



# Community Support Services:

FOR OLDER ADULTS AND ADULTS WITH PHYSICAL DISABILITIES

## HOURS:

8:30am - 12:00pm  
1:00pm - 4:30pm\*  
Monday to Friday  
\*4:00pm Jun - Aug

## CONTACT US

1515 Tenth Line Rd  
Orleans  
ON K1E 3E8  
or  
215-1980 Ogilvie Rd  
Ottawa ON  
K1J 9L3

Tel: 613-741-6025  
Fax: 613-741-7029  
TTY: 613-741-3556

info@eorc-creo.ca  
www.eorc-creo.ca

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## Reaching Out to Strengthen our Communities

The Eastern Ottawa Resource Centre (EORC) is a non-profit organization offering social and community services to older adults and adults with physical disabilities residing in Blackburn Hamlet, Beacon Hill, Carlsbad Springs, Gloucester South, Orleans, Cumberland, Navan, Vars and Sarsfield.



The EORC is committed to supporting older adults and adults with a physical disability live independent, active and meaningful lives in their community. **Our goal is to help individuals stay in their own homes as long as they so choose by connecting clients with the care and services they need.** Thanks to the efforts of our committed staff and dependable, screened volunteers, the EORC plays a vital role in making our community a vibrant and accessible place for seniors and adults with a physical disability.

In Ontario, regional Local Integrated Health Networks (LHIN) are funded by the Ministry of Health and Long-Term Care (MHLTC). The LHINs are responsible for planning and integrating services and distributing provincial funding to public healthcare services like Community Support services at the EORC. So what does this all mean? This means a more integrated approach to service delivery, an emphasis on the continuum of care and accountability of service providers.

## Our Services

CRISIS INTERVENTION & SUPPORT

MEALS ON WHEELS

FRIENDLY VISITING

TRANSPORTATION

TELEPHONE ASSURANCE

GROCERY BUS

SUPPORT FOR CAREGIVERS

HOME MAINTENANCE

HOME HELP

RESPIRE CARE

FOOT CARE

WELLNESS & FITNESS

GOING HOME

DAY PROGRAM

SNOW GO/ASSIST

And more...



Ontario

Champlain Local Health  
Integration Network

## Home Help / Home Maintenance

A service that provides access to safe, reliable workers for housecleaning and maintenance. Ensure that you live in a clean, safe home environment.

Home Help services include general light housekeeping and cleaning. Home maintenance services may include, yard/graden maintenance, spring and fall cleanup, heavy cleaning, odd jobs and light carpentry.

Call us if you or someone you know could use some help around the house.

**FREE**

## Crisis Intervention and Assistance

The service provides intervention and support in critical situations, until the situation is stabilized and a follow-up plan is in place.

Offering support during a crisis such as homelessness, a critical change in life situation, abuse or isolation etc.

## Respite Care

Referrals to screened service providers to provide caregivers / care partners a period of rest or relief.

Services may include companionship, overnight companionship, and attending to client's personal care needs.

**FREE**

## Caregiver/Care Partner Support

Caregiving for a spouse, parent, relative or friend?

Individual and/or group support, education, counselling and referrals offered at no cost to caregivers caring for older loved ones.

**FREE**

## Fun & Fitness / Wellness

Fitness and wellness programs include exercise, fall prevention and light yoga stretch.

Don't underestimate the benefit of exercise on your physical and mental wellbeing!

Participation - General Fitness: Free

Participation - Light Yoga Stretch: 10 sessions for \$50  
or Drop-in for \$7.50

Transportation: 1-30km \$11 / 31-70+km: \$21



## Foot Care Clinics

Services are provided by a R.P.N. and include, an assessment, thorough cleaning, nail trimming, filing and additional services and/or advanced foot care based on your assessment.

Foot Care in home: \$ 36.25      Foot Care in clinic: \$ 23

Foot Care 1st Appt: \$ 46

Foot Care - Advanced: Please call for more information

Please call to book an in home appointment or request one of the following locations: Orleans (1515 Tenth Line Rd., 867 Hiawatha Park Rd. and 6419 Lumberman Way), Gloucester (1345 Ogilvie Rd.), Cumberland (2564 Market St.), Blackburn (2412 Cleroux Rd.) or Sarsfield (2980 Colonoal Rd)

**FREE**

## Friendly Visiting

Share activities, interests, or stories with a specially matched volunteer.

Contact us if you or someone you know would benefit from the companionship and support of a Friendly Visitor.

## Meals On Wheels

Home delivery of diverse, nutritious and balanced hot and frozen meals.

Hot Meals: Full course meals, ready to eat. Delivery available Monday through Friday. \$6.00 per meal.

Frozen Meals: Your choice of 175+ options including meals, soups, desserts and special diet options. Ordering and delivery available twice monthly. Regular (Apetito): Soups \$2.00ea., Entrées \$5.50ea., Dessert \$2.00ea. 5 entrées + 5 soups or 5 desserts \$35.75. 7 Entrées \$35.75. Gourmet (Time Saver Foods): Soup \$5.25ea., Entrée \$7.25ea.

Call 613-741-6025 Ext: 300 or info@eorc-creo.ca

## Transportation

Offering transportation to essential services. Priority is given to requests for transportation for medical appointments. Fees for service:

1-10 km: \$ 11      31-50 km: \$ 21      71-90 km: \$ 41  
11-30 km: \$ 16      51-70 km: \$ 31      91+km: \$ .50/km

If you or someone you know requires transportation assistance to access essential services please call register. Once registered, please call us 7 days prior to your appointment to request transportation.

