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# Age Friendly Hamilton

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Directory of Community Resources for Older Adults



INFORMATION  
HAMILTON

## Older Adult Resource Guide

This guide is a list of resources in the City of Hamilton geared to Older Adults and seniors. It offers information on health and community services, transportation, housing, recreation, volunteering and financial resources. These categories are based on the seven goals and commitments of the Age Friendly Hamilton City Plan.

You are encouraged to print copies or parts of the guide as needed.  
Downloadable copies can be found at: <http://www.seniorshamilton.ca>

For changes or updates to this guide, please contact:  
Information Hamilton - Phone: 905-528-8127 Email: [info@informationhamilton.ca](mailto:info@informationhamilton.ca)

### **Other Contacts**

Hamilton Niagara Haldimand Brant Community Care Access Centre - **1-800-810-0000**

Ancaster Community Services - **905-648-6675**

Dundas Community Services - **905-627-5461**

Flamborough Information and Community Services - **905-689-7880**

Glanbrook Community Services - **905-692-3464**

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# Civic Engagement

## City of Hamilton - Seniors Advisory Committee

Phone 905-546-2489

Red Book HAM2216

Web <https://www.hamilton.ca/council-committee/council-committee-meetings/seniors-advisory-committee>

## Neighbourhood Action Strategy

Phone 905-546-2424 ext. 4711

Red Book HAM1679

Web <https://www.hamilton.ca/city-initiatives/strategies-actions/neighbourhood-action-strategy>

