



Elder Abuse
Prevention
Ontario

Provincial Directory

Elder Abuse Support and Response Service Organizations



EAPON.CA



Seniors Safety Line

The **Seniors Safety Line** is the only 24 hour crisis and support line for seniors in Ontario who have experienced any type of abuse or neglect. Callers receive emotional support, safety planning, information and referrals in over 200 languages. The Seniors Safety Line (SSL) is a "senior friendly" service with a live counsellor available to help navigate difficult systems, 7 days a week, 365 days a year.

The Seniors Safety Line is open to any senior - female, male, two-spirit, trans or genderqueer. The SSL can address the diverse needs of those with disabilities, immigrants, persons of colour, lesbian, gay, bi-sexual persons, transgendered and two-spirit persons. We also provide information to relatives, friends, neighbours, caregivers and other service professionals who may have questions or concerns about an elderly person in their life.



1-866-299-1011



Anonymous, Confidential
24/7, 365 days of the year



Live counsellors,
over 200 languages



awhl.org/online-chat
Monday to Friday 11am-8pm



www.awhl.org/seniors



Information and Referral

211 Ontario

Telephone: 211

<https://211ontario.ca>

Call 211 if you have concerns about a situation of inappropriate or abusive behaviour affecting the well-being of an older person. All information you share will be kept confidential. You can also call or visit the 211 Ontario website for general information, referral, and support to seniors, and others programs and service in Ontario. It is a place anyone can call for information.

Elder Abuse Prevention Ontario

Telephone: 416-916-6728

www.eapon.ca

EAPO is a provincial, charitable, non-profit organization focused on supporting the implementation of The Ontario Strategy to Combat Elder Abuse and has been doing so since 2002. The Strategy focuses on service coordination, building capacity of front-line workers, caregivers, seniors and community networks, through public education and training of professionals/ service providers and seniors to raising awareness of elder abuse issues.

Seniors' INFOline

Toll-Free: 1-888-910-1999

Toll-Free TTY: 1-800-387-5559

www.ontario.ca/page/information-seniors

Provides information about programs and services available to help seniors over 65 lead healthy, active and engaged lives.

Seniors Safety Line

Toll-Free: 1-866- 299-1011

www.awhl.org

A safe, confidential place for older adults and those who care about them to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse services in their local areas. Interpreter services are available 24 hours a day/7 days a week in more than 200 languages upon request.

Victim Support Line

Toll-Free: 1-888-579-2888

GTA: 416-314-2447

www.attorneygeneral.jus.gov.on.ca

The VSL is a province-wide, multilingual, toll-free information line providing a range of services to victims of crime. The VSL offers: Information and referral to support services in your community, Access to information about provincially sentenced offenders. Individuals can also register for automated notification when an offender's status changes.



24 hour Support or Crisis Lines

Assaulted Women's Helpline

Toll-Free: 1-866-863-0511

GTA: 416-863-0511

Toll-Free TTY: 1-866-863-7868

GTA TTY: 416-364-8762

www.awhl.org

AWHL provides a free, anonymous and confidential 24-hour telephone and TTY crisis line to all women in the province of Ontario who have experienced any form of abuse. AWHL provides crisis counselling, safety planning, emotional support, information and referrals, accessible 7 days a week, 365 days a year.

ConnexOntario

www.connexontario.ca

ConnexOntario provides free and confidential health services information for people experience challenges with alcohol and drugs, mental illness or gambling. ConnexOntario operates three helplines.

Drug and Alcohol Helpline 1-800-565-8603

Mental Health Helpline 1-866-531-2600

Problem Gambling Helpline 1-888-230-3505

Ontario Caregiver Organization Helpline

Toll-Free: 1-833-416-2273

www.ontariocaregiver.ca

The Ontario Caregiver Organization (OCO) supports caregivers by being their one point of access to information, so they have what they need to be successful in their role. Call to access information about caregiver services and supports in your area.

Telehealth

Toll-Free: 1-866-797-0000

TTY: 1-866-797-0007

www.ontario.ca

Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week. Assistance is available in more than 300 languages. When you call Telehealth, tell them what language you speak and you will be connected to an interpreter.