**FREE**

## Telephone Assurance

This program provides an ongoing link to volunteers for daily or weekly, security checks (Monday to Friday).

If you or someone you know would benefit from a regular check-in please call us for more information or to register.

## Snow Go/Snow Go Assist

Referrals to screened contractors to clear snow from private driveways and/or walkways. Subsidies may be available to low income individuals or families pending a financial assessment.

If you or someone you know could use a helping hand with snow removal, call us at 613-741-6025

## Adult Day Program

Therapeutic, social and recreational programming in a group setting for frail, isolated or cognitively impaired older adults and respite time for their caregivers/care partners.

Participation: \$18.50

Transportation: 1-30km \$11 / 31-70+km: \$21

For more information or to apply contact the Community Care Access Centre at 310-2222.

## Grocery Bus

Offering transportation, delivery and accompaniment to and from the local grocery store.

Transportation: \$11

Services available in Gloucester, Blackburn, Orleans/Cumberland and Gloucester South/Hunt., Vars and Carlsbad.

## Other Services

The EORC works collaboratively with other organizations and government programs to provide access to a range of services supporting older adults:

SENIOR DRIVER RENEWAL PROGRAM — 1-800-396-4233  
PARKINSON SUPPORT GROUP — 613-722-9238  
ALZHEIMERS SUPPORT GROUP — 613-523-4004  
DIABETES WORKSHOPS — 613-233-4444  
PRIMARY CARE OUTREACH — 1-844-726-5115  
ELDER ABUSE RESPONSE & REFERRAL — 613-596-5626  
RETIRES IN MOTION — 613-612-2119

## FEES AND PAYMENT

To remain a sustainable nonprofit organization and assure support to our community some services require a direct service fee. Subsidies may be available to low income individuals pending a financial assessment.

The month following service delivery you will receive one monthly invoice. Payment methods include:

- Mail: Post a cheque for the amount owing to 1980 Ogilvie Rd., Ottawa ON, K1J 9L3
- Phone: Call 613-741-6025 Ext: 123 to pay by Visa or MasterCard
- In person: Visit 215-1980 Ogilvie Rd., Ottawa or 1515 Tenth Line Rd., Orleans and pay by cash (exact amount) or cheque.
- Automatic Payment: Request a Pre Authorized Payment Form to pay automatically by Visa or MasterCard
- Online or at the bank: Add a payment account at your financial institution to pay online or at the bank.

Should you need to cancel any of our services, please notify us 24 hours in advance. Failing to do so will unfortunately result in a charge to your account (100% of the service fee).

**Memorial Donations:** Honor a loved one by providing much needed support to older adults in our community who require some additional assistance. Donations stay in the community and help older adults and people with disabilities live independent, active and meaningful lives at home. To make a donation, please visit our website at [www.eorc-creo.ca](http://www.eorc-creo.ca), call our office at 613-741-6025 ext:123. Tax receipts available.

## OUR SERVICE INTERRUPTION PROTOCOL

The EORC strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers and staff in mind. Consequently, all transportation services will be cancelled if the Ottawa Carleton District School Board and/or the Ottawa Carleton Catholic District School Board cancel bus transportation for the day. Local radio stations and [www.ctvottawamorning.ca](http://www.ctvottawamorning.ca) start broadcast cancellations starting at 6:15am. Every attempt will be made to provide access to essential services and basic needs however we encourage stocking up 7 days worth of non-perishable food items or frozen meals and bottled water during the winter months.

In the event of other emergency closures or cancellations every effort will be made to inform clients of the cancellation and/or closure. Please note that fees for any services or programs cancelled at the discretion of the EORC will not be charged to our clients.

## WE ARE COMMITTED TO YOUR PRIVACY AND CONFIDENTIALITY

Your Personal Health Information (PHI) is important in allowing us to provide you with better services. Often times that information is used when performing assessments to determine your health and support needs. Your assessment may include details regarding your physical and mental health and your personal health history.

Unless you tell us not to, we share your assessment information with other health service providers who will provide you with support now and in the future. We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

If you have agreed to share your PHI, the information in your assessment will be used to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed
- Make sure everyone is getting the right support and services

The personal health information collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- PHI is stored and/or disposed of according to the law and is only viewed by authorized people who deliver your services
- All health services providers have signed contracts to keep your PHI confidential
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information
- We will investigate any suspected breach or unauthorized access to your personal health information

Please speak to your usual care provider or our Privacy Officer, if you want to: See your own assessment, Correct your assessment or Opt-Out and not share your information with other health service providers.

### Our Privacy Officer

Renée Ladouceur-Beauchamp  
215-1980 Ogilvie Rd, Ottawa, ON K1J 9L3  
[rladouceur@eorc-creo.ca](mailto:rladouceur@eorc-creo.ca)  
Telephone: 613-741-6025 ext. 112

### Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8  
Telephone: 416-326-3333 or, 1-800-387-0073  
Online: <http://www.ipc.on.ca>

## Volunteer

Many of our services rely on volunteers and without their contribution of time, and kindness many of our services simply would not be available. To find out how you can "make a difference in your own back yard" ask for Ext: 106