



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

Like us on
Facebook



Fr/Eng

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 help 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.

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 an 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 light housekeeping and cleaning. Home maintenance services may include, yard/garden maintenance, spring and fall clean-up, heavy cleaning, odd jobs and/or 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, isolation, etc.

Respite Care

Provide caregivers / care partners a period of rest or relief.

Services may include companionship, overnight companionship, and attending to a 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

Fitness / Wellness

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

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 Registered Practical Nurse and include: an assessment, thorough cleaning, nail trimming, filing or advanced foot care based on your assessment.

Foot Care in home: \$ 45.00 Foot Care in clinic: \$ 24
Foot Care 1st Clinic Appointment \$ 47

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

FREE

Friendly Visiting

Share activities, interests, or stories with an individually 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 or frozen meals.

Hot Meals: Full course meals, ready to eat. Delivery available Monday through Friday. \$6.50 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 \$2.50ea., Entrées \$6.00ea., Dessert \$2.50ea. 5 entrées + 5 soups or 5 desserts \$37.50. 7 Entrées \$37.50. 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

Please call to register and once registered, please call 7 days prior to the appointment to request transportation. Call for rural rates.

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 walkways. Subsidies may be available to low income individuals pending a financial assessment.

Need a helping hand with snow removal? Call us at 613-741-6025

Grocery Bus

Offering transportation, delivery and accompaniment to and from local grocery stores.

Transportation: 1-30km \$11

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

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: \$21.50

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

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

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



FEES AND PAYMENT

To remain a sustainable not-for-profit organization and ensure support to our community, some services require a direct fee. Subsidies may be available to low income individuals pending a financial assessment.

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

- Mail: Post a cheque for the amount owing to 215-1980 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., Gloucester 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 result in a 100% charge to your account.

Memorial Donations: Honour 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, 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 start broadcast cancellations 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 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 this 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 instructed otherwise, we share your assessment information through a secure electronic system with other health service providers who will also provide you with support and 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
- Ensure your providers have the most up-to-date and complete record of your health history and needs
- Help us determine gaps or overlaps in your care so we can provide services where they are most needed
- Ensure 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, 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 in compliance with the law and is only viewed by authorized service delivery personnel
- All health service 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 ensure there has been no unauthorized access to your information
- We will investigate any suspected privacy breach or unauthorized access to your personal health information

Please speak to your usual care provider or our Privacy Officer, if you want to: View your own assessment, correct your assessment, or opt-out and not share your information with other health service providers.

Our Privacy Officer

Ken Mackenzie
215-1980 Ogilvie Rd, Ottawa, ON K1J 9L3
kmackenzie@eorc-creo.ca
Telephone: 613-741-6025 ext. 130

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 “reach out to strengthen your community” ask for our Volunteer Coordinator at extension 106.