## Tourism Hamilton

Phone 905-546-2666

Red Book HAM0767

Web <http://tourismhamilton.com>

## Volunteer Hamilton Centre for Community Engagement

Phone 905-523-4444

Red Book HAM0535

Web <http://volunteerhamilton.on.ca>

# Financial

## Canada Pension Plan (CPP) - Hamilton Central / East Location

**Phone** 1-800-277-9914

**Red Book** HAM2395

**Web** <https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>

## Canada Pension Plan (CPP) - Hamilton Mountain Location

**Phone** 1-800-277-9914

**Red Book** HAM3817

**Web** <https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>

## City of Hamilton - Property Tax Rebate Programs

**Phone** 905-546-2489

**Red Book** HAM1568

**Web** <https://www.hamilton.ca/home-property-and-development/property-taxes/tax-assistance-programs>

## Federal - Guaranteed Income Supplement (GIS)

**Phone** 1-800-277-9914

**Red Book** HAM2808

**Web** <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement.html#>

## Federal - Survivor's Pension (OAS/GIS)

**Phone** 1-800-277-9914

**Red Book** HAM2808

**Web** <https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-survivor-pension.html>

## Federal Income Sources for Seniors - Old Age Security

**Phone** 1-800-277-9914

**Red Book** HAM2808

**Web** <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

## Food Access Guide in Hamilton

**Phone** c/o Information Hamilton 905-528-8127

**Red Book**

**Web** <http://foodaccessguide.ca/>

## Ontario Guaranteed Annual Income System (GAINS)

**Phone** 1-866-668-8297

**Red Book** HAM0592

**Web** <http://www.fin.gov.on.ca/en/credit/gains/>

## Power of Attorney (Personal Property)

**Phone** 1-800-366-0335

**Red Book** HAM0385

**Web** <https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.php>

### Support Programs

## Special Support Program

**Phone** 905-546-2590

**Red Book** HAM0607

**Web** <https://www.hamilton.ca/social-services/support-programs>

## Special Supports - Funerals, Burials & Cremations (Subsidies)

**Phone** 905-546-2590

**Red Book** HAM0607

**Web** <https://www.hamilton.ca/social-services/support-programs/funerals-burials-cremations>

## Special Supports - Helping Hands

**Phone** 905-546-2590

**Red Book** HAM3450

**Web** <https://www.hamilton.ca/social-services/support-programs/helping-hands>

# Health and Community Service

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

Phone 1-888-910-1999

Red Book

Web <https://www.ontario.ca/page/guide-programs-and-services-seniors>

## Alzheimers Society of Hamilton and Halton

Phone 905-529-7030

Red Book HAM6348

Web <http://www.alzhn.ca/>

## Behavioral Supports Ontario (BSO)

Phone 905-523-8600

Red Book SIM0299

Web <http://behaviouralsupportsontario.ca/>

## Canadian Hearing Society

Phone 905-522-0755

Red Book HAM0118

Web <http://www.chs.ca/>



## Canadian Mental Health Association, Hamilton Chapter

Phone 905-521-0090

Red Book HAM2593

Web <http://cmhahamilton.ca/>

## Canadian National Institute for the Blind (CNIB)

Phone 905-528-8555

Red Book HAM0114

Web <http://www.cnib.ca>

## Cancer Assistance Program

Phone 905-383-9797

Red Book HAM0022

Web <https://cancerassist.ca/>

## Catholic Family Services - Programs for Seniors

Phone 905-527-3823

Red Book HAM0638

Web <https://www.cfshw.com/seniors-programs>

## City of Hamilton - Public Health Services

Phone 905-546-3500

Red Book HAM2265

Web <https://www.hamilton.ca/public-health>

## Hamilton Council on Aging (HCoA)

Phone 905-777-3837 ext 12238

Red Book HAM3127

Web <http://www.coahamilton.ca>

## Hamilton Police Senior Support Officers (Central)

Phone 905-540-5351

Red Book HAM3357

Web <https://hamiltonpolice.on.ca/prevention/crime-prevention-seniors>

## Hamilton Police Senior Support Officers (East End)

Phone 905-546-2945

Red Book HAM3357

Web <https://hamiltonpolice.on.ca/prevention/crime-prevention-seniors>

## Hamilton Police Senior Support Officers (West End, Ancaster, Dundas, Flamborough)

Phone 905-546-8917

Red Book HAM3357

Web <https://hamiltonpolice.on.ca/prevention/crime-prevention-seniors>

## Healthcare Connect - Find a Family Doctor

Phone 1-800-445-1822

Red Book HAM0439

Web <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

## Home Care - Government Funded

Phone c/o CCAC 1-800-810-0000

Red Book HAM4074

Web <http://healthcareathome.ca/hnhb/en>

## Home Care (Fee for Service)

Phone c/o CCAC 1-800-810-0000

Red Book HAM4074

Web <http://healthcareathome.ca/hnhb/en>

## How to obtain a SIN card (Social Insurance Number)

Phone 1-800-206-7218

Red Book

Web <https://www.canada.ca/en/employment-social-development/services/sin.html>

## How to obtain an OHIP card (Ontario Health Card)

Phone 1-800-664-8988

Red Book

Web <https://www.ontario.ca/page/health-cards>

## LIFELINE - 24/7 Monitoring

Phone 905-522-1660

Red Book HAM1665

Web <https://www.lifeline.ca/en>

## McMaster Optimal Aging Portal

Phone 905-525-9140 ext 22121

Red Book

Web <https://www.mcmasteroptimalaging.org>

## Ministry of Health and Long-Term Care

Phone 1-800-268-1153

Red Book HAM5603

Web <http://www.health.gov.on.ca/en>

## Ministry of Seniors Affairs

Phone 1-888-910-1999

Red Book

Web <https://www.ontario.ca/page/ministry-seniors-affairs>

## Ontario Assistive Devices Program

Phone 1-800-268-6021

Red Book HAM0753

Web <http://www.health.gov.on.ca/en/pro/programs/adp/>

## Ontario Public Drug Program

Phone 1-800-268-1153

Red Book HAM6147

Web <http://www.health.gov.on.ca/en/public/programs/drugs/system/system.aspx>

## Ontario Trillium Drug Program

Phone 1-800-575-5386

Red Book HAM2082

Web <https://www.ontario.ca/page/get-help-high-prescription-drug-costs>

## Power of Attorney (Personal Care)

Phone 1-800-366-0335

Red Book HAM0385

Web <https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.php>

## Telehealth Ontario

Phone 1-866-797-0000

Red Book HAM5857

Web <https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>

## VON Hamilton, Caregiver Support and Education

Phone 905-523-1055 ext 408

Red Book HAM0255

Web <http://www.von.ca/en/site/hamilton>

## Walk in Clinics in Hamilton

Phone c/o CCAC 1-800-810-0000

Red Book

Web <http://www.hnhbhealthline.ca/listServices.aspx?id=10072>

## Community Health Centres

### Centre de santé communautaire Hamilton/Niagara

Phone 905-528-0163 ext 3233

Red Book HAM3149

Web <http://www.cschn.ca/>

### Hamilton Urban Core Community Health Centre

Phone 905-522-3233

Red Book HAM4126

Web <http://www.hucchc.com>

### North Hamilton Community Health Centre

Phone 905-523-6611 ext 2000

Red Book HAM0656

Web <http://www.nhchc.ca>

## Refuge Hamilton Centre for Newcomer Health

Phone 905-526-0000

Red Book HAM2932

Web <http://www.newcomerhealth.ca/>

### Elder Abuse

## Elder Abuse Ontario

Phone 24 HR Seniors Safety Line 1-866-299-1011

Red Book HAM2030

Web <http://elderabuseontario.com>

## Hamilton Police Services - Crimes Against Seniors Unit

Phone 905-540-5300

Red Book HAM0315

Web <https://hamiltonpolice.on.ca/prevention/crime-prevention-seniors>



## Emergency Departments

### Hamilton General Hospital

Phone 905-521-2100

Red Book HAM0243

Web <http://www.hamiltonhealthsciences.ca>

### Juravinski Hospital Hamilton

Phone 905-521-2100

Red Book HAM0406

Web <http://www.hhsc.ca/body.cfm?ID=229>

### McMaster Hospital (Children ONLY)

Phone 905-521-2100

Red Book HAM1511

Web <http://www.mcmasterchildrenshospital.ca/>

### St Joseph's Healthcare Hamilton

Phone 905-522-1155

Red Book

Web <http://www.stjoes.ca>

## Information Service

### 211 Ontario

Phone 2-1-2001

Red Book HAM4041

Web <https://211ontario.ca>

### HNHB-CCAC

Phone c/o CCAC 1-800-810-0000

Red Book HAM4074

Web <http://www.hnhbhealthline.ca>

### Information Hamilton

Phone 905-528-8127

Red Book HAM0080

Web <http://informationhamilton.ca>

### The Red Book of Hamilton

Phone c/o Information Hamilton 905-528-8127

Red Book HAM5748

Web <http://redbookhamilton.ca>

## Respite

### St. Joseph's Villa, Respite Care Program

Phone 905-627-3541 ext 2252

Red Book HAM2772

Web <https://www.sjv.on.ca/>

### VON Hamilton, Caregiver Support and Education, Overnight Respite Program

Phone 905-523-1055

Red Book HAM0513

Web <http://www.von.ca/en/site/hamilton>

### VON Hamilton, In-Home Respite Service for Caregivers

Phone 905-523-1055

Red Book HAM0648

Web <http://www.von.ca/en/site/hamilton>

## Support Programs

### Special Supports - Dental & Denture Services

Phone 905-546-2590

Red Book HAM0607

Web <https://www.hamilton.ca/social-services/support-programs/dental-denture-services>

### Special Supports - Snow Angels

Phone 905-546-2590

Red Book

Web <https://www.hamilton.ca/social-services/support-programs/snow-angels>

# Housing

## City of Hamilton - Access to Housing

Phone 905-524-2228

Red Book HAM1063

Web <https://www.hamilton.ca/social-services/housing/social-housing>

## City of Hamilton - Housing Options for Older Adults in Hamilton

Phone 905-546-2489 (CITY)

Red Book

Web <https://d3fpllf1m7bbt3.cloudfront.net/sites/default/files/media/browser/2016-01-12/hamilton-housing-options-guide-seniors-older-adults.pdf>

## Housing Help Centre

Phone 905-526-8100

Red Book HAM1899

Web <http://www.housinghelpcentre.ca>

## Long-Term Care Homes

Phone c/o CCAC 1-800-810-0000

Red Book

Web <http://www.hnhbhealthline.ca/listServices.aspx?id=10665&region=Hamilton>

## Ontario Retirement Communities Association (ORCA)

Phone 1-888-263-5556

Red Book HAM5810

Web <http://www.orcaretirement.com>

## Retirement Homes Regulatory Authority

Phone 1-855-275-7472

Red Book HAM3432

Web <http://www.rhra.ca/en>

# Things to Do

## Adult Day Programs

**Phone** c/o CCAC 1-800-810-0000

**Red Book**

**Web** [http://www.adp-hnhb.ca/find\\_ADP/Hamilton\\_Programs\\_Table.pdf](http://www.adp-hnhb.ca/find_ADP/Hamilton_Programs_Table.pdf)

## City of Hamilton - Senior Centres

**Phone** 905-546-3747

**Red Book**

**Web** <https://www.hamilton.ca/parks-recreation/55-programming/seniors-centre-membership-information>

## City of Hamilton - Senior Clubs

**Phone** 905-546-3747

**Red Book**

**Web** <https://www.hamilton.ca/parks-recreation/55-programming/seniors-club-programs>

## City of Hamilton Senior Recreation Guide 55+

**Phone** 905-546-3747

**Red Book**

**Web** <https://www.hamilton.ca/parks-recreation/55-programming>

## Hamilton Public Library

Phone 905-546-3200

Red Book HAM5368

Web <http://www.hpl.ca/sites/default/files/HPL-WH-Spring-2017-WEB.pdf>

## HCoA - Let's Take a Walk Guide

Phone 905-777-3837 ext. 12238

Red Book

Web <http://coahamilton.ca/wp/wp-content/uploads/2014/09/ALG49659-HCA-Walk-Book-web.pdf>