Reporting

Canadian Anti-Fraud Centre

Toll-Free: 1-888-495-8501

www.antifraudcentre-centreantifraude.ca

The Canadian Anti-Fraud Centre (CAFC) is the central agency in Canada that collects information and criminal intelligence on such matters as mass marketing fraud (e.g., telemarketing), advance fee fraud (e.g., West African letters), Internet fraud and identification theft complaints.

Crime Stoppers

Toll-Free: 1-800-222-TIPS (8477)

www.canadiancrimestoppers.org

Crime Stoppers is a civilian, non-profit, charitable organization that brings together the police services of a community, the media and the community in the fight against crime. You will remain anonymous. You do not appear in court. You may be eligible for a reward of up to \$2000.

Long-Term Care

ACTION Line

Toll-Free: 1-866-434-0144

www.health.gov.on.ca

The Long-Term Care ACTION Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Community Care Access Centres (CCAC). The ACTION Line offers service in English and French.

Office of the Public Guardian and Trustee (OPGT)

Investigation Unit

Toll-Free: 1-800-366-0335

GTA: 416-327-6348

www.attorneygeneral.jus.gov.on.ca/english/family/pgt/

OPGT is responsible for protecting mentally incapable people; other responsibilities include protecting the public's interest in charities, searching for heirs, investing perpetual care funds, and dealing with dissolved corporations. In cases of financial or personal abuse, the OPGT can apply to the court to become the abused senior's guardian on a temporary basis. The OPGT can also help the person get access to other services. They can intervene only if the person is believed to be mentally incapable and is at risk of harm or experiencing harm. There must be evidence/reason to believe that the person is incapable before the OPGT will investigate.

Retirement Homes Regulatory Authority (RHRA)

To make a report, call:

Toll-Free: 1-855-ASK-RHRA

(1-855-275-7472)

www.rhra.ca

The RHRA is a not-for-profit organization that oversees retirement homes to make sure the law is being followed. RHRA staff process retirement home license applications respond to calls about harm to retirement home residents and inspect retirement homes to make sure they meet the law's standards. If you see or suspect harm or risk of harm to a resident resulting from: Improper or incompetent treatment or care, abuse of a resident by anyone or neglect of a resident by staff of the retirement home, unlawful conduct, misuse or misappropriation of a resident's money. You must* report it to the Registrar of the Retirement Homes Regulatory Authority, along with any other relevant information.



Reporting

Ontario Provincial Police
Toll-Free: 1-888-310-1122
Toll-Free TTY: 1-888-310-1133
www.opp.ca

Call the police if the situation is not an emergency, but you suspect it might be against the law or have concerns about someone's safety. Ask to speak to an officer who has been trained in senior abuse, or domestic/family violence.

Regional/Local Police

Call your local police if the situation is not an emergency but you suspect it might be against the law or have concerns about someone's safety. Ask to speak to someone who has been trained in senior abuse, or domestic/family violence.



Advocacy, Legal Advice

Advocacy Centre for the Elderly
Toll-Free: 1-855-598-2656
GTA: 416-598-2656
www.advocacycentreelderly.org

The Advocacy Centre for the Elderly is a community based legal clinic for low income senior citizens. ACE is managed by a volunteer Board of Directors at least half of whom are seniors. ACE is funded through Legal Aid Ontario and is the first legal clinic in Canada to specialize in the legal problems of seniors.

Capacity Assessment Office Ministry of the Attorney General.

Select a county or choose a roster to view assessors serving that region:

www.attorneygeneral.jus.gov.on.ca/english/family/pgt/capacity/rosters/central.php

The Capacity Assessment Office trains eligible health professionals to be capacity assessors in accordance with the Substitute Decisions Act. It also: maintains an up-to-date list of qualified capacity assessors, provides on-going education and consultation services to capacity assessors, offers a financial assistance plan to people who want to request an assessment but cannot afford to do so, answers questions about capacity assessments, and can help in locating capacity assessors who speak other languages,

Care Watch

GTA: 416-590-0455
www.carewatchontario.com

Care Watch is a senior citizen-led organization that advocates for high quality, affordable, and equitable home and community care for Ontario's elderly. They monitor provincial policy, and provide analysis and feedback to decision makers on how to achieve a home care system which supports dignified aging.



