 | antifraudcentre.ca

- If you suspect or are experiencing a fraud/scam, you can report it.

Competition Bureau File: 1-800-348-5358 | competitionbureau.gc.ca

- To make a complaint about false or misleading advertising.

Consumer Protection Ontario: 1-800-889-9768 | TTY: 1-877-666-6545 | ontario.ca/page/consumer-protection-ontario

- If you feel your consumer rights were violated.

Crime Stoppers: 1-800-222-8477 | canadiancrimestoppers.org

- If you would like to report a crime anonymously.

Ontario Securities Commission: 1-877-785-7555 | TTY: 1-866-827-1295 | osc.ca

- Investors can call if they feel they've been a victim of fraud. Also to check the registration status of a company or someone offering investment advice.

Seniors Safety Line: 1-866-299-1011 | awhl.org/seniors

- Advice or support this is available 24/7 and in over 200 languages.

Falls Prevention

Every year, one in three Canadian seniors will fall at least once. A fall can mean serious consequences for the health, independence and quality of life of older adults.

Suggestions on How to Avoid Falls

- Take your time when walking or getting up
- Keep stairs and walkways free of clutter/ice/snow
- Improve lighting

- Use handrails, grab bars and non-slip mats
- Create balance in your body through good nutrition, hydration and exercise
- Get your vision and ears checked regularly
- Talk to your pharmacist or doctor about medications that may make you prone to dizziness
- Limit alcohol intake
- Wear non-slip, well-fitting and sturdy shoes
- Ensure all areas of your home are well lit and free from slipping and tripping hazards
- Ask for help!
- Attend a falls prevention class or activity that improves balance

Falls Prevention Classes

Community Care offers [Exercise and Falls Prevention classes](#) to everyone 55+ throughout the City and County. 705-742-7067 | efp@commcareptbo.org

Fall Prevention Resources

[Seniors and Aging](#): Preventing falls in and around your home.

[The Safe Living Guide](#): A guide to home safety for seniors.

[You CAN Prevent Falls](#): Tips to protect yourself and prevent falls.

[What to Do After a Fall](#): Steps to help you get up, what to do if you cannot get up and how to help someone you see fall.

Staying Safe at Home

Feeling safe at home and in your community is important at every stage of life. This section provides resources to help you protect yourself and get help when you need it.

You'll find information on emergency management and local authorities, falls prevention, staying safe at home, personal emergency response systems, elder abuse, patient advocacy, helplines, and how to recognize and protect yourself from scams and frauds. These resources are here to provide guidance, support, and peace of mind.

TIP: Do not let anyone in your home if you do not know them or are not expecting a service provider.

[Peterborough Police Home Guard Inspection](#): 705-876-1122 ext. 268

- The Home Guard Inspection Program is a free community crime prevention initiative that empowers residents of the City of Peterborough, Lakefield, and Cavan Monaghan to reduce their homes' vulnerability to criminal activity.

Community Care Peterborough Telephone Reassurance Calls: 705-742-7067

- Pre-arranged, free, regularly scheduled check-in calls to help provide security and peace of mind for seniors and their loved ones.

Red Cross Friendly Calls: 1-833-979-9779

- Red Cross personnel connect regularly to check in, provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections.

Personal Emergency Response Systems

A Personal Emergency Response System (PERS) is a signaling device that summons help during an emergency, such as for medical assistance. They contain a “help” button which, when pushed, connects to a live agent at a response centre who will dispatch appropriate help. Some PERS have GPS tracking and/or falls monitoring that can be used outside the home. Costs and options will vary from company to company.

- **Alarm Guard Security** - Senior Protection: 647-223-4169 | \$
- **Bedford Medical Alert:** 416-921-9977 | \$
- **CareLink Advantage** - Independent Living Solutions: 705-677-6744 | \$
- **Caretrak Medical Alert:** 1-855-333-3381 | \$
- **First Call Medical Alert:** 416-516-0088 | info@firstcallhelp.com | \$
- **Galaxy Medical Alert Systems:** 1-855-905-7414 | \$
- **Help Call** - Personal Emergency Response Services: 519-941-5712 | \$
- **Life Guardian by GlobalTek:** 1-844-772-5276 | \$
- **Lifeline Canada** - Community Care: 705-875-5588 | \$
- **Red Dot Alerts:** 613-244-7400 | \$
- **SafeGuard:** 1-866-900-0205 | \$
- **TELUS Health Medical Alert:** 1-888-505-8008 | \$
- **Trent Security Systems:** 705-748-2001 | \$

Local Authorities

In an emergency, contact 911. For non-emergent situations, contact your local authorities.