# Transportation

## City of Hamilton - Accessible Transit (To Apply) - DARTS, Taxi Scrip Program, Accessible Low Floor Buses

Phone 905-529-1212

Red Book HAM1051

Web <https://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit>

## City of Hamilton - DARTS (Registered Passengers)

Phone 905-529-1717

Red Book HAM0140

Web <http://www.dartstransit.com>

## City of Hamilton - Hamilton Street Railway (HSR)

Phone 905-528-4200

Red Book HAM2304

Web <https://www.hamilton.ca/hsr-bus-schedules-fares>

## Community Car Share

Phone 905-543-4411

Red Book HAM0546

Web <http://www.communitycarshare.ca>

## GO Transit

Phone 1-888-438-6646

Red Book HAM0933

Web <http://www.gotransit.com>

## HCoA - Let's Take the Bus Brochure

Phone 905-777-3837 ext. 12238

Red Book HAM3127

Web <http://coahamilton.ca/>

## HSR Grocery Shopping by Bus

Phone 905-546-2424 ext 5942

Red Book HAM3950

Web

## March of Dimes - Home and Vehicle Modification Program

Phone 1-877-369-4867

Red Book HAM0919

Web <http://www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx>

## Ontario - Accessible Parking Permit

Phone 1-800-267-8097

Red Book HAM1649

Web <https://www.ontario.ca/page/get-accessible-parking-permit>

## Ontario - Driver's License Renewal (80+)

Phone 1-800-396-4233

Red Book HAM2634

Web <http://www.mto.gov.on.ca/english/driver/senior-driver-licence-renewal-program.shtml>

## Presto Card

Phone 1-877-378-6123

Red Book MET0643

Web <http://www.prestocard.ca>

## Shopping by Bus - Wesley Urban Ministries

Phone 905-528-5629 ext 284

Red Book HAM2789

Web <http://wesley.ca/neighbourhood/multicultural-seniors-outreach-program/>

## Taxi Services: Blueline Taxi

Phone 905-525-2583 (BLUE)

Red Book

Web <http://www.525blue.com/>

## Taxi Services: Hamilton Cab

Phone 905-777-7777

Red Book

Web <http://www.hamiltoncab.com/>

## Taxi Services: Uber

Phone

Red Book

Web <http://www.uber.com>

## Assisted Transportation

### Ancaster Community Services - Assisted Transportation

Phone 905-648-6675

Red Book HAM1980

Web <http://ancastercommunityservices.ca/programs-and-services/assisted-volunteer-driving/>

## Canadian Red Cross - Assisted Transportation

Phone 905-522-8485

Red Book HAM3521

Web <http://www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/transportation/hamilton-branch-transportation>

## Dundas Community Services - Assisted Transportation

Phone 905-627-5461

Red Book HAM3801

Web <http://dundascommunityservices.on.ca/transportation-services/>

## Glanbrook Community Services - Assisted Transportation

Phone 905-692-3464

Red Book HAM4765

Web <http://glanbrookcommunityservices.ca/transportation.html>

## VON Hamilton - Assisted Transportation

Phone 1-888-866-8515

Red Book HAM0212

Web <http://www.von.ca/en/hamilton/service/transportation-services>

## Community Bus

### Ancaster Community Services - Community Bus

Phone 905-648-6675

Red Book HAM3887

Web <http://ancastercommunityservices.ca/programs-and-services/community-shopping-and-events-bus/>

### Flamborough Information and Community Services - Community Bus

Phone 905-689-7880

Red Book FLM0434

Web <http://infoflam.on.ca/seniors-bus/>

### Glanbrook Community Services - Community Bus

Phone 905-692-3464

Red Book HAM3797

Web [http://glanbrookcommunityservices.ca/community\\_bus.html](http://glanbrookcommunityservices.ca/community_bus.html)

## Support Programs

### Affordable Transit Pass Program

Phone 905-546-2590

Red Book HAM0607

Web <https://www.hamilton.ca/social-services/support-programs/affordable-transit-pass-program>

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*Last updated 2017-03-28*

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