Advocacy, Legal Advice

**Community Legal Education Ontario
/ Éducation juridique
communautaire Ontario - CLEO**
www.cleo.on.ca

Provides information to people who face barriers to accessing the justice system, including income, disability, literacy, and language. As a community legal clinic and part of Ontario's legal aid system, we work in partnership with other legal clinics and community organizations across the province.

CLEO includes: the [Steps to Justice](#) and [Justice pas-à-pas](#) websites, with question and answers on everyday legal problems experienced by people in Ontario across a range of topics.

Law Society Referral Service
Toll-Free: 1-855-947-5255
<https://lsrs.lso.ca/lsrs/welcome>

Law Society Referral Service provides names of a lawyer or licensed paralegal who will provide a free consultation of up to 30 minutes, to help determine your rights and options.

Legal Aid Ontario
Toll-Free: 1-800-668-8258
GTA: 416-979-1446
www.legalaid.on.ca

Legal Aid Ontario provides legal assistance for low-income people. Services include: legal representation for eligible clients who appear in court without a lawyer; legal aid applications and information over the phone; legal resources and referrals to other social assistance agencies; and a certificate program for complex and serious cases. Connects low-income Ontarians to legal aid services, assistance and information. Get legal aid help in over 200 languages.

**Office of the Ombudsman of
Ontario**
Toll-Free: 1-800-263-1830
GTA: 416-586-3300
Toll-Free TTY: 1-866-411-4211
www.ombudsman.on.ca

The Ombudsman is an Officer of the Ontario Legislative Assembly who is independent of government and political parties. Our office promotes fairness, accountability and transparency in the public sector by resolving and investigating public complaints and systemic issues within the Ombudsman's jurisdiction. The Ombudsman is appointed for a five-year renewable term and their powers and authorities are set out in the Ombudsman Act.

**Office of the Public Guardian and
Trustee (OPGT)**
Investigation Unit
Toll-Free: 1-800-366-0335
GTA: 416-327-6348
www.attorneygeneral.jus.gov.on.ca/english/family/pgt/

OPGT is responsible for protecting mentally incapable people; other responsibilities include protecting the public's interest in charities, searching for heirs, investing perpetual care funds, and dealing with dissolved corporations. The OPGT can also help a person get access to other services. They can intervene only if the person is believed to be mentally incapable and is at risk of harm or experiencing harm. There must be evidence/reason to believe that the person is incapable before the OPGT will investigate.



Advocacy, Legal Advice

Ontario Association for Family Mediation

Toll-Free: 1-844-989-3026
GTA: 416-740-6236
www.oafm.on.ca

Family mediation is a way of helping people resolve issues relating to parenting, separation, and/or divorce. A trained family mediator helps people identify issues and work out their own solutions in a safe and comfortable setting. "Elder mediators" are professionally trained mediators who possess skilful, current knowledge about the types of issues that are likely to be associated with older adults.

Ontario Human Rights Commission

Toll-Free: 1-800-387-9080
GTA : 416-326-9511
Toll-Free TTY: 1-800-308-5561
GTA TTY : 416-326-0603
www.ohrc.on.ca

The Ontario Human Rights Code states the OHRC can conduct an inquiry to: Look into incidents of tension or conflict, or conditions that lead or may lead to incidents of tension or conflict in a community, institution or sector of the economy and to make recommendations, and encourage and coordinate plans, programs and activities, to reduce or prevent such incidents or sources of tension or conflict, and look into programs, policy and practices made under statute, for consistency with the Code, and make recommendations.

Ontario Securities Commission

Toll-Free: 1-877-785-1555
www.osc.gov.on.ca

As a regulatory body, the OSC administers and enforces compliance with the provisions of the Securities Act (Ontario) and the Commodity Futures Act (Ontario). OSC works to protect investors, foster fair and efficient markets, and contribute to the stability of the financial system by making and monitoring compliance with rules governing the securities industry in Ontario. The *OSC in the Community* is an outreach program - staff deliver investor education presentations on fraud prevention, investing 101 and the client-advisor relationship.

Patient Ombudsman

Toll-Free: 1-888-321-0339
Toll-Free TTY: 416-597-5371
www.patientombudsman.ca

Patient Ombudsman is an office of last resort. We can look into your complaint after you have already tried to resolve your concerns with the long-term care home. English and French service is available. We are also happy to arrange a language interpretation service if you speak another language.

Queen's University Elder Law Clinic

Telephone: 613-533-2950
www.queenslawclinics.ca

A non-profit student run program offering legal advice to older adults in Kingston who cannot afford a lawyer.

Victim/Witness Assistance Program

Toll-Free: 1-888-579-2888
www.ontario.ca/victimservices

VWAP provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process.



Community and Home Support Services

Alzheimer Society of Ontario

Toll-Free: 1-800-879-4226

GTA: 416-967-5900

<https://alzheimer.ca>

If you are living with dementia, or are caring for a person living with dementia, ***Finding Your Way*** is here to help. You will find valuable resources and information to help you or the person you are caring for to live safely in the community. They will talk about knowing the risks associated with dementia, reducing those risks, and having a plan in case there is an incident.

Whether you want to learn more about the programs and services they offer, or find dementia-related information specific to your needs, the Alzheimer Society has the education and resources to help you.

Canadian Hearing Service

Toll-Free: 1-866-518-0000

www.chs.ca

Canadian Hearing Services (CHS) offers a wide range of services, products and information to help remove communication barriers at home, at school and at work. We provide support for people of all ages who are Deaf and hard of hearing.

Canadian Mental Health Association Ontario

Toll-Free: 1-866-531-2600

<https://ontario.cmha.ca>

CMHA Ontario works closely with its 30 local branches in communities across the province to ensure the utilization of best practices in the organization, management and delivery of services to consumers and families of individuals with mental illnesses, dual diagnosis and concurrent disorders.

Community mental health and addictions care encompasses a wide variety of programs and services designed to meet local needs. These programs are delivered primarily by community agencies and sometimes through hospitals or health clinics. The majority of programs provided by community-based agencies are designed to serve the most vulnerable and most severely ill. Looking for information about mental health, addiction, or gambling services and supports in your community? ConnexOntario can help.

La Fédération des aînés et des retraités francophones de l'Ontario

Toll-Free: 1-800-819-3236

www.farfo.ca

FARFO works with Francophones aged 50 and over living in Ontario. It has some 10,500 members across Ontario, members who are either individuals or clubs, day centers or other affiliated organizations. Through its regional and local clubs and members, FARFO aims to establish dialogue and programs at the municipal level, which is increasingly responsible for the delivery of services to seniors and retirees.



Community and Home Support Services

Local Health Integration Networks

Toll-Free: 310-2222 (no area code)
www.lhins.on.ca

Newcomer Settlement Program

Toll-Free: 1-877-761-1155
www.cdcd.org

Ontario Community Support Association (OCSA)

Toll-Free: 1-800-267-6272 (OCSA)
GTA: 416-256-3010
www.ontariocommunitysupport.ca

The Ontario Caregiver Organization

Toll-Free: 1-888-877-1626
GTA: 416-362-CARE (2273)
www.ontariocaregiver.ca

Rainbow Health Ontario

Telephone: 416-324-4100
www.rainbowhealthontario.ca

Senior Pride Network

www.seniorpridenetwork.com

Works with people of all ages to ensure they can make informed choices about their care, when and where they need it. Provide useful information about local community support service agencies, and can link people to these providers to arrange services. To find local home and community care in your area visit their website.

Through this program, provincial funding is provided to community agencies that help newcomers settle and integrate in Ontario. These community agencies help newcomers connect with language, job training and community services, such as health care. Services are free and are often available in multiple languages.

Helping isolated, low-income seniors and people with disabilities and chronic medical conditions across Ontario get meals, groceries, medicine and other essentials to stay safe at home during COVID-19

The OCO exists to support Ontario's 3.3 million caregivers; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour. We support caregivers by being their one point of access to information, so they have what they need to be successful in their role.

RHO offers training for healthcare providers across the province to feel more clinically and culturally competent in caring for their LGBT2SQ service users. RHO also supports system change by producing evidence-based print and web resources, contributing an LGBT2SQ health perspective to public policy processes, acting as a research catalyst and hosting Canada's largest LGBT2SQ health conference.

The Senior Pride Network is an association of individuals and organizations committed to promoting appropriate services and a positive, caring environment. The Network is a volunteer-run association of intergenerational individuals, organizations and community groups that share an interest and commitment to expanding programs and services for older 2-spirit, lesbian, gay, bisexual, transgender, transsexual, queer and intersex people in the City of Toronto.



Government Programs & Services

Consumer Services Bureau and Consumer Protection Ontario

Toll-Free: 1-800-889-9768

GTA; 416-326-8800

Toll-Free TTY: 1-877-666-6545

GTA TTY: 416-229-6086

www.ontario.ca

Assist with customer complaints, and encourage people to file a complaint if they think their consumer rights have been violated, to help the government enforce the consumer protection law. If your complaint is not covered by the consumer protection laws we enforce, we will do our best to help you find an organization or government office that can assist you.

Ministry for Seniors and Accessibility

Toll-Free: 1-888-910-1999

GTA: 416-326-7076

www.ontario.ca/page/ministry-seniors-accessibility

Helping seniors and people with disabilities stay independent, active, and socially connected. We are also helping seniors stay safe and making Ontario more accessible for everyone and promoting the benefits of age-diverse, accessible workplaces and communities where everyone is able to participate.

Service Canada

Toll-Free: 1-800-277-9914

www.servicecanada.gc.ca

Service Canada is a central place to access a wide range of government services and benefits, including Employment Insurance, Old Age Security, Canada Pension Plan, Social Insurance Numbers, and passports. There are Service Canada offices across Ontario.

Veteran Affairs Canada

Telephone: 1-866-522-2122

www.veterans.gc.ca

Disability Pensions and Awards program offers a wide range of services and benefits to eligible veterans and others. Disability pensions and awards are available for conditions related to service in the Merchant Navy, Canadian Forces, Royal Canadian Mounted Police or to those serving in support of the Canadian Forces in wartime or in Special Duty/Operational Areas.



Housing

Ontario Association of Interval & Transition Houses

Telephone: 416-977-6619

www.oaith.ca

OAITH is not a direct service agency. OAITH is an organization that provides services and support directly to their member organizations through government relations, public awareness initiatives, training, research and education. Resources and training are available to the public through the Training Hub. If you're a woman looking for support, counselling or a safe place to go, visit Find Help page.

The [Aging Without Violence \(AWV\)](#) project promotes a holistic approach and an integrated response in the development of service provider training to address violence against older women in Ontario



Housing

ShelterSafe

www.sheltersafe.ca

ShelterSafe.ca is an online resource for women and their children seeking safety from violence and abuse. The clickable map serves as a quick resource to connect women with the nearest shelter that can offer safety, hope, and support.

Sheltersafe.ca allows you to quickly identify a shelter in a specific geographic area along with its 24-hour emergency phone number. This resource is for women directly impacted by violence as well as for their concerned friends, family, colleagues, and employers. Sheltersafe.ca is an initiative of Women's Shelters Canada.



Indigenous Supports

Aboriginal Community Health Centres

[Anishnawbe Health Toronto](#)

Telephone: 416-360-0486

[Chigamik - Midland](#)

Toll-Free: 1-855-527-4154

[Misiway Milopemahtesewin - Timmins](#)

Telephone : 705-264-2200

There are currently three Aboriginal Community Health Centres (ACHCs) in Ontario. Each Centre offer a blend of traditional Aboriginal approaches to health and wellness with primary health care in culturally appropriate settings.

Aboriginal Health Access Centres

Toll-Free: 416-236-2539

www.aohc.org/aboriginal-health-access-centres

AHACs are Indigenous, community-led primary health care organizations. The Centre's provide a combination of traditional healing, primary care, cultural programs, health promotion programs, community development initiatives, and social support services to First Nations, Métis and Inuit communities. There are currently ten AHACs in Ontario, providing services both on and off reserve, in urban, rural and northern locations. The Association of Ontario Health Centres can provide you with contact information for the AHAC closest to you.

Aboriginal Legal Services (ALS)

Telephone: 1-416-408-4041

www.aboriginallegal.ca

ALS mission is to strengthen the capacity of the Aboriginal community and its citizens to deal with justice issues and provide Aboriginal controlled and culturally based justice alternatives. This service is for Aboriginal people living in the Greater Toronto Area. The legal clinic has a Family Court Worker Program and they also provide referrals to lawyers on matters that involve family law.



Indigenous Supports

Hope for Wellness Help Line

Toll-Free: 1-855-242-3310

www.hopeforwellness.ca

Available 24/7, this national service offers an online chat and crisis line that provides immediate crisis intervention and counselling support to all Indigenous peoples across Canada.

Services available in English and French; upon request, service available in Cree, Ojibway, Inuktitut.

Métis Nation of Ontario (MNO)

Toll-Free: 1-800-263-4889

www.metisnation.org

MNO's Community Support Services Program provides information, advocacy, and practical support that allows individuals to remain in their homes for as long as possible. They help people who are elderly and/or chronically ill and who may be experiencing isolation or are having difficulty managing their disease or dealing with a terminal illness. The Aging at Home Program offers support to Indigenous seniors 55 years of age and older by offering in home supports and contracted services to help individuals live safely and independently within their own homes.

Native Canadian Centre of Toronto

Telephone: 416-964-9087

www.ncct.on.ca

The Senior's Program is designed to provide a supportive environment for Aboriginal people residing in the Toronto area through the delivery of client centered services enabling them to live independently in their homes. To keep the circle strong the Senior's Program is committed to addressing the physical, mental, emotional and spiritual needs of Aboriginal people. Services include: Medical Transportation, Diabetes Support Group Coordination, Personal Support Worker Services, Shopping Club, Security and Reassurance Checks, Social Activities, Advocacy Measures, Assistance with Activities of Daily Living, Palliative Care Supports, and Congregate Dining

Ontario Aboriginal Housing Services

Toll-Free: 1-866-391-1061

www.ontarioaboriginalhousing.ca

OAHS provides safe and affordable housing for Indigenous People living in urban and rural areas of Ontario.



Indigenous Supports

Ontario Federation of Indigenous Friendship Centres

Toll-Free: 1-800-772-9291
GTA (416) 956-7575
www.ofifc.org

The Friendship Centre vision is to improve the quality of life for Indigenous people living in an urban environment by supporting self-determined activities which encourage equal access to and participation in Canadian society and which respect Indigenous cultural distinctiveness.

The Life Long Care Program services chronically ill, cognitively impaired, physically disabled, frail and elderly urban Indigenous people of all ages. The program provides transportation services; opportunities for socialization; service navigation and advocacy; and emotional and spiritual supports to promote independent living and good quality of life.

Ontario Native Women's Association

Toll-Free: 1-800-667-0816
www.onwa.ca

The Ontario Native Women's Association (ONWA) is a not for profit organization to empower and support all Indigenous women and their families in the province of Ontario through research, advocacy, policy development and programs that focus on local, regional and provincial activities.

Programs are delivered in two ways: the first being knowledge and information exchange through a Program Coordinator that utilizes a service delivery model to encompass a combination of workshops, education campaigns, and regional activities. The second is by way of a flow-through funding model that delivers direct community member services through ONWA sites, Chapters and partnering organizations based on community need and organizational expertise.

Talk4Heal

Toll-Free: 1-855-554-HEAL (4325)
www.talk4healing.com

This a culturally grounded, fully confidential helpline for Indigenous women by Indigenous women, available 24/7 in 14 languages all across Ontario.



Long-Term Care and Retirement Homes

Concerned Friends of Ontario Citizens in Care Facilities

Toll-Free: 1-855-489-0146
GTA: 416-489-0146
www.concernedfriends.ca

Concerned Friends is dedicated to advocating for a quality long-term care system in Ontario that meets the needs of residents, families, and staff.

Family Councils Ontario

Toll-Free: 1-877-622-9968
www.fco.ngo

Family Councils Ontario works with long-term care home residents' families, Family Councils, and home staff across Ontario to enable them to cultivate positive relationships, build effective Family Councils, and improve the long-term care experience. Our mission is to lead and support families in improving quality of life in long-term care.

Long-Term Care ACTION Line

Toll-Free: 1-866-876-7658
www.health.gov.on.ca

The Long-Term Care Action Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Local Health Integration Networks (LHINs).

The Action Line offers service in English and French

Ontario Association of Residents' Councils

Toll Free: 1-800-532-0201
www.ontarc.com

The OARC is committed to supporting and educating others about resident rights and the roles and responsibilities of Residents' Councils. This is achieved through in-person and web-based efforts, and ongoing collaboration and consultation with government leaders, organizations in the health care sector, and other key stakeholders.

Ontario Retirement Communities Association

Toll-Free: 1-888-263-5556
www.orcaretirement.com

ORCA represents 92 per cent of all licensed retirement community suites in Ontario, with members caring for nearly 60,000 seniors who choose to call retirement communities their home. ORCA's membership also includes over 240 commercial partners who provide products and valuable services to retirement communities throughout the province. ORCA provides leadership in areas of education and training; our learning platform, The Learning Centre for Senior Living, provides users with the resources and support needed to meet provincial regulations, adopt best practices and promote quality and excellence in all areas of operation.



Long-Term Care and Retirement Homes

Retirement Homes Regulatory Authority (RHRA)

To make a report, call:
Toll-Free: 1-855-ASK-RHRA
(1-855-275-7472)

www.rhra.ca

The RHRA is a not-for-profit organization that oversees retirement homes to make sure the law is being followed. RHRA staff process retirement home license applications respond to calls about harm to retirement home residents and inspect retirement homes to make sure they meet the law's standards.

If you see or suspect harm or risk of harm to a resident resulting from: Improper or incompetent treatment or care, abuse of a resident by anyone or neglect of a resident by staff of the retirement home, unlawful conduct, misuse or misappropriation of a resident's money. You must* report it to the Registrar of the Retirement Homes Regulatory Authority, along with any other relevant information.



Social and Recreational Centres

La Fédération des aînés et des retraités francophones de l'Ontario

Toll-Free: 1-800 819-3236
www.farfo.ca

FARFO works with Francophones aged 50 and over living in Ontario. It has some 10,500 members across Ontario, members who are either individuals or clubs, day centers or other affiliated organizations. Through its regional and local clubs and members, FARFO aims to establish dialogue and programs at the municipal level, which is increasingly responsible for the delivery of services to seniors and retirees.

Older Adult Centres' Association of Ontario

Toll-Free: 1-866-835-7693
www.oacao.org

The OACAO is a recognized leader in the development of quality services, resources and supports for our network of community based older adult centres. OACAO offers valuable programs to our members and supporters. These include: Seniors' Centre Without Walls (interactive telephone-based program) training and resources.

Older Women's Network

Telephone: 416-214-1518
www.olderwomensnetwork.org

OWN is a voice for mid-life and older women in Canada, one that challenges discrimination on the basis of age, gender, religion, or disability. OWN works to achieve a society in which women are able to live in security and with dignity, and to participate in the decisions affecting their lives. OWN is an educational organization that embraces a feminist perspective in order to empower women to overcome injustices and inequities of gender in the home, the workplace and in society at large.



Social and Recreational Centres

Ontario Society of Senior Citizens Organizations
Toll-Free: 1-800-265-0779
www.ossco.org

OSSCO offers extensive learning and training resources for seniors in the community. Through signature events and seniors' educational programming, OSSCO-SOCAO keeps older adults informed on issues of interest.

Retired Teachers Association
Toll-Free: 1-800-361-9888
www.rtoero.ca

RTOERO is a bilingual, trusted voice on healthy, active aging. We were founded by members of the education community more than 50 years ago. RTO has evolved to be the largest membership organization of their kind - a non-profit and nationwide network.

Seniors Active Living Centres
www.ontario.ca/page/find-seniors-active-living-centre-near-you

Seniors Active Living Centres offer social, cultural, learning and recreational programs for seniors that promote health, well-being and social connections.

Find a Seniors Active Living Centre near you - [Search by city, address or postal code.](#)

United Senior Citizens of Ontario
Toll-Free: 1-888-320-2222
www.uscont.ca

USCO represents the needs of seniors through unity, education, support and co-operation with member clubs and other groups to enhance the quality of life, community participation and independence of seniors.