

## Resource Directories

### Community Resource Guide for Caregivers of Seniors

613-580-6744  
www.ottawa.ca

### Directory of Resources for Senior Citizens of Ottawa

613-234-8044  
www.seniorcouncil.org

### Family Guide to Dementia Care

(includes insert on local programs and services)

613-523-4004  
www.alzheimer-ottawa-rc.org

#### **Please Note:**

***When contacting agencies for service, indicate that you need help for a person with dementia and ask about their staff's training and/or experience.***

## Emergency, Crisis & Elder Abuse

### In case of immediate danger

911

### In case of crisis

**Tele-Health** (24 hr. service)  
1-866-797-0000

**Crisis Line** (24 hr. service)  
613-722-6914 (inside Ottawa)  
1-866-996-0991 (outside Ottawa)

**Distress Centre** (24 hr. service)  
613-238-3311

### **Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

### **Ottawa Public Health & Social Crisis Program**

613-580-6744

### In case of abuse

#### **Ottawa Police Service**

613-236-1222

- Elder Abuse Investigations ext. 5639
- Victim Crisis Unit Central Intake ext. 5822
- Fraud Section ext. 5190

#### **Victim Support Line**

1-888-579-2888

## Housing

### **Long Term Care Homes Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

### **Retirement Homes**

Ontario Retirement Communities Association (ORCA)  
1-800-361-7254  
www.orca-homes.com

### **Residential Homes with subsidy**

City of Ottawa  
613-560-0622 ext. 26586 (intake)

## Legal and Financial

(Power of Attorney, Legal Advice)

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

613-241-1202  
www.attorneygeneral.jus.on.ca

### **Legal Aid**

613-238-7931  
www.legalaid.on.ca

### **Lawyer Referral Service**

1-900-565-4577  
(small fee for call applies)

### **Capacity Assessment**

For a list of capacity assessors, call the Office of the Public Guardian and Trustee  
1-800-366-0335

# A Quick Guide to Services in OTTAWA for Persons Living with Dementia and Their Families



The purpose of this guide is to help point you in the right direction to find the agency or program that provides the service you need.



Champlain Dementia Network  
Réseau de la démence de la région Champlain

## **Diagnostic Assessment & Treatment**

### **Memory Disorder Clinic**

(Physician referral needed)  
613-562-6322

### **Regional Geriatric Assessment Program - Outreach Teams**

- East of Bronson Avenue  
613-562-6362
- West of Bronson Avenue  
613-721-0041  
www.rgpeo.com

### **Geriatric Psychiatry Community Services of Ottawa**

(Physician referral needed)  
613-562-9777

### **Royal Ottawa Mental Health Centre**

(Physician referral needed)  
613-722-6521 ext. 6507  
www.rohcg.on.ca

## **Information and Referral**

### **First Link™**

613-523-4004  
www.alzheimer-ottawa-rc.org

### **Alzheimer Society of Ottawa and Renfrew County**

613-523-4004  
www.alzheimer-ottawa-rc.org

### **Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

## **Education and Support**

(for persons with dementia and their families)

### **Alzheimer Society of Ottawa and Renfrew County**

613-523-4004  
www.alzheimer-ottawa-rc.org

## **Counseling & On-Going Management**

### **Family Physician or Specialist**

### **Geriatric Psychiatry Community Services of Ottawa**

613-562-9777

### **Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

## **Personal Care**

### **Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

### **Private Nursing Agencies**

See Yellow Pages under “Nurses”

## **Home Making & Maintenance**

See Yellow Pages under “Senior Citizens Services & Centres”

### **Local Community Support Service Agencies for Seniors**

www.communitysupportottawa.ca

### **Essential Health & Social Support,** Based on financial needs test

613-560-6000  
www.ottawa.ca

### **Veterans Independence Program**

1-866-522-2122  
www.vac-acc.gc.ca

## **Meal Services**

See Yellow Pages under “Senior Citizens Services & Centres”

### **Local Community Support Service Agencies for Seniors**

www.communitysupportottawa.ca

## **Safety at Home**

(Wandering Registry, Equipment, Medical Alarms)

### **Safely Home™**

(Alzheimer Wandering Registry)  
**Alzheimer Society of Ottawa and Renfrew County**  
613-523-4004  
www.alzheimer-ottawa-rc.org  
www.alzheimer.ca

### **Safety Assessment**

**Champlain Community Care Access Centre (Champlain CCAC)**  
613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

## **Home Security Alarms**

See Yellow Pages under “Security Control Equipment & Systems”

## **Medical Alarms**

(“Helpline”, “Lifeline”)

See Yellow Pages under “Medical Alarms”

## **Respite**

Rest for the caregiver by having the person with dementia receive services at home or in a community program

### **Champlain Community Care Access Centre (Champlain CCAC)**

613-745-5525  
1-800-538-0520  
www.champlain.ccac-ont.ca

For referrals to:

- Day program
- In home respite program
- Short stay in a long term care home or the Guest House

Champlain Community Care Access Centre (Champlain CCAC) can also provide information of other options for respite.

**Retirement Residences Rapid Response Hotline** (for immediate respite)  
613-298-2957

### **Private Nursing Agencies**

See Yellow Pages under “Nurses”

### **Community Service Centres & Agencies**

See Yellow Pages under “Senior Citizens Services & Centres”  
www.communitysupportottawa.ca