

NEW DIRECTIONS



George Jeffrey
Children's Centre

ENRICHING CHILDREN'S LIVES

RESOURCE GUIDE FOR CLIENTS
TRANSITIONING TO ADULT SERVICES

2013

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DIRECTORY OF SERVICES

ACCESS THUNDER BAY

Service:	Thunder Bay's Guide to Accessible Community Services for Persons with Disabilities. Provides information on accessible washrooms, guides for the visually impaired, unobstructed hallways and walkways, entrances, service counters, elevators, automatic doors, and parking for recreation and leisure services in Thunder Bay.
Phone:	807.625.2418
Web:	http://www.thunderbay.ca/Living/Accessibility.htm

AUTISM ONTARIO- THUNDER BAY & DISTRICT CHAPTER

Service:	Provides assistance, advocacy, resources and social events for those diagnosed with Autism/ Pervasive Development Disorder (PDD), their families, friends and professionals involved with their diagnosis, therapies and advocacy.
Phone:	807.622.9713
Web:	http://www.autismontario.com/thunderbay
Office Location:	425 Edward Street North Northwood Park Plaza Thunder Bay, ON P7C 4P7

AVENUE II COMMUNITY PROGRAM SERVICES INC.

Service:	Non-profit organization that provides one on one support to individuals with a developmental disability
Phone:	807.345.9933
Web:	http://www.avenueii.com/
Address:	122 Cumberland Street South Thunder Bay, ON P7B 2V3

- Employment Services:**
- service provider for the ODSP Employment Supports Program
 - assistance with development of employment plan, resume, interview preparation and job search.
 - offers job coaching and follow up
 - assists individuals in obtaining work within an ODSP approved agency

- Community Supports:**
- provides individualized supports such as personal shopping, grocery shopping (menu planning, list preparation, food storage, food safety)
 - assistance using community services (ex: public transportation, financial institutions)
 - supporting people to participate in community volunteer opportunities

- Independent Living:**
- provides support to enable people to live in their own homes
 - personalized supports based upon the person's wants and needs
 - support can range from a few hours a week to twenty four hours a day
-

BAYSHORE HEALTH CARE

- Service:**
- 24-Hour Service
 - Provides relief for caregivers of all ages
 - Respite and caregiver relief
 - Provides companions, homemakers, healthcare aides, RN and RPN in the home
- Eligibility:**
- Home care is available to individuals of all ages with a wide range of health conditions
 - Call the Bayshore Home Health office for a free home care needs consultation
- Toll Free:** 1.866.227.3894
- Phone:** 807.345.5322
- Web:** www.bayshore.ca
- Address:** 146 South Court Street
Thunder Bay, ON P7B 2X6

Personal Care

- Grooming & Dressing
- Washing and bathing
- Basic hand and foot care
- Assistance with eating
- Helping clients move safely into chairs, beds or vehicles

Home Support

- Light housekeeping
- Meal preparation
- Laundry
- Escorting clients on shopping trips and appointments

Companionship

For individuals who live alone and are feeling isolated, caregivers provide companionship through personal visits to the home to share a cup of tea or go for a walk. They also accompany clients on outings or special events

BRAIN INJURY SERVICES OF NORTHERN ONTARIO

- Service:** Assists individuals living with the effects of brain injury in attaining their maximum potential
- Eligibility:**
- individuals 16 and over who have sustained brain injury
 - must be free of substance abuse or be engaged in ongoing support to remain substance free
 - Request for Service Form must be signed by the applicant or substitute decision maker
- Toll Free:** 1.866.796.1188
- Phone:** 807.623.1188
- Web:** www.bisno.org
- Address:** 426 Balmoral Street
Thunder Bay, ON P7C 5G8

Transitional Learning Centre: Teaching life skills, cognitive therapy etc.
130 Castlegreen Drive
807.768.1881

Community Rehabilitation & Outreach Services: Provides adaptive life skills training to adults who have sustained a brain injury. Skills necessary for community interaction, increased vocational prospects and improved interaction with families

Supportive Housing Program: Provides long-term, 24-hour support to 3 individuals and 1 through repatriation from the USA, for a total of 4 spaces. This program is currently housed at Transitional Learning Centre site.

Community Housing & Outreach Services: Assisting individuals to secure safe high standard and affordable housing in Thunder Bay

Variable Support Services Programs: Provides up to 16 hours of unique and adaptive services geared toward the need of the individual in the way of teaching and assistance. Most individuals have access to third party funding

CANADA GAMES COMPLEX

Service:	Provides a variety of social, recreational, competitive, instructional and therapeutic activities. Operate a unique, accessible, multipurpose, community facility in a safe and enjoyable environment. Contact for further information about programs or memberships. If you require a support person to participate in the program of your choice at the Canada Games Complex, contact Inclusion Services at 807.625.3220
Admission & Registration:	Seasonal Fitness and Aquatics Programs can be viewed on the Canada Games Complex Website, or in The Key (www.thunderbay.ca/thekey). General Adult Admission for People with Disabilities: \$3.50
Phone:	General info - 807.684.3311
Web:	http://www.thunderbay.ca/Living/recreation_and_parks/Facilities/Canada_Games_Complex.htm
Address:	420 Winnipeg Avenue Thunder Bay, ON P7B 6B7

CANADA MORTGAGE AND HOUSING CORPORATION

The Residential Rehabilitation Assistance Program (RRAP)

Service:	The Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities offers financial assistance to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income persons with disabilities.
Eligibility:	<ul style="list-style-type: none">• value of house is below a specified figure, and• household income is at or below established ceilings (limits) based on household size and area
Toll Free:	1.800.668.2642
Web:	www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm

CANADA PENSION PLAN- DISABILITY BENEFITS

Service:	The CPP Disability program is the largest long-term disability insurance program in Canada. Its primary role is to replace a portion of income for CPP contributors who cannot work because of a disability that is both severe and prolonged (as defined by the CPP legislation).
Eligibility:	<ul style="list-style-type: none">• under 65 years of age• made enough contributions to the CPP• have a disability which prevents you from working at any job on a regular basis• have a disability which is long lasting or likely to result in death <p>* People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit. Contact Service Canada to determine your eligibility.</p>
Application:	<ul style="list-style-type: none">• You should apply when you develop a serious long-term or terminal medical condition that prevents you from working regularly at your own or any other job• Must complete a written application. Download an application by visiting the Canada Pension Plan Website.
Toll Free	1.800.277.9914
TTY:	1.800.255.4786
Web:	http://www.servicecanada.gc.ca/eng/sc/cpp/disability/disabilitypension.shtml
Mailing Address:	(For postal codes starting with K or P)

Service Canada
P.O. Box 2013
Timmins, ON P4N 8C8
Canada

CANADIAN HEARING SOCIETY

Service:	Programs for deaf, deafened, and hard of hearing people offered in a fully accessible and supportive environment.
Eligibility:	Contact CHS for information on eligibility
Toll Free:	1.866.646.0514
Phone:	807.623.1646
TTY :	877.634.0183
Web:	www.chs.ca
Address:	Suite 35, 125 Syndicate Avenue South Victoriaville Centre Thunder Bay, ON P7E6H8

General Support : Provides personal counselling and guidance for deaf, deafened and hard of hearing people looking for support and advocacy with government services, immigration issues, or referrals to other community services

Communication Devices Program: CHS carries the most complete range of communication devices that assist and augment communication, safety and independence, including visual smoke detectors, baby monitors, and alarm clocks; amplified phones; TTYs (text telephones), and more

Educational Support : Offers sign language interpreters, computerized notetakers, assistive listening devices to provide students with an equal opportunity for academic success

Ontario Interpreter: Ontario Interpreting Services (OIS) can provide you with quality OIS-registered interpreters in a variety of life settings including: medical, mental health, social services, employment, educational, legal, government services, personal business

Emergency Interpreters available between 5:00 p.m. and 9:00 a.m. and 24 hours/day on weekends and holidays for Hospital emergency departments, after-hours walk-in clinics, Crisis centres & Shelters

To book an emergency interpreter: TTY: 1-866-831-4657
Phone: 1-866-256-5142
E-mail: OIS@answerplus.ca

CONNECT Counselling : Offers counselling services to those who may be dealing with mental health and illness, depression, relationship difficulties, abuse, family breakdown and addictions or substance abuse. Services are offered in a fully accessible and supportive environment, and are free and confidential.