- **Anishnabek Police Services** (Curve Lake): 705-657-8892 | apscops.org
- **Peterborough County OPP:** 1-888-310-1122 or 705-742-0401 | TTY: 1-888-310-1133 (non-emergent) | opp.ca
- **Peterborough Police** (City of Peterborough, Lakefield & Cavan Monaghan): 705-876-1122 | peterboroughpolice.com

- **[Peterborough Police Lakefield Community Office](#)**: 705-652-3307
- **[Peterborough Paramedics](#)**: 705-743-0308
- **[Peterborough Fire Services](#)**: 705-743-3283

STAYING MOBILE

Peterborough is a great place to walk, take transit and ride a bicycle. There are many benefits of using active and sustainable transportation for your daily routine, exercise, and enjoyment.

TRANSPORTATION

When aging, the types of transportation we have been using may need to change. However, the ability to get around is crucial to staying social and meeting our basic needs.

Over 80 License Renewal

- Starting at age 80, drivers renew their license every two years.
- The renewal process includes mandatory vision and cognitive screening assessments in one appointment at Service Ontario.
- To avoid doing a vision test, you can bring a vision report from an eye doctor with confirmed results from the last 6 months. It must be signed and dated as well as include a measurement for acuity and peripheral.

After the Assessment

- You may be required to pass a road test, submit medical information or provide additional vision information.

TIP: If you do not have a driver's license to show as government-issued identification, consider getting an Ontario Photo Card as identification through [Service Ontario](#). 1-800-396-4233.

Driver and Vehicle Licensing

- **Apsley**: Mobile Service Centre 340 McFadden Rd | ontario.ca/locations/serviceontario/north-kawartha-community-centre-apsley
- **Peterborough**: 175 George St N | 705-742-8881
- **Norwood**: 48 Colborne St | 705-639-2007 (For 80+ testing, Campbellford has a location at 51 Grand Rd | 705-639-1579)
- **Lakefield**: 133 Water St | 705-652-3141
- **Millbrook**: 8 King St E | 705-932-2323

Automatic license plate renewals

Your license plate may renew automatically if you own a passenger vehicle, light-duty truck, motorcycle or moped. Eligible license plates will automatically renew on your expiry date if you have valid insurance and no outstanding fines or tolls.

Safe Driving

The CAA Toolkit for Senior Driving: 1-800-222-4357 | caa.ca/driving-safely/senior-drivers

Recognize the signs that you are no longer a safe driver:

- Mobility challenges
- Nervousness behind the wheel
- Frequent honking from other drivers
- Fender benders and frequent near misses
- Family/friends worry about your driving
- Becoming lost or forgetting where you were going

Accessible Permit

An accessible permit allows you to park in marked parking spaces closer to an entrance. If you park in these spots without a permit, you may incur a fine. To apply for an accessible parking permit, your regulated healthcare practitioner must certify your need for an accessible permit. **Service Ontario:** 1-800-387-3445 | TTY: 1-800-268-7095

Transportation Services

- **Capitol Taxi:** 705-742-4242 | *Accessible* | \$
- **Community Care Caremobile** (Accessible – City & County): 705-749-0036 | Advanced notice required - register through local office | \$
- **Community Care Volunteer Transportation:** 705-875-5588 | Advanced notice required - register through local office | \$
- **Deal Taxi** (Havelock & Norwood): 705-778-7979 | \$
- **Driving Miss Daisy:** 705-868-0074 | \$
- **Wheels of Hope** (Cancer Patient Specific): 1-800-263-6750 | Advanced notice required – register through local office | \$

TIP: If you have a smartphone, you can download the app, “URIDE” or “YDRIVE”. These verified apps allow you to request a driver directly to your location and pay for your ride online.

TRANSIT

Getting around the community safely and conveniently is important for staying independent and connected. This section provides information on the different transit options available in the Peterborough area.

You’ll find details about the City of Peterborough Transit, Accessible Van Service, Trans-Cab, and the LINK bus service, helping you choose the transportation that best meets your needs.

City of Peterborough Transit

Peterborough Transit: 705-745-0525 | transitoperations@peterborough.ca

- Purchase seniors annual and semi-annual passes at the Transit Terminal | 190 Simcoe St or the Lansdowne Place | 645 Lansdowne St W
- Real-time service updates are posted on the X account @ptbo_transit and on Facebook, Peterborough Transit Service Alerts.
- My Transit Ride-GPS Tracker includes live tracking of where your bus is, along with a helpful Trip Planner for all your Peterborough Transit needs.