Employment Service : Online job board, job-related counselling, leads and referrals, interviews, interpreters for your interviews, job accommodations and supports (TTYs and other communication devices)

Northern Literacy and Life Skills : Literacy programs help to develop American Sign Language (ASL) as well as English, math and pre-employment skills, personal daily living skills and employment preparation. Classes are taught in ASL

CANADIAN MENTAL HEALTH ASSOCIATION

Service: An inclusive community that promotes emotional well being, human dignity and social justice, where people are valued and opportunities in all aspects of life are available to everyone. Services include family support groups, workshops and training sessions, special awareness events, resources and information, publication of Change of Mind Newsletter and an information website.

Eligibility: Involves an exploration of the person's needs in order to access the type of service they require

Phone: 807.345.5564

Web www.cmha-tb.on.ca

Address: 200 Van Norman Street
Thunder Bay, ON P7A 4B8

Housing Registry & Outreach: Assist individuals facing housing difficulties to find such housing and develop and coordinate a model of outreach services to improve the awareness of services available to individuals facing housing difficulties

Supportive Employment Program: *Prevocational Training:* Pre-employment program that helps individuals to re-enter the work force

Transitional Employment: Offers members the opportunity to rotate through paid positions in the community on six-month intervals

Supported and Independent Employment: connects members to more permanent employment in the community

Steps to Employment: 8 week vocational life skills, job trials/training placements and job coaching with scheduled support as required

New Foundations Clubhouse: Provides opportunities to enhance mental health and live to their fullest potential in the community. Activities are jointly shared by members and staff and encompass the following components: Community Support, Supported Employment, Supported Housing, Work-ordered Day, and Social Recreation

Rehabilitation Action Program (RAP): Primarily for adults with psychiatric disabilities or severe emotional problems, 16 and older. Focuses on the social aspect of recovery. 4 components: psycho-educational workshops, one on one partnerships, support groups, social recreation

Crisis Response Service: Children, adults and their families and friends, includes those who are under acute psychological distress from any number of life crises, trauma or psychological causes
Community based 24 hour crisis response telephone service plus a 12 hour mobile resource team

Crisis Phone: 807.346.8282

CANADIAN NATIONAL INSTITUTE FOR THE BLIND

Service: Enriches the lives of people of all ages who are blind or visually impaired. Provides rehabilitation teaching, orientation and mobility, low vision consultation and assessment, support to caregivers, special aids and appliances, prevention of blindness programs, volunteer services, taped-book service and public education

Toll Free: 1.800.411.3337

Phone: 807.345.3341

Web: www.cnib.ca

Address: 229 Camelot Street
Thunder Bay, ON P7A 4B2

CANADIAN PARAPLEGIC ASSOCIATION- SPINAL CORD INJURY ONTARIO

Service: A non-profit organization dedicated to supporting adults with mobility impairments to maximize their potential for independence, self-reliance and community participation
Includes individual counselling, goal setting, anger management, stress management, adjusting to disability, information/referral and individual advocacy

Eligibility: 18 years if age and over with mobility impairment

Toll Free: 1.866.344.4159

Phone: 807.344.3743

Web: www.cpaont.org

Address: 1201 Jasper Dr. Ste B
Thunder Bay, ON P7B 6R2

CASTLEGREEN CO-OPERATIVE HOUSING CORPORATION

Service: Non-profit housing co-operative designed to accommodate families, senior citizens and and people with disabilities. Currently 215 units occupied

Eligibility: Individuals must agree with the principles of cooperation and become a member

Phone: 807.767.6214

Web: <http://www.castlegreen.on.ca/>

Address: 213 Castlegreen Drive
Thunder Bay, ON P7A 7W4

CATHOLIC FAMILY DEVELOPMENT CENTRE

Service: Supports and strengthens families through the provision of family services including Professional Counselling & Parent Education groups

Phone: 807.345.7323

Web: <http://catholicfamilycentre.ca/site/>

Address: 380 Dufferin Street
Thunder Bay, ON P7B 1N6

CITY OF THUNDER BAY: COMMUNITY SERVICES DEPARTMENT, RECREATION & CULTURE DIVISION

SPECIAL SERVICE OPERATIONS

Service:	Addresses concerns regarding accessibility eg. Problems with sidewalks or curbs.
Phone:	807.625.2368
Fax:	807.625.3395
Web:	http://www.thunderbay.ca/City_Government/Departments/Community_and_Emergency_Services/Recreation_and_Culture.htm
Mailing Address:	Victoriaville Civic Centre 111 Syndicate Avenue S. Thunder Bay, ON P7E 6S4

CITY OF THUNDER BAY: COMMUNITY SERVICES DEPARTMENT, RECREATION & CULTURE DIVISION – cont'd

COMMUNITY CENTRES

Current River 450 Dewe Avenue 807.683.8451	Jackpine 260 Jackpine Road 807.345.1641	Jumbo Gardens 330 Toivo Street 807.625.2304	North End 954 Huron Avenue 807.345.1951
North McIntyre 2051 Government 807.767.1400	North Neebing 2145 Rosslyn Road 807.474.0909	Ogden 600 McKenzie Street 807.625.2198	Oliver Road 563 Oliver Road 807-345-9531
South Neebing 1841 Mountain Rd 807-475-4622	Tennis Centre 430 Ford Street 807-577-1514	Vale 420 Vale Avenue 807-577-2290	Vickers Heights 1695 Broadway Avenue 807-577-4041
Volunteer Pool 180 Martha St 807-344-4651	West Arthur 1914 West Arthur St 807-577-6661	Westfort 397 Empire Avenue 807-623-3282	West Thunder 915 South Edward Street 807-475-9396

Please refer to [The Key](#) for available recreation and leisure activities at a community centre near you

INTEGRATION & INCLUSION SERVICES

- Service:**
- Promotes participation in recreation for children and adults with disabilities
 - Offers free support to regular programs and initiatives helping to make them more accommodating, eg. Leisure Resources-Thunder Bay Committee
 - Provides information and special resources such as newsletters, personal consult and referral, specialized equipment and library

Available Free of Charge: child and adult size all terrain wheelchairs

For more information call Integration and Inclusion Services.

Eligibility: Children and adults with any type of disability seeking recreational opportunities

Phone: 807.625.2930 or 807.625.3220

Web: http://www.thunderbay.ca/Living/recreation_and_parks/Accessible_Services.htm

Address: c/o Ogden Community Centre
600 McKenzie St
Thunder Bay, ON P7C 4Z3

Programs may change seasonally. Call Integration and Inclusion Services for current programs, locations and registration information

- Stretching & Toning:** A relaxing beginner's drop-in class with some Yoga-based stretching. Ideal for people with arthritis or with limited range of motion
- Fun & Fitness:** An easy to follow drop-in exercise program ideal for people with arthritis or other health related issues, or if you have been away from regular exercise and need to work at your own pace
- Inclusive Adult Bowling:** This is non-competitive drop-in bowling. There are facilitators on-site to provide some assistance if required. Bowling ramps available
- Wheelchair Curling:** Anyone 18 years of age or older with a physical disability can join in to enjoy the sport of curling from a wheelchair. Basic curling instruction is provided by experienced curlers

CITY OF THUNDER BAY: COMMUNITY SERVICES DEPARTMENT, RECREATION & CULTURE DIVISION – cont'd

INTEGRATION & INCLUSION SERVICES – cont'd

- Knit N' Things:** A drop-in knitting group. Bring your projects to work on and meet new friends and have a cup of coffee or tea at the same time. A support person must accompany those requiring support
- Scrapbooking & Socializing:** Come out and enjoy an afternoon of drop-in scrapbooking. Bring your own basic scrapbooking materials (books, paper, pictures, etc.) and share all of the scrapbooking equipment available at this program. Coffee and tea will be available, but bring your lunch if you plan to spend the day. A support person must accompany those requiring support
- Connectors:** Where Friends Meet Friends! *Connectors* Drop-in program is an opportunity for adults of all abilities to gather and learn about recreational opportunities in our community. Each week we will cover a different topic such as: city facilities, winter fun, know your neighbourhood, scrapbooking, parks and trails as well as skill development in sports and fitness. We will discuss how to access information, what you require to participate, how to budget, who to contact. It will be a learning experience for everyone. Participants requiring assistance must be accompanied by a support person
- American Sign Language:** Adults are encouraged to extend their knowledge of *American Sign Language* by taking part in Level One – Part Two. This 14 week course will enhance your language skills of the people in the Deaf Community through our instructor Greg Eyben. Level One – Part One is a prerequisite. Class size limited to 20 adults
- Personal Attendant for Leisure (PAL) card:** The P.A.L. card is free and can be used by a person with a disability to get their support person in for free when using the facilities that accept the P.A.L. card:
- Confederation College Fitness Centre
 - Founder's Museum and Pioneer Village
 - Nor-west Outdoor Club
 - Thunder Bay Art Gallery
 - Ross Pilates
 - Thunder Bay Hiking Association
 - Thunder Bay Minor Football Association
 - Mini-Putt at Boulevard Lake
 - Frank Murphy Community Centre
 - Fort William Country Club
 - Northwestern Ontario Sports Hall of Fame
 - Cambrian Players
 - Wilderness Supply
 - The Sports Dome
 - Galaxy Lanes
 - Magnus Theatre
 - The Athletic Club
 - Thunder Bay Museum
 - HAGI Transit Fort William Historical Park
 - PUSH Fitness Centre
 - Thunder Bay Border Cats
 - School of Hard Rocks
 - Lakehead Archers
 - Indian Friendship Centre
 - Thunder Bay Diving Club
 - Thunder Bay Military Museum
 - Mario's Bowl
- City-run programs at the following facilities also accept the P.A.L. card:**
- Community Centres
 - Arenas
 - Municipal Golf Courses
 - Pools
 - 55 Plus Centres
 - Canada Games Complex

Applications are available:

- at Victoriaville Civic Centre, online or by phone
- in Braille or large print

All Terrain Wheelchair: All-Terrain Wheelchairs are great for wheelchair users who would like to participate in outdoor recreation but can't take their personal wheelchairs over rough terrain. We have adult and child/youth chairs to borrow FREE of charge. To borrow or for more information call or email Inclusion Services.

Get Active Now Adaptive Equipment Bag: The Get Active Now Equipment Bag includes equipment and game ideas for all ages. Borrow the Get Active Now Equipment Bag from the Ogden Community Centre for FREE. Call or e-mail Inclusion Services.

Phone: 807.625.3220

E-mail: sholloway@thunderbay.ca

COMCARE HEALTH SERVICES

Service: Personal and home support workers provide a wide range of services to individuals of all ages and physical challenges, caregiver relief and respite

Eligibility: Contact customer support to learn about your home care options, assess your situation and inform you of the various alternatives available based on your care needs

Toll Free: 1.800.663.5775

Phone: 807.346.0633

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

Address: 91 South Cumberland Str., Suite 200
Thunder Bay, ON P7B 6A7

Personal Support :

- bathing, dressing, grooming
- medications
- exercise programs

Home Support:

- daily tasks and errands
- meal preparations and light housekeeping
- independent living

Caregiver Relief/ Respite/ Companions:

- provides relief appropriate for a range of care giving needs

Physiotherapy:

- range of motion, muscle strength and balance
- pain management
- training in mobility devices
- fall prevention and home safety assessments and recommendations

Occupational Therapy:

- life skills
- energy conservation techniques
- devices for everyday living
- home safety assessments and ergonomics
- mobility devices

Speech Language Pathology:

- communication or swallowing issues
- personalized programs

- Social Work:**
- knowledge of resources
 - coping and dealing with changes
 - individual and family teaching
 - supporting caregivers
 - community resources
 - financial and end-of-life planning
 - evaluating and accessing services

COMMUNITY CARE ACCESS CENTRE (CCAC)

Service: Community Care Access Centres (CCACs) are local organizations that can help you to access government-funded home care services, and long-term care homes

- Eligibility:**
- All ages
 - you must have a valid Ontario Health Card
 - you must be physically unable to leave home to receive the necessary health care services
 - you must consent to receiving home care
 - you and your caregivers/significant others must be willing and able to participate in your care
 - your medical condition is such that adequate treatment can be provided at home with the services available through the CCAC
 - services can be provided in a suitable and safe environment

Toll Free: 1.800.626.5406

Phone: 807.345.7339

Web www.tb.ccac-ont.ca

Address: 961 Alloy Drive
Thunder Bay, ON P7B 6M8

Equipment: Short-term use of medical equipment is covered by CCAC. Long term equipment may be rented or purchased.

- Personal/ Home Support:**
- bathing and dressing
 - mobility and transfers
 - exercise
 - meal preparation and feeding
 - caregiver relief
 - medication reminders
 - laundry
 - light housekeeping

- Caregiver Relief/ Respite/ Companions:**
- short-stay respite in long-term facility
 - adult day programs
 - personal support in the home

- Physiotherapy:**
- acute or chronic pain management
 - weakness, stiffness, or reduced range of motion
 - walking or coordination difficulties
 - education and teaching of exercise routines to you and your caregiver

- Occupational Therapy:**
- wheelchair and walker assessments
 - assessments of equipment needs and/or adaptive aids
 - splinting
 - home safety assessments
 - assessments of physical and mental abilities
 - completion of Assistive Device Program funding
- Speech Language Pathology:**
- swallowing and/or choking difficulties
 - difficulty speaking or understanding language
 - little or no communication skills
 - problems associated with stroke, brain injuries, neurological conditions, cancer or end-of-life care
- Social Work:**
- adjustments to illness or disability
 - palliative and end-of-life care issues
 - financial issues
 - concerns about social isolation
 - abuse or neglect problems
 - caregiver burnout concerns
 - family conflicts
 - accommodation needs

COMMUNITY LIVING THUNDER BAY

Service: Offers residential support options for person with an intellectual disability
The amount of support ranges from 24 hours per day to periodic monthly follow-up
Residential Services

Eligibility: Adult with an intellectual disability

Phone: (807) 622-1099

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

Address: 1501 Dease Street
Thunder Bay, ON P7C 5H3

Supportive Living Service: Provides individuals with the opportunity to live and share in the activities of a family home. Home provider receives training, support and supervision, goes through a “licensing” process of interviews, plus fire and health inspection of the home, police check, etc
Per diem rate is provided

Community Resource Planning Centre: Promotes the person’s involvement and inclusion in the community with emphasis on community outreach to encourage and enable the community to welcome and support persons with an intellectual disability. Responsible for ensuring that individuals with an intellectual disability and their families are supported in ways that are responsive, flexible and truly satisfy their needs. Emphasizes on person-centred planning, the development of personal support agreements and most importantly, the follow-up and review that ensures outcomes for individuals

Employment & Community Support Services: Offers a range of services for individuals with an intellectual disability in both employment and other community activities. Options explored with the individual to determine abilities as well as preferences. Support is individualized and adjusted to need. Community options include recreation and leisure, making connections in the community and building relationships based on people’s interests and needs. Offers the Community Works – Small Job Service
K-9 Delight Bakery: Provides individuals with intellectual disabilities a place to develop employment skills

Residential Support Services: Offers residential support options for persons with an intellectual disability. Supports offered at numerous locations in Thunder Bay. Supports provided are determined by choice, skills, current situation and desires of the individual. Amount of support ranges from 24 hours per day to periodic monthly follow up

Vacation & Leisure Opportunities: The Association provides opportunities for leisure and summer camp recreation including the provision of out of town trips for adults with an intellectual disability.