Community Routes

Everyone can use the Peterborough Transit Community Bus 7 days a week. This bus has stops like grocery stores, seniors’ homes, medical clinics and the hospital, and is popular with people who might find using the regular bus difficult due to mobility constraints and other accessibility needs. [Community bus map](#).

Accessible Van Service

Although all Peterborough Transit buses are accessible, Peterborough Transit also provides a door-to-door Accessible Van Service, which accommodates wheelchairs and scooters that do not exceed 36” (90 cm) x 48” (120 cm). Lifts can accommodate a maximum combined weight of 700 pounds (317 kg).

- To register and reserve your trip, complete the [registration and application](#).

Trans-Cab

Trans-Cab service is provided in areas of the City that is not served by regular bus routes. This service is available in the following locations:

- **North:** University Heights Boulevard
- **East:** Hunter Street East @ Rogers Street & Armour Road @ Spencley's Lane
- **South:** Crawford Drive @ Stocker Road
- **South-East:** Otonabee Drive @ Milford Gate & Willow Creek Plaza

From these locations, you can take a taxi to and from designated Trans-cab stops for a fixed rate that includes bus fare.

The Link Bus Service

The Link: 705-745-0525 | transitoperations@peterborough.ca

- The Link is an accessible bus service that runs in Curve Lake, Lakefield, Ennismore, and Bridgenorth to Peterborough. Tickets and passes are valid on both The Link and Peterborough Transit routes for a period of 90 minutes once activated.

WALK AND ROLL

Staying active and enjoying the outdoors is important for both health and well-being. This section highlights opportunities to get moving in the Peterborough area.

You'll find information about local trails and pathways, cycling routes, bike organizations and clubs, helpful bike resources, and programs designed to help people of all ages stay active.

Major Local Trails

Peterborough is home to a growing urban trail system spanning over 26 km in total – learn more about the [major local trails](#).

- Only paved trails are plowed in the winter
- Outdoor washrooms on trails are closed from mid-October to mid-May
- Call Public Works at 705-745-1386 if you have concerns about maintenance along the trail

TransCanada Trail (aka The Great Trail): Runs East-West through the City with main access points at Beavermead Park, downtown and Jackson Park. There are 2 fully accessible washrooms along the trail.

Rotary Greenway Trail: Runs North-South for 10 km with main access points at Beavermead Park, Rogers Cove and Auburn Street at the north end of Armour Road. It has one accessible washroom along the trail.

Parkway Trail: Runs North-East and South-West for 4 km, connecting with Jackson Park and Riverview Park and Zoo, with one accessible washroom available along the trail.

Crawford Trail: Runs South-East and North-West for 2 km with main access points from Crawford Drive and Monaghan Road.

Bicycling

Riding a bike is an efficient, low-impact and enjoyable way to travel. Check out the bike resources and programming offered in Peterborough.

Bike Organizations & Clubs

Peterborough Cycling Club (PCC): 705-761-2169 | membership@peterboroughcc.com

- PCC offers weekly club-led rides and events throughout the season including road cycling, mountain biking, and cyclocross.

B!KE: The Peterborough Community Bike Shop: 705-755-7227 | info@communitybikeshop.org | 293 George St N.

- A not-for-profit bicycle workspace and shop in downtown Peterborough. A yearly membership gives users unlimited access to the repair workshop with support from instructors, and a discount on used parts.

GreenUP: 705-745-3238 | info@greenup.on.ca

- Through Shifting Gears and other transportation programs, GreenUP supports the adoption of active and sustainable travel as part of a healthy lifestyle.

Peterborough Tandem Eyes: tandemeyes@gmail.com

- This cycling program offers recreational rides on tandem bikes for visually impaired ‘stokers’ paired with a sighted ‘captain’. Group rides happen weekly from May to the end of August.

Peterborough Bicycle Advisory Committee (P-BAC): info@p-bac.org

- A group of community members, local stakeholders and biking enthusiasts, P-BAC aims to foster a culture of cycling in Peterborough through education, outreach, advocacy and community building.

Bike Resources and Programming

Join these programs by reaching out to **[B!KE: The Peterborough Community Bike Shop](mailto:info@communitybikeshop.org)**: 705-775-7227 | info@communitybikeshop.org

- **Winter Wheels**: This annual program provides 25 aspiring cold-weather riders with equipment and support to cycle through the winter season. Program intake occurs in September each year: communitybikeshop.org/programs
- **Rack 'n' Roll**: Rack 'n' Roll provides new and aspiring bike riders with 1:1 workshops to assess the commuter readiness of their bikes, help to identify mechanical issues, and connect them to free or discounted equipment. Program intake occurs in April and May of each year: greenup.on.ca/shifting-gears-for-individuals
- **Bike Valet**: Ride your bike to popular community events through the summer and enjoy yourself, worry free! Check your bike at the Bike Valet station at events including The Peterborough Folk Festival, Peterborough Musicfest and Peterborough's Dragon Boat Festival.

LEARNING AND CONTRIBUTING

SOCIAL AND RECREATION

Whether you participate in activities that are indoors or outdoors, social or competitive, you are improving your quality of life.

Provincial

55+ Games: 905-232-8581 | osga55plus.ca

- The Ontario Senior Games Association provides a network built on support and collaboration for social and active opportunities for Ontarians 55+. Each year the Ontario Senior Games Association hosts either Winter or Summer games in a chosen city with activities from cribbage to volleyball.

Ontario Parks: 1-888-668-7275 | ontarioparks.ca

- Ontario Provincial Parks offer Seniors (65+) and Ontarians with disabilities discounts on day use fees. Veterans can enjoy free, weekday (Monday to Friday), day use.

TIP: Did you know some libraries loan Ontario Park vehicle permits free of charge? Ask your library, to find out more.

Service Clubs

Lions Clubs

- **Apsley:** 705-656-3984 | e-clubhouse.org/sites/apsleylionson
- **Buckhorn:** buckhorndistrictlionsclub@gmail.com | e-clubhouse.org/sites/buckhorn_district
- **Chemung:** lionsclubchemunglakedistrict@gmail.com | e-clubhouse.org/sites/chemunglakedistricton
- **East Peterborough:** 705-872-8048 | e-clubhouse.org/sites/eastpeterboroughon
- **Havelock:** 705-778-2911 | e-clubhouse.org/sites/havelockon
- **Keene:** 705-760-4131 | lionskeene@gmail.com | e-clubhouse.org/sites/keeneon
- **Lakefield Village:** e-clubhouse.org/sites/lakefieldvillage
- **Millbrook:** 705-868-0713 | e-clubhouse.org/sites/millbrookon
- **Norwood:** 705-639-5343 | e-clubhouse.org/sites/norwoodon
- **Peterborough:** 705-740-2288 | e-clubhouse.org/sites/peterboroughlionson

Rotary Club

Royal Canadian Legion

Federated Women's Institutes of Ontario

Probus

Activity Clubs & Centres

Staying active and connected with others is important for both physical and mental well-being. This section provides information on the different programs, activity clubs, and community centres available for older adults in Peterborough City and County.

Participating in these activities can help you maintain your health, meet new people, learn new skills, and stay engaged with your community. These resources are here to support you in staying active, socially connected, and enjoying life to the fullest.

TIP: Recreation programs often offer subsidies for low-income individuals.

Minds in Motion: 705-748-5131 ext. 235 | Toll Free: 1-800-561-2588

- People living with early to mid-stage dementia experience meaningful and beneficial socialization and stimulation through appropriate activities.

Seniors in Motion: 705-741-4758 | admin@seniorsinmotion.ca

- Older adults can participate in this active health and exercise education program.

Activity Clubs and Centres in the City of Peterborough

- **Activity Haven:** 705-876-1670 | 180 Barnardo Ave | activityhaven.org
- **Peterborough Curling Club:** 705-745-8252 ext 2 | 2195 Lansdowne St W | peterboroughcurling@cogeco.net
- **Learning in Leisure:** 140 St Paul's St | learninginleisure.com
- **Mapleridge:** 705-742-1481 | 1085 Brealey Dr | mapleridgerecreationcentre.com
- **McDonnell Activity Centre:** 705-874-1301 | 577 McDonnell St | peterborough.ca/recreation-culture-social-services/recreation-and-parks-services/recreation-programs/adult-leisure
- **Miskin Law Community Complex:** 705-742-0050 | 271 Lansdowne St. W | peterborough.ca/recreation-culture-social-services/arenas-and-skating/miskin-law-community-complex/
- **Peterborough Newcomers Club:** 705 749 2112 | peterboroughnewcomers@gmail.com
- **Peterborough Sport & Wellness Centre:** 705-742-0050 | 775 Brealey D | peterborough.ca/recreation-culture-social-services/recreation-and-parks-services/facility-booking-and-permitting/peterborough-sport-wellness-centre
- **Trent Athletics Centre:** 705-748-1257 | 1650 W Bank Dr | trentu.ca/athletics
- **YMCA:** 705-748-9622 | 23 Aylmer St S | ymcaofceo.ca

Activity Clubs and Centres in the County of Peterborough

- **Anstruther Burleigh Chandos Seniors (ABC):** 705-306-0347 | 340 McFadden Road, Apsley | apsleyabcseniors@gmail.com
- **Asphodel-Norwood Community Centre:** 705-639-2342 | 88 Alma Street, Norwood | antownship.ca/communitycentre
- **Buckhorn Community Centre:** 705-657-8833 | 1782 Lakehurst Rd, Buckhorn | buckhorncommunitycentre.com
- **Cavan Monaghan Community Centre:** 705-932-2911 | 986 Peterborough County Rd 10, Millbrook | cavanmonaghan.net/en/things-to-do/community-centre.aspx

- **Douro-Dummer Community Centre**: 705-742-0008 | 2893 Highway 28, Douro-Dummer | dourodummer.ca
- **Douro-Dummer Seniors Club**: 705-748-0421 | 2893 Highway 28, Douro-Dummer
- **Ennismore Community Centre**: 705-292-8774 | 553 Ennis Road, Ennismore | selwyntownship.ca
- **Ennismore Garden Club**: 705-927-4245 | 545 Ennis Road, Ennismore | ennismoregardenclub@gmail.com
- **Ennismore Seniors Club**: 647-542-1953 | 801 Tara Road, Ennismore
- **Glen Alda Community Centre**: 705-656-9206 | 3723 County Rd 620, Apsley
- **Glen Alda Seniors**: 705-656-1850 | 3723 County Rd 620, Apsley
- **Havelock-Belmont-Methuen Seniors**: 705-778-2386 | 10 George St W, Havelock | havelock.seniors@gmail.com
- **Lakefield Golden Years Club**: 705-652-0202 | 275 Queen Street, Lakefield | lakefieldgoldenyears@gmail.com
- **Lakefield Historical Society**: 705-400-7074 | Box 1215, Lakefield | lakefieldhistorical@gmail.com
- **Lakefield Horticultural Society**: 705-743-0068 | 2 Hague Blvd, Lakefield | lakefieldhort.org
- **Lakefield-Smith Community Centre**: 705-652-7151 | 20 Concession St, Lakefield | selwyntownship.ca/en/township-hall/ParksandRecreation.aspx
- **Millbrook and Cavan Historical Society**: 705-932-3130 | 1 Dufferin Street, Cavan Monaghan | millbrookcavanhs@gmail.com
- **North Kawartha Community Centre**: 705-656-4445 | 340 McFadden Rd, Apsley | northkawartha.ca
- **Otonabee South Monaghan Community Centre**: 705 295 6862 | 24 Fourth St, Keene | osmtownship.ca/resident-services/parks-facilities
- **Seniors Friendship Club**: 705-639-5343 | 88 Alma St, Norwood
- **Trent Lakes Seniors Group** (Buckhorn): Inquire with the Buckhorn Community Centre 705-657-8833 | 1782 Lakehurst Rd, Buckhorn
- **United Senior Citizens of Ontario** (Peterborough County): 705-957-7596 | uscont.com
- **Wilson Park Community Centre**: 705-313-0179 | 66 Northey's Bay Road, Woodview
- **Wilson Park Seniors** (Apsley): Inquire with Wilson Park Community Centre 705-313-0179 | 66 Northey's Bay Road, Woodview

First Nation Cultural Centres

- **Curve Lake Cultural Centre**: 705-657-3432
- **Hiawatha LIFE and Cultural Centre**: 705-295-4421

Visiting Services

As you age, you may find your social circle getting smaller, so you may like to have a friendly chat by phone or in person.

A Friendly Voice: 1-855-892-9992 | afriendlyvoice.ca

- Call to connect with a caring individual for an empathetic ear and engage in delightful conversations.

Alzheimer Society: 705-748-5131 | alzheimer.ca/pklnh

- Volunteer visiting program for people living with dementia to assist with maintaining social interaction and involvement in meaningful activities.

Community Care Peterborough: 705-875-5588 | commcareptbo.org

- Friendly Visitor volunteers can reach out by phone or visit in person on a regular basis. County offices also offer recreational and social opportunities.

Hospice Peterborough: 705-742-4042 | hospicepeterborough.org

Hospice Norwood: 705-660-3737 | hospicenorwood.com

- Hospice volunteers visit with people dealing with life-threatening illness and grief, to provide practical help, emotional support, companionship and respite for caregivers.

Telecare Distress Centre of Peterborough: 705-745-2273 | telecarepeterborough.org

- Local call centre offering a non-judgmental, confidential listening ear to anyone in need. Operates 24 hours a day, 7 days a week with the help of trained, caring volunteers.

Red Cross Friendly Calls: 1-833-979-9779 | redcross.ca/in-your-community/ontario/friendly-calls-program

- Red Cross personnel connect regularly to check in, provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections.

LIFELONG LEARNING

Learning doesn't stop at any age. Staying curious and engaged can help keep your mind active, connect you with others, and enrich your daily life.

This section provides information on a variety of learning opportunities in the Peterborough area, including podcasts, workshops, tours, discussion groups, library programs, and online resources like the McMaster Optimal Aging Portal. You'll also find programs through the Trent Centre for Aging and Society and the *Living and Aging Well* series at the Peterborough Public Library.

Learning Opportunities

Aging Vibrantly Podcast: eapon.ca/podcast/

- Elder Abuse Prevention Ontario, and special guests share insights on topics of aging, abuse prevention including ageism, powers of attorney, seniors' rights, frauds and scams, the importance of intergenerational connections, and having supportive conversations.

Artspace: 3-378 Aylmer Street N, Peterborough | gallery@artspaceptbo.ca | 705-748-3883 | artspaceptbo.ca

- Workshops, artist talks, gallery tours, panel discussions, fundraisers, community meet-ups, and more. Attend Artspace events or their makerspace where community members can access a broad range of equipment, tools, and materials for art making and creative exploration.

Trent Centre for Aging and Society (TCAS): trentu.ca/aging

- The TCAS builds meaningful dialogue that challenges entrenched ideas about aging, old age and older people, including ageist practices in our communities and culture, and seeks to celebrate and understand diverse experiences of aging. They offer research opportunities, events, lectures, education and training related to aging.

Living and Aging Well: ptbolibrary.ca | 345 Aylmer St. N | 705-745-5382

- The Living and Aging Well workshop series features presentations, discussions, and opportunities for socializing at the Peterborough Library. There is a different topic and speaker each month.

The McMaster Optimal Aging Portal contains free access to blog posts and information about healthy aging. mcmasteroptimalaging.org

Libraries

Libraries have more than just books – they have park passes, digital and computer support, programs, workshops, and social spaces. Some deliver books to home bound members. Inquire at your local library to see what they offer.

- **Asphodel Norwood Public Libraries** (Home delivery service)
 - Norwood Library: 705-639-2228 | 2363 County Rd 45, Norwood
 - Westwood Library: 705-768-2548 | 312 Centre Line, Westwood
- **Cavan-Monaghan Library**
 - Bruce Johnston Branch: 705-741-1253 | 2199 Davis Road, Cavan Monaghan
 - Millbrook Branch: 705-932-2919 (Home delivery service) | 1 Dufferin St, Millbrook
- **Township of Havelock Belmont Methuen Public Library**
 - Havelock Branch: 705-778-2621 | 13 Quebec St, Havelock
 - Cordova Branch: 705-778-2721 | 55 Alfred Street East Cordova Mines
- **North Kawartha Public Library**
 - Apsley Branch: 705-656-4333 | 175 Burleigh St, Apsley
 - Woodview Branch: 705-654-1071 | 66 Northey's Bay Rd, Woodview
- **Otonabee South Monaghan Library**
 - Gayle Nelson Keene Library: 705-295-6814 | 3252 County Rd 2, Keene
 - Bailieboro Library: 705-939-6510 | 199 Hwy #28, Bailieboro
 - Stewart Hall Library: 705-749-5642 | 490 Matchett Line/Wallace Point Rd
- **Peterborough Public Library** (Home delivery service)
 - Main Library: 705-745-5382 | 345 Aylmer St. N, Peterborough
 - Miskin Law – seniors can takeout books, use computers?
- **Selwyn Public Library** (Home delivery service)
 - Bridgenorth Library: 705-292-5065 | 836 Charles St, Bridgenorth
 - Ennismore Library: 705-292-8022 | 551 Ennis Rd, Ennismore
 - Lakefield Library: 705-652-8623 | 8 Queen St, Lakefield
 - Makerspace: 705 651-8601 | 1 Bridge St, Lakefield
- **Trent Lakes Public Library**
 - Buckhorn Branch: 705-657-3695 | 5 George St, Buckhorn
 - Cavendish Branch: 705-657-1192 | 32 Community Complex Dr, Trent Lakes

TECHNOLOGY

Technology can help you stay connected, access information, and make daily tasks easier. This section provides resources to support you in using technology with confidence.

You'll find information on local technology support services, as well as guidance on using QR codes and other digital tools to access services and programs in your community.

Technology Support

In today's age, technology is often how we access resources and information. If you need help with a device, your local library may have programs for technological support.

Connected Canadians: 613-699-7896 | connectedcanadians.ca | info@connectedcanadians.ca

- A not-for-profit organization that connects older adults with technology training and support that promotes digital literacy skills, including one-on-one training and workshops.

BestGen IT Solutions: 705-745-4601 | info@bestgen-it.com | bestgen-it.com | \$

- Offers senior technology workshops, scam support, services and repairs.

QR Codes

QR codes are “Quick Response” codes. You will see a square with black markings. To use a QR code, you can open the camera on your phone, hover over the image with your camera and then click the link that appears on the screen. Visit the Age-friendly Peterborough website by trying out this QR code.

QR Codes can be used for:

- Opening a website
- Joining a Wi-Fi network
- Sending an email or message
- Adding a contact
- Downloading apps
- Displaying or verifying information



VOLUNTEERING

Volunteering is a wonderful way to stay active, share your skills, and make a difference in your community. It can also help you meet new people, learn new things, and feel more connected.

Most local charities and organizations offer volunteer opportunities, so be sure to check their websites for information. This section also includes Volunteer Peterborough and a link

to Volunteer Success, an external resource that explains what successful volunteering looks like and how to get involved with age-friendly nonprofit organizations.

Volunteer Peterborough: 705-874-0073 | volunteerpeterborough.ca

- Volunteer Peterborough is an online matching platform for volunteers and not-for-profit organizations. When you sign up, you will select the skills you have to offer and the causes you are passionate about. The website will then present you with volunteer opportunities that align with your selections. Then you just choose the right match for you and get in touch with the organization(s) of your choice.

Volunteer Success: This website provides information about volunteering as an older adult.

INDIGENOUS RESOURCES AND SUPPORT

This section provides information and resources to support Indigenous older adults in the Peterborough area. It highlights local First Nations communities—**Curve Lake First Nation, Hiawatha First Nation**, and the **Metis Nation of Ontario**—and offers guidance on aging well in the community.

You'll find supports for housing, financial needs, mental health, and general well-being, as well as culturally appropriate services and helplines. These resources are here to help Indigenous older adults stay connected, healthy, and supported.

- **Curve Lake First Nation:** 705-657-8045 | curvelakefirstnation.ca
- **Hiawatha First Nation:** 705-295-4421 | hiawathafirstnation.com
- **Métis Nation of Ontario:** 613-798-1488 | metisnation.org

TIP: If you or a family member is living with cancer, contact the Indigenous Navigator for the Central East Regional Cancer Program for support. 1-866-338-1778 ext. 32554

Aging While Indigenous

Aging at Home Program: 705-365-7761 | metisnation.org/programs-and-services/healing-wellness/aging-at-home-program

- Citizens of the Métis Nation of Ontario who are 55 years of age and older can access in home support and contracted services to help live safely and independently within their own homes.

Community Homemakers Program: 705-657-8045

- Curve Lake offers the Community Homemakers Program for residents that include respite, housekeeping, meal preparation and personal support services.

Dementia Supports for Indigenous People:

- Free online library for health care providers, care partners and families supporting people experiencing behaviours in dementia.

First Nations and Inuit Home and Community Care: 1-800-567-9604

- Indigenous Services Canada provides in-home care support to First Nations and Inuit people in the Ontario region.

Long-term Care Program: 705-652-8787 | llnwa.com/long-term-care | 12 Albert St, Lakefield

- Offered by Lovesick Lake Native Women's Association to Indigenous people who live off reserve in the rural areas surrounding Peterborough. The program supports, encourages, and educates families on nutritional health, physical activity, and Indigenous Cultures.

Nijkiwendidaa Anishnaabekwewag Services Circle (NASC): 705-741-0900 | nijki.com

- NASC is dedicated to the development and delivery of healing services for Anishnaabe'ikawag (Indigenous women) and their families who have experienced violence or are at risk of experiencing violence.

Nogjiwanong Friendship Centre (NFC): 705-775-0387 | 580 Cameron St | nogofc.ca

- NFC has numerous programs including the Life Long Care Program which offers support services such as social opportunities, support with NIHB, transportation, Personal Support Worker services, home visits, and assistance in completing forms and advocacy with housing. The NFC also has an abundance of programs related to mental health and cultural resources.

Housing

- **BMO On-Reserve Housing Loan Program**: 1-877-411-4891 | onreservehousing@bmo.com
- **Canada-Ontario Community Housing Initiative** (COCHI): 1-877-464-9675 (TTY: 1-866-512-6228)

- **Curve Lake First Nation Housing Department**: 705-657-8045
- **Hiawatha First Nation Housing Manager**: 705-295-4421 Ext. 221
- **Métis Nation of Ontario Housing and Infrastructure**: 1-800-263-4889
- **Ontario Aboriginal Housing Services**: 1 866-391-1061 | ontarioaboriginalhousing.ca/
- **Priorities Housing Initiative** (OPHI): 1-866-391-1061

Financial

Non-Insured Health Benefits (NIHB) Client Line: 1-800-640-0642

- Coverage for a range of health benefits including drugs, dental and vision care, medical supplies and equipment, mental health counselling and medical transportation.

Mental Health Supports

- **Health Support Services for those affected by MMWG and 2SLGBTQIA+**: 1-844-413-6649
- **Mental Health Therapy** for former Residential School survivors and family members: 1-888-301-6426
- **Métis Nation of Ontario Community & Mental Wellness Programs**: 1-800-263-4889 ext. 7
- **60s Scoop Foundation**: 1-877-313-7011 | sixtiesscoophealingfoundation.ca

Helplines:

- **Hope for Wellness Helpline** (24 hr): 1-855-242-3310 | Available in Cree, Ojibway (Anishnaabemowin), Inuktitut, English & French.
- **Lamathut Crisis Line** (24 hr) for residential school survivors: 1-800-721-0066
- **MMIWG & 2SLGBTQIA+ Crisis Line**: 1-844-413-6649
- **Indian Residential School Survivor Support Line** (24 hr): 1-866-925-4419
- **Nishnawbe Aski Mental Health Wellness Support** – NAN HOPE (24 hr): 1-844-626-4673
- **Talk 4 Healing for Indigenous Women** (24 hr): 1-855-554-4325 | Available in Ojibway, Oji-Cree, Cree, English & French | talk4healing.com
- **Talk Tobacco** (Smoking & Vaping): 1-833-998-8255 | talktobacco.ca

NEWCOMER RESOURCES AND SUPPORT

New Canadians Centre: 221 Romaine St | 705-743-0882 | info@nccpeterborough.ca | nccpeterborough.ca/

The New Canadians Centre provides immediate assistance and orientation to immigrants, refugees and other newcomers when they arrive in the area.

- **Canadian Society of Immigration Consultants:** 416-483-7044 | info@capic.ca | capic.ca/
- **Central Eastern Ontario Translation and Interpretation Services:** 1-888-968-1065 | ceotis.ca/
- **Get Settled in Ontario:** ontario.ca/page/getting-settled-ontario
- **Immigration Consulting:** 705-761-2244 | 311 George St. Suite 200 | info@carmelavalles.com | carmelavalles.com/
- **Ontario Newcomer Information:** ontario.ca/page/newcomers
- **Settlement Services:** settlement.org

2SLGBTQIA+ RESOURCES AND SUPPORT

Aging while Queer

Dementia Supports for 2SLGBTQIA people: ccsmh.ca/wp-content/uploads/2024/03/Resources-for-Care-Partners-of-2SLGBTQIA-People-Living-with-Dementia-Infographic-01Feb2024.pdf

- Explore videos, workbooks, training courses and guides created by 2SLGBTQIA+ advocacy organizations from across the globe.

Rainbow Health Ontario: 416-324-4100 | rainbowhealthontario.ca/

- Rainbow Health Ontario offers information and resources as well as creating opportunities for the healthcare system to better serve 2SLGBTQ communities.

Rainbow Service Organization: rainbowservice.org/

- Promotes, advocates, and celebrates the LGBTQ community in Peterborough and the Kawarthas.

Senior Pride Network Canada: 613-915-5678 | spnc-rfac.ca/

- The Senior Pride Network exists to unite, advocate for, and empower older, senior, and elder 2SLGBTQI+ people across Canada.

Transgender Aging Network TAN: forge-forward.org/resource/transgender-aging-network/

- TAN exists to improve the lives of current and future trans/SOFFA (Significant Others, Friends, Family and Allies) elders

End of Life Resources

Crossing the Rainbow Bridge: egale.ca/awareness/crossing-rainbow-bridge

- A resource supporting end-of-life planning and care needs of LGBTQI2S older adults in Ontario.

Queer Community Deathcare: queercommunitydeathcare.ca/

- Knowledge-sharing and resources on death, dying and grief.

Local Pride Organizations

- **Lakefield Pride:** Annual event to celebrate and empower the LGBT2SQIA+ community. lakefieldpride.com/
- **Norwood Pride:** Events hosted throughout the year including an annual celebration event, promoting inclusion and acceptance. norwoodpride.ca/
- **Peterborough-Nogjiwanong Pride:** Annual celebration that supports & celebrates people of all sexual orientations and gender identities. peterboroughpride.ca/

Information is current as of July 2025.