Eligibility:

- ages 16 and up
- have an intellectual disability

Phone: Monty Parks Centre: 807.345.2551

Address: Monty Parks Centre
450 Fort William Rd
Thunder Bay, ON P7B 276

CONFEDERATION COLLEGE LEARNING CENTRE

Service: Provides individual assistance and support for students who have disabilities that could affect their academic performance. Services and accommodations emphasize personal independence and responsibility and provide a fair and equal opportunity for success without compromising the academic integrity of the course or program

Eligibility:

- Enrolled as a student at the Confederation College
- Documentation of your disability

Phone: 807.475.6618

Web: <http://www.confederationc.on.ca/academicsupportcentre>

Address: Academic Support Centre
Confederation College
P.O. Box 398
1450 Nakina Drive
Thunder Bay, ON P7C 4W1

CREATIVE THERAPY ASSOCIATES

Service: Speech-Language Pathology, Occupational Therapy

Eligibility:

- All ages
- Accepts referrals from individuals, community agencies, and physicians

Phone: 807.624.2590

Address: 1265 Arthur Street E. Suite 203
Thunder Bay, ON P7E 6E7

EXPERT HEARING SOLUTIONS

Service:

- Authorized vendor for assistive device program of the Ontario Ministry of Health
- Provides assistive hearing devices
- Offers hearing tests for adults and children

Phone: North Office: 807.345.4327

West Arthur Place: 807.623.7877

Address: North Office: 282 Memorial Drive
Thunder Bay, ON P7B 5V2

West Arthur Place: 101-1265 Arthur St. East
Thunder Bay, ON P7E 6E7

HAGI COMMUNITY SERVICES FOR INDEPENDENCE

Service: Provides services which allow persons with disabilities the freedom to make independent choices about

their lifestyle. Offers Support Services, Transit, Wilderness Discovery and Housing. Contact HAGI for further information on services and programs

Phone: 807.343.0414

Web: www.hagi.ca

Address: 1201 Jasper Drive, Ste A
Thunder Bay, ON P7B 6R2

HAGI COMMUNITY SERVICES FOR INDEPENDENCE – cont'd

SUPPORT SERVICES

Service: Encourages persons with disabilities to achieve and maintain maximum independence and to assume total responsibility for governing their own lives

Application: Application available online

- Eligibility:**
- Between the age of 18-65
 - Have a permanent physical disability
 - Be capable or potentially capable of directing their own care
 - Able to pay the ordinary costs of living independently
 - Sign a service contract
 - Ensure that any other required services can be obtained through other community resources

The Support Service Living Unit:

- Client directed support
- accessible, subsidized housing
- 24 hr personal assistance service
- personal grooming and hygiene
- bathing and washing
- transferring and positioning
- meal preparation
- dressing and undressing
- toileting and bladder/bowel care
- housekeeping

Community Outreach Program:

- available in an individuals own home
- maximum 4 hours a day
- clients are responsible for hiring, training, scheduling and managing their own personal assistants

Life Skills and Transitional Living:

- Managing finances
- Using community services
- Maintaining Health
- Managing personal care
- Creating a personally satisfying lifestyle
- Using community health programs

TRANSIT SERVICES

Service: Operates a parallel transit service serving persons with disabilities and seniors. We provide a door-to-door mode of shared public transportation. Passengers must register in order to use the service

Phone: 807.345.0777

- Eligibility:**
- Unable to use city transit
 - Unable to walk one-half of a city block or cannot climb or descend steps
 - Registration must be complete by you and your physician

Application: Application available online

Hours of Operation: Operates 7 days a week excluding holidays
Hours: Monday to Saturday 7am – 11pm and Sunday 9am – 11pm

WILDERNESS DISCOVERY

Service: An integrated outdoor camping experience for persons with a disability and their family and friends, located on Lake Shebandowan.

Phone: 807.926.2004 or 807.343.0414

Web: www.wildernessdiscovery.ca

Address: Highway #11 West
Shebandowan, ON P0T 2T0

HOPE AIR

Service: Helps people who need to travel for medical treatment through a network of unused seats on commercial airline carriers

Application: Available online

Toll Free: 1.877.346.HOPE (4673)

Web: www.hopeair.org

Address: 124 Merton Street, Suite 207
Toronto, ON M4S 2Z2

HOPE CHRISTIAN REFORM CHURCH

Service: A non-denominational bible based friendship group for people of all ages who have developmental disabilities. It offers bible stories, singing, crafts, (colouring work with construction paper etc.) prayer, socializing. Refreshments provided. There is an occasional outing such as bowling, weiner roast etc.

Eligibility: Developmentally handicapped people of all ages

Phone: 807.475.9285

Web: www.hopecrc.net

Address: 1315 Crawford Ave,
Thunder Bay, ON P7E 3E3

INDEPENDENCE PLUS HOUSING CORPORATION

Service: Corporation to manage and operate 8 group homes (all of barrier free design) for adults with special needs

Eligibility:

- Adults with developmental disabilities
- Referral from organization

Hours: Monday-Friday..... 8:30-4:30pm

Phone: 807.346.0662

Address: 555 Central Ave
Thunder Bay, ON, P7B 5R5

INDEPENDENT LIVING RESOURCE CENTRE

Service: Empowers individuals with a disability to take control of their resources by utilizing information, support, skills and choices available to them

Eligibility:	Persons with a disability; family members, friends or service providers
Phone:	807.577.6166
Web	http://www.ilrctbay.com/
Address:	102-130 South Brodie St. Thunder Bay, ON P7E 1B9
Direct Funding:	Assists people throughout NW Ontario in the application process for funding to self-manage their own attendant care services

INDEPENDENT LIVING RESOURCE CENTRE – cont'd

Creating Employment Options:	Assists individuals with disabilities to secure employment by providing funding for wage-subsidies, business plan development, self-employment living allowances, training and tuition.
Healthy Choices:	A skills program focused on education about food purchasing, preparation and meal planning. Emphasis is made on buying low-cost, high-nutrient value food. Cooking demonstrations show participants how to prepare, handle and store food properly
Skill Development:	Delivers a wide variety of general Life Skill Development Workshops which are typically delivered in a group setting. These comfortable and casual workshops deal with everyday topics from “Using Public Transportation in Thunder Bay” to “Turning Your Hobby Into A Business”. You do not need to qualify for the CEO Program to take part in these Life Skill Workshops

INTENSIVE HOME SUPPORT SERVICES

Service:	24 hr service. Offers a full range of in-home and community health services. Includes nursing assessments, nursing care by registered nurses; basic and advanced foot care; paraprofessional services (home support, travel attendants), health promotion workshops and home alterations. Installer for personal emergency reponse systems. All staff are insured and bonded.
Crisis Phone:	807.627.0100
Phone:	807.768.5951
Address:	1020 Dawson Rd, Ste 216 Thunder Bay, ON P7B 1K6

INTEGRATION ACTION FOR INCLUSION THUNDER BAY

Service:	<ul style="list-style-type: none"> • A provincial non-profit charitable organization, dedicated to educational inclusion and community living for people who need extra support • Supports parents who want inclusion education for their children and helps them prepare and participate in team meetings, Identification Placement Review Committee appeal hearings, etc • Helps develop individualized programs for students in inclusive settings • Organizes seminars and workshops, lobbies and consults with governments • Special Education Advisory Committee representation on Lakehead District School Board
Eligibility:	<ul style="list-style-type: none"> • Parents, educators and concerned citizens wishing to support inclusion for all • Members pay annual fees
Web:	http://search.211north.ca/record/TBY1514
Phone:	807.624.1720
Address:	125 Syndicate Ave. South Unit 38, Victoriaville Centre Thunder Bay, ON P7E 6H8

LAKEHEAD EMPLOYMENT SERVICES

Service:	<ul style="list-style-type: none">• Offers employment counselling to qualified applicants• Provides career planning assistance for effective decision making• Job search strategies, training opportunities and options
Eligibility:	<ul style="list-style-type: none">• Must be 31 years of age and over• Currently on employment insurance benefits or within the last 3 years or on maternity/paternity benefits within the last 5 years and now re-entering the work force
Phone:	807.623.2348
Address:	1402-590 Beverly St. Thunder Bay, ON P7b 6H1

LAKEHEAD UNIVERSITY LEARNING ASSISTANCE CENTRE

Service:	Offers specific services for students with disabilities including technical devices. The Centre coordinates services and accommodations for students with disabilities. Academic accommodations are provided on the basis of documentation of a disability
Phone:	807.343.8047
Web:	https://www.lakeheadu.ca/current-students/student-services/accessibility
Address:	955 Oliver Road Thunder Bay, ON P7B 5E1

LEGAL AID ONTARIO

Service:	Available for legal problems, criminal matters, family disputes, immigration and refugee hearings, disability support and family benefits payments
Eligibility:	Conducts asset test and income test to determine eligibility. Contact Legal Aid to see if you qualify.
Toll Free:	1.800.668.8258
TTY:	1.866.641.8867
Phone:	807.345.1972
Web	www.legalaid.on.ca
Address:	209 Van Norman Street Thunder Bay, ON P7A 4B6

LUTHERAN COMMUNITY CARE CENTRE

Service:	Provides an array of services that are dynamic - changing as the needs of the community change. A common theme among all services is a holistic approach and a focus on advocacy especially for disadvantaged individuals.
Eligibility:	Services provided to all people regardless of religious affiliation
Toll Free:	855.376.6673
TTY:	866.752.5427
Phone:	807.345.6062

Web: http://www.lccctbay.org/LCCC_Eng/index.html
Address: 245B Bay Street
 Thunder Bay, ON P7B 6P2

- Community Support Services:** Provides information on services and supports in the community, person-centred planning and service brokerage, advocacy and case resolution, coordinated individual and community resource development and financial monitoring of individualized funds for individuals with a developmental disability. Adults; need documentation that individual has a developmental disability
- Counselling Services:** Individual, family and marriage/couples counselling. Guided by Christian values and includes stress, life transition, panic concerns, family problems, including violence, bereavement counselling and suicide.
- Social Service Program:** Social services to a broad range of families and individuals. Advocacy and referral, translations, assistance with daily living activities, housing issues and coordination of services
- Transitional Support Services:** 18 years of age and over with an intellectual/developmental disability graduating or leaving High School in the current or past 2 years, can be flexible. Assists young adults who have an intellectual/developmental disability to make a successful transition from High School to a wide range of community activities through self-directed planning. Team facilitators assist participants to achieve their goals through natural supports, volunteer experiences, educational programs, community agencies and employment opportunities

Lutheran Community Housing Corporation

Service:

- Provides housing accommodations
- Operates Bay Court, King's Court, Luther Court and Pioneer Court.
- Service in Finnish Language available.
- Fee assistance for subsidized housing available.

Phone: 807.345.5954

Address: 201-185 Court Street South
 Thunder Bay, ON P7B 2X7

Medichair Thunder Bay

Service: MEDIchair Thunder Bay prides itself on providing caring, knowledgeable and highly-trained Home Medical Equipment Specialists committed to finding the right solution for each customer. Our store carries a comprehensive line of Home Medical Equipment

Phone: (807) 623-9110

Web: <http://thunderbay.medichair.com/>

Address: 977 Alloy Dr
 Thunder Bay ON P7B 5Z8

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Special Services at Home Program

Service: This program provides funding directly to families so they can purchase services to provide personal development and relief support to a child or adult with a developmental disability or a child with a physical disability

Eligibility: Must be under 18 years of age, physically or developmentally handicapped; adults who are developmentally handicapped and living with their families

Provides funding for special services for growth and development

Toll Free: 1.800.465.5561
TTY: 1.800.544.6443
Phone: 807.473.3130
Web: www.gov.on.ca
Address: Ontario Government Building
 111-435 James Street South, 1st Floor
 Thunder Bay, ON P7E 6S7

MINISTRY OF COMMUNITY AND SOCIAL SERVICES – cont'd

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) INCOME AND EMPLOYMENT SUPPORTS

Service: The ODSP is designed to meet the unique needs of people with disabilities who are in financial need, or who want and are able to work and need support. The program has two components: Income support and Employment support. Income support provides financial assistance and other benefits to eligible people with disabilities and their families. This assistance can include help with accommodation and basic living expenses as well as prescription drugs and basic dental care

Eligibility: For income support you must be:

- 18 years of age or older
- An Ontario resident
- qualify financially
- have a disability (substantial physical or mental impairment that is continuous or recurrent) which is expected to last one year or more.

You may also qualify if you:

- receive disability benefits under the Canada Pension Plan (CPP);
- are 65 or older and are not eligible for Old Age Security (OAS);
- live in a psychiatric facility;
- live in a facility under the Development Services Act or in a home under the Homes for Special Care Act; or
- are about to turn 18 and currently get a benefit called the Assistance for Children with Severe Disabilities Benefit (this used to be called Handicapped Children's Benefit).

The amount of money you receive from the ODSP will vary depending upon your rent costs and family size. You may also be entitled to benefits such as drug and dental coverage, Community Start Up and Maintenance Benefits and Employment Start Up Benefits, or financial assistance for special diet requirements, special needs items as well as eyeglasses, hearing aids, etc.

To apply for ODSP, contact the Ministry of Community and Social Services ODSP office (below) in order to make an appointment

Toll Free: 1.800.465.5561

TDD/TTY: 807.473.3151

**TDD/TTY
Toll Free:** 1.800.544.6443

Phone: 807.473.3130

Web www.mcscs.gov.on.ca/mcscs/english/pillars/social/programs/odsp.htm

Address: 435 James Street South, Suite 111
 Thunder Bay, ON P7E 6S7

Community Start Up and Maintenance Benefit	The Community Start Up and Maintenance Benefit (CSUMB) is available to ODSP Income Support recipients who: <ul style="list-style-type: none"> • must move and/or are setting up a new permanent residence in the community; • need assistance to remain in their current residence; or • require payment for utility/heat arrears or reconnections
Work-Related Benefit	\$100 Work-Related Benefit helps ODSP recipients and their eligible adult family members with their costs of going to work such as transportation or work clothing
Employment and Training Start Up Benefit	The Employment and Training Start Up Benefit provides up to \$500 in any 12-month period to eligible ODSP recipients who are starting a new job, training program or an approved employment activity to help pay for items such as clothing or uniforms for work, tools and special equipment and professional fees

MINISTRY OF TRANSPORTATION - ACCESSIBLE PARKING PERMIT

Service:	The Accessible Parking Permit (APP) is issued to individuals and entitles the vehicle in which it is displayed to be parked in a designated accessible parking space. There is no cost to obtain this permit.
Eligibility:	<ul style="list-style-type: none"> • Cannot walk without assistance or who require the assistance of a wheelchair. • Suffers from lung disease to such an extent that forced expiratory volume in one second is less than one litre. • Portable oxygen is a medical necessity. • Cardiovascular disease impairment • Severely limited in the ability to walk • Visual acuity is 20/200 or poorer in the better eye with or without corrective lenses or whose greatest diameter of the field of vision in both eyes is 20 degrees or less. • Condition(s) or functional impairment that severely limits his or her mobility
Toll Free:	1.800.387.3445
Web:	www.mto.gov.on.ca/english/dandv/vehicle/app.htm
Application:	Applications can be obtained by downloading from the website or at any Drivers and Vehicle License Office. Send applications to: <p style="text-align: center;">Ministry of Transportation ServiceOntario, Licence Renewals Unit P.O. Box 9800 Kingston, ON K7L 5N8</p>
Address:	Driver and Vehicle Licence Issuing Office 400 Balmoral Street Thunder Bay ON P7C 5G8

Ministry of Health and Long Term Care

Assistive Devices Program (ADP)

Service:	Intended to help people with long-term physical disabilities to get needed equipment and supplies Provides financial assistance for basic communication devices for written or oral communication at home. <ul style="list-style-type: none"> ▪ Diabetes Equipment and Supplies; ▪ Enteral Feeding Supplies; ▪ Hearing Aids; ▪ Home Oxygen; ▪ Insulin Pumps and Supplies for ▪ Ostomy Supplies; ▪ Pressure Modification Devices; ▪ Prosthetic Devices (Breast, Limb, Ocular, Maxillofacial); ▪ Respiratory Supplies and Equipment;
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	<ul style="list-style-type: none"> Children and Youth age 18 and under ▪ Orthotic Devices ▪ Visual Aids; ▪ Wheelchairs, Positioning and Ambulation Aids. ▪
Eligibility:	<ul style="list-style-type: none"> • Any Ontario resident who has a long-term physical disability and a valid Health Card issued in his or her name • If you are receiving social assistance benefits under Ontario Works (OW), Ontario Disability Support Program (ODSP) or Assistance to Children with Severe Disabilities (ACSD), you may be eligible to receive more money
Toll Free:	1-800-268-6021
TTY:	1-800-387-5559
Web:	http://www.health.gov.on.ca/en/public/programs/adp/
Address:	5700 Yonge Street, 7th Floor Toronto, ON M2M 4K5

Ministry of Health and Long Term Care – cont'd

Northern Health Travel Grant Program

Service:	Helps with expenses for residents of Northwestern Ontario who must travel more than 100 km (one-way) from where they live for a medical appointment in Northern Ontario and more than 200 km from where they live for a medical appointment in Southern Ontario or Manitoba
Eligibility:	<ul style="list-style-type: none"> • you are an OHIP insured person with a valid Ontario health card on the date of treatment, living in the districts of Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Parry Sound, Rainy River, Sudbury, Timiskaming or Thunder Bay; • you are referred for specialty health care that is an insured service under the <i>Health Insurance Act</i>; • a northern physician, dentist, optometrist, chiropractor, midwife or nurse practitioner has referred you before the travel takes place; • you are referred to a medical specialist who is certified by the Royal College of Physicians and Surgeons of Canada (RCPSC), or a Winnipeg (Manitoba) physician enrolled on the Manitoba Health Specialist Register and permitted to bill as a specialist; and • the nearest specialist/health care facility able to provide the type of care you require in Ontario or Manitoba is at least 100 kilometres from your area of residence.
Toll Free:	1.800.461.4006
TTY:	1.800.387.5559
Phone:	807.475.1351
Web:	www.health.gov.on.ca/english/public/pub/ohip/northern.html (application available online)
Address:	199 Larch Street, Suite 801 Sudbury, ON. P3E 5R1

Trillium Drug Program

Service:	The Trillium Drug Program (TDP) is intended for Ontario residents who have a valid Ontario Health Card and who have high prescription drug costs in relation to their net household income.
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Eligibility:	<ul style="list-style-type: none"> ▪ you don't have private insurance coverage or if your private insurance does not cover 100% of your prescription drug costs; ▪ you have a valid Ontario Health Card and are a resident of Ontario; and ▪ you are not eligible for drug coverage as another category of recipient under the Ontario Drug Benefit (ODB) Program (i.e., you are not a senior over 65 years of age, you are not a social assistance recipient, you are not receiving professional Home Care services, or if you are not a resident of a Long-Term Care Facility or Homes for Special Care); and ▪ you don't have private insurance coverage or if your private insurance does not cover 100% of your prescription drug costs.
Toll Free:	1.800.575.5386
Web:	http://search.211north.ca/record/TBY1325
Address:	P.O. Box 337, Station D Etobicoke, ON M9A 4X3

MORRISON, M. ELIZABETH, Registered Speech Pathologist

Service:	Professional services from private home. Assessment and treatment for adults, preschool and school age children for articulation, language, fluency (stuttering), voice and aphasia. Special interest in head injury clients.
Eligibility:	Self referral
Phone:	807.626.2194
Address:	436 Selkirk St S Thunder Bay, ON P7E 1T2

ONTARIO HUMAN RIGHTS COMMISSION

Service:	The Commission's mandate under the Ontario Human Rights Code includes: investigating and making efforts to settle complaints between parties; preventing discrimination through public education and public policy; and looking into situations where discriminatory behaviour exists. If you have questions about any of your rights or responsibilities under the Code or are considering filing a complaint, please call in confidence during regular office hours from Monday to Friday
Toll Free:	1.800.387.9080
TTY:	1.800.308.5561
Web:	www.ohrc.on.ca
Address:	180 Dundas Street West, Suite 900 Toronto, ON M7A 2R9

ONTARIO MARCH OF DIMES

Service:	Offers programs and services for adults with disabilities, and education to the general public
Eligibility:	18 years and older with a disability
Toll Free:	1.800.335.0715
TDD:	1.807.344.8465
Phone:	807.345.6595
Web:	www.marchofdimes.ca
Address:	237 Camelot Street Thunder Bay, ON P7A 4B2

Computer Skills Training: Offers instructor led training in business applications software to give confidence and experience to find work

Employment Service Centre: Provides employment services to ages 15 and over with disabilities. Services include vocational assessment, on the job training opportunities, job search techniques, resume and interview skills development. Requires that participants are able to administer own medication and take responsibility for own attendant care.

Home & Vehicle Modification Program: Provides funding (up to \$15,000) for basic home and/or vehicle modifications. Reduces safety risks, enabling children and adults with mobility restrictions to continue living in their homes, avoid job loss, and participate in their communities

- Eligibility:
- must be an Ontario resident
 - 18 years of age and older
 - have a mobility or access-related disability expected to last 1 year or longer
 - disability impedes mobility within that home or vehicle
 - cannot have accessed funding for modifications in home the past 10 years or vehicle in the past 5 years unless disability has changed

MOD Shops: Operates on reclaimed merchandise retail outlet offering training and/or job placement to March of Dimes clients. Offers quality used clothing, housewares, toys, books and small electrical appliances and furniture

Thunder Bay Micrographics : Affirmative industry offering employment and job placement services to the disabled in the community

ONTARIO MINISTRY OF TRAINING, COLLEGES & UNIVERSITIES

Service: Provides funding for literacy and basic skills programs of the Ministry, (locally at Con College, Canadian Hearing Society, the Indian Friendship Centre and the Thunder Bay Literacy Group. Programs with an emphasis on literacy for adults over 16.

Toll Free: 1.877.672.7411

Phone: 807.343.7260

Web: <http://www.tcu.gov.on.ca/eng/>

Address: PO Box 4500
189 Red River Rd, 4th floor
Thunder Bay, ON P7B 6G9

OPTIONS NORTHWEST

Service: Provides personal and residential supports to persons who, because of a developmental challenge, physical disability or chronic behavioural or mental health problems, require support to reach their fullest potential and to remain in their community

Eligibility: developmentally challenged citizens by funding availability

Phone: 807.344.4994

Web: www.optionsnorthwest.com

Address: 95 Cumberland St. N
Thunder Bay, ON P7A 4M1

Client Services:

- 24 hour supportive housing
- self-care
- daily living activities

- leisure and recreation
- basic health care
- care based on individuals needs
- personal plans
- support may be available in your own home with individualized funding agreements

Clinical Services:

- Family support groups
- Grief counselling/support
- Psychotropic drug review
- Psychological assessments
- Social integration training
- Human sexuality education and counselling
- Occupational Therapy Assessments
- Range of motion exercises
- Empowerment/Assertiveness Training
- Communication (Speech/language)
- Health care consultation
- Behavioral consultation
- Dual diagnosis consultation
- Couples counselling
- Emotional counselling and support
- Seating and Wheelchair assessments
- Dysphasia (swallowing difficulties)
- Respectful relationship building
- Communication groups
- Survivors of sexual abuse/violence support / groups

PARTNERS IN REHAB

Service: Provides private physiotherapy, occupational therapy and speech-language pathology services in Thunder Bay. Contact for information on cost and eligibility.

Phone: 807.683.9500

Address: 104-73 North Cumberland Street
Thunder Bay ON, P7A 4L8

PERSONS UNITED FOR SELF-HELP IN NORTHWESTERN ONTARIO INC. (PUSH NORTHWEST)

- Service:**
- PUSH advocates at a local level in order to address issues that directly impact the lives of persons with disabilities in Northwestern Ontario through public forums, workshops, and other events led by special committees.
 - Participation is open to all persons with disabilities, access to library/resource people, adapted computer equipment and internet access
 - Provides Case Management, Barrier-Free design consultation and resources, information and referral, sensitization training, consumer training for skills development, leadership and advocacy training, community education and outreach
 - Provides a forum where disability issues can be addressed and information regarding changes in legislation, services, policies, etc. is provided
 - Case Management Program: provides services and supports for individuals, families and seniors in accessing public transportation assistance, barrier-free design and accessibility, assistive devices, equipment and sources of funding, income support and maintenance, home modification grants, medical services, employment, educational services, information & referral and recreation

Phone: 807.345.3400

Web: <http://northwesthealthline.ca/displayService.aspx?id=140807>

Address: 1201 Jasper Drive, Ste. B
Thunder Bay, ON P7B 6R2

Sir Winston Churchill Community Pool

Service:	Community Pool located in Northwood Area. Has recreational swim as well as programs. The pool now offers Aqua Jog and Aqua Energizer classes with early morning start times. Returning programs include low, moderate and high intensity aquatics, which are offered during the day and in the evening. Special Needs Swim is Wednesday from 10:00am – 11:00am Contact for summer swim times
Eligibility:	Adult single swim pass rate: \$5.50
Phone:	807.577.2538
Web:	http://www.thunderbay.ca/Living/recreation_and_parks/Facilities/Pools_Splash_Pads_Beaches.htm
Address:	130 Churchill Drive West Thunder Bay, ON

SPECIAL OLYMPICS

Service:	Sports training program and competition for individuals who have a developmental disability Sports offered: bowling, floor hockey, swimming, track and field, softball, power lifting, basketball, soccer, snow shoeing, curling, figure skating and skiing.
Eligibility:	Anyone with a developmental disability
Phone:	807.623.4888
Web:	www.osoinc.com
Address:	Special Olympics Ontario- Thunder Bay 53 South Water Street P.O. Box 800 Thunder Bay, ON. P7C 5K4

SUPERIOR VIEW HOUSING COOPERATIVE

Service:	Non-profit for families, singles, students, seniors and physically challenged 10 support care units administered by HAGI 24-hr attendant care
Eligibility:	Eligibility: 18 years and over
Phone:	807.767.8051
Web:	http://www.superiorviewhousing.com/
Address:	110 Castlegreen Drive Thunder Bay, ON P7A 7T9

ST. JOSEPH'S CARE GROUP

REHABILITATION – OUTPATIENT SERVICES

Service:	Physiotherapy, occupational therapy, speech language pathology and recreation therapy are provided in the acute care setting by St. Joseph's Care Group staff to inpatients and outpatients with a variety of medical/orthopaedic conditions.
Phone:	807.343.2431
Web:	http://www.sjcg.net/services/complex-physical-rehab/outpatient-contract/tbrhsc-rehab.aspx
Address:	St. Joseph's Hospital 35 Algoma St N Thunder Bay, ON P7B 5G7

Adult Communication: Provides assessment and intervention for referred adults from Thunder Bay and district with communication and/or swallowing problems. Clients with laryngectomies are seen prior to surgery for education and following surgery for intervention. The primary purpose is to develop the client's communication and/ or swallowing skills to his/her maximum potential

- Eligibility:
- Referral from physician
 - Adults who have voice, fluency or swallowing conditions

Audiology and Hearing Aid Service: Provides identification, assessment, and rehabilitation of inpatients and outpatients with hearing impairments and promotes the prevention of hearing loss

- Eligibility:
- Referral from physician
 - Able to attend outpatient clinic

Chronic Pain Management: Interdisciplinary, time limited, goal oriented approach to enable clients with chronic pain to enhance their ability to function in all aspects of their lives

- Eligibility:
- 15 years of age and older
 - diagnosed with *Chronic Pain Disorder*

Cochlear Implant: To provide assessments and auditory verbal intervention to children and adults who have received or are candidates for cochlear implants

- Eligibility:
- Referral from physician
 - Severe to profound hearing loss

Chiroprody & Footcare: Assessment, investigation and treatment for individuals with problem feet, who require a multidisciplinary approach to restore mobility and maximum function

Orthopaedic Physio and Occupational Therapy: Provide orthopaedic outpatients with assessment, treatment, and education to relieve pain, prevent deformity, and restore maximum function

- Eligibility:
- Referral from physician

Seating Clinic: Assesses and prescribes most appropriate mobility and seating equipment for a client

- Eligibility:
- 15 years of age and older
 - long-term disability (6 months +)

ST. JOSEPH'S CARE GROUP – cont'd

BEHAVIOURAL SCIENCES CENTRE

Service: The Behavioural Sciences Centre provides multidisciplinary and interdisciplinary occupational related assessment, consultation, training and intervention services on a fee-for-service basis. See website for a detailed description of services.

Eligibility: Referral by employer, Workplace Safety and Insurance Board (WSIB), Mountain Valley Agency (MVA) Insurance Company, rehabilitation agency or other third party, self via Employee Assistance Program (EAP)/Employee & Family Assistance Program (EFAP)

Toll Free: 1-888-423-5862

Phone: 807-623-7677

Web http://www.sjcg.net/services/employer-support_assessment-services/

Address: 300 Lillie St N
Thunder Bay, ON P7C 4Y7

Assessment Services:

- Functional Ability Evaluations
- Independent Medical Evaluations
- Medical-Rehabilitation Assessments
- Multi-Disciplinary Health Care Assessments
- Neuropsychological Assessments
- Physical Fitness Assessments
- Psychological Assessments
- Vocational Assessments
- Academic Achievement Testing
- Independent File Reviews
- Educational Presentations
- Worksite Assessments
- Physical Demands Analysis

Assistance Programs:

- Relationship Issues
- Personal and Job Stress
- Emotional Difficulties
- Parenting
- Eldercare
- Health Concerns
- Chemical Dependency
- Critical Incident Stress
- Conflicts at Work
- Credit/Financial Problems
- Human Resources Management

Thunder Bay Community Housing

Service: Provides accommodations for developmentally and/or physically handicapped persons and for low income singles
Currently 1,000 units in its portfolio

Eligibility: Eligibility: units allotted based on when application is received; waiting list is chronological; priority given to applicants who have left abusive relationships

Toll Free: 1.877.281.2958

Phone: 807.766.2111

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

Address: 231 May Street South
Thunder Bay, ON P7E 1B5

THUNDER BAY COUNSELLING CENTRE

Service: Provides professional, confidential counselling to individuals, couples and families
Services include Education, Support and Advocacy. Programs offered General Counselling, Credit Counselling and Financial Management, Alcohol and Other Drugs Assessment, Counselling for Victims of Domestic Violence, Employee Assistance, Critical Incident Debriefing and Family Mediation

Eligibility: Ability to pay is never a determinant of service. Contact for further details on eligibility and cost.

Phone: 807.684.1880

Web: www.tbaycounselling.com

Address: 544 Winnipeg Avenue
Thunder Bay, ON P7B 3S7

THUNDER BAY DEAF COMMUNITY APARTMENTS

Service: Eight specially designed apartments to accommodate the needs of the deaf

Eligibility: People with profound hearing loss

Application: Apply through Canadian Hearing Society or Central Housing Registry

Phone: 807.346.4282

Address: 511 Kingsway St
Thunder Bay, ON P7B 6T9

THUNDER BAY DISTRICT SOCIAL SERVICES ADMINISTRATION BOARD

EMPLOYMENT RESOURCE CENTRE

Service:	Assists Ontario Works participants by providing: <ul style="list-style-type: none">• Support & Counselling Services• Assistance in accessing job leads• Information about other programs• Computer assistance to update resumes and write cover letters	ACEPT (Attitudes Conducive to Employment, Placement and Training): <ul style="list-style-type: none">• Workshops to learn• Communication• Conflict resolution• Problem solving• Attitudes conducive to employment and training	Job Search Tools: <ul style="list-style-type: none">• Access to HRDC Job bank• Computer/Internet access• Fax• Phone• Photocopying• One on one counselling• Information on the Enhanced Employment Placement Program (for paid employment and training)• Community Placement Program (for volunteer opportunities)
Eligibility:	Participants in Ontario Works or Ontario Disability Support Program		
Hours of Operation:	Mon-Fri 8:30-4:30 ACEPT Workshops: 3-8 wks in duration, call for dates		
Phone:	807.625.2887		
Fax:	807.624.0052		
Address:	Victoriaville Mall 707 Victoria Ave E Thunder Bay, ON P7C 5X9		

THUNDER BAY DISTRICT SOCIAL SERVICES ADMINISTRATION BOARD – cont'd

SOCIAL HOUSING

Service:	<ul style="list-style-type: none">• Various non-profit housing organizations specializing in subsidized units for senior citizens, singles and families• Offers special needs housing
Eligibility:	<ul style="list-style-type: none">• 16 years of age and over• able to live independently (or see Special Needs housing)• you do not owe arrears to housing• have applied for specified forms of assistance eg: Ontario Works, EI, etc.
Application:	Units are allotted based on the date the application is received; waiting list is chronological
Toll Free:	1.866.363.0929
Phone:	807.766.2111
Web:	www.tbdssab.on.ca
Address:	Central Housing Registry District of Thunder Bay Social Services Department 231 May Street Thunder Bay, ON P7E 1B5

Special Needs Housing: Provides residential accommodation that has been modified to meet the needs of someone with a physical disability and/or where provincially funded support services are available to help someone to live independently. There are approximately 288 special needs units within the social housing portfolio that are owned and managed by various social housing providers

Eligibility: At least one household member requires a unit that has been modified with accessibility features and/or provincial support services is available to assist the individuals to live independently

Application: If you are interested in applying for Rent Geared-to-Income and special needs (modified) housing, please apply directly with the Central Housing Registry (above)

Website: http://www.tbdssab.ca/Housing/Applying_for_Social_Housing.htm
<http://www.matawa.on.ca/article/matawa-non-profit-housing-corp-175.asp>

Northern Home Owner Repair Program: This program is designed to assist low-income households to make urgently needed home repairs to address home health and safety problems or to make modifications to their home to accommodate members with disabilities

Eligibility:

- Your total household income is within the established Annual Household Income Limits: (Line 236 of the Notice of Assessment)
 - Single Person \$34,500
 - 2 Persons \$39,500
 - 3 Persons \$44,500
 - 4 Persons \$54,500
 - 5+ Persons \$64,500
- The condition of your home is substandard or deficient and needs repair to bring it up to a reasonable standard
- Your cash and assets are below \$20,000 (savings account, bonds, and investments).
- The house that needs repair is your sole and principal residence.

Application: If you are interested in applying for the Northern Home Owner Repair Program, please apply directly with the Central Housing Registry (above)

THUNDER BAY DISTRICT SOCIAL SERVICES BOARD – cont'd

ONTARIO WORKS

Service:

- Short-term financial assistance to individuals and families in need, and
- Support and assistance to program participants in meeting their participation responsibilities under the Ontario Works Act. Participation requirements include seeking employment, basic education, volunteer work, or self employment

Eligibility:

- Must be a resident of Ontario
- Does not have an income that exceeds the program maximums for financial assistance
- Does not have assets exceeding the prescribed limits
- If living with parent(s), must have a dependant or be financially independent
- Is not a single person incarcerated full time
- Is not a single person less than 16 years of age without dependents
- Is not a single person without dependants in receipt of a loan under the Ministry of Colleges and University Act or the Canada Student Loan Act (i.e. OSAP)

Application: To apply for Ontario Works contact the Thunder Bay Delivery Site (below)

Toll Free: 1.877.281.2958

Phone: 807.766.2111

Fax: 807.345.7921
Web: www.tbdssab.on.ca
Address: 231 May Street
Thunder Bay, ON P7E 1B5

THUNDER BAY DOWN SYNDROME ASSOCIATION

Service: Affiliated with the Ontario Down Syndrome Association. Provides information and support to families and friends of persons with Down Syndrome. Holds annual conference. Advocates and lobbies for opportunities and equity (e.g.) Employment, Education and Medical, Social and Independence etc.

Eligibility: persons with Down Syndrome, parents, relatives, siblings and friends of children with Down Syndrome

Phone: 807.935.2797

Web: http://www.ctctbay.org/Inventory_ThunderBay/agency3.asp?AgencyID=303
Address: C/0 524 Churchill Drive
Thunder Bay, ON P7C1W1

THUNDER BAY SEXUAL ASSAULT/SEXUAL ABUSE COUNSELLING & CRISIS CENTRE

Service:

- 24 hour Crisis Intervention (telephone/mobile response 365 days/year)
- Counselling (brief, short term and long term (up to one year)
- Client Advocacy: Information, accompaniment, and preparation through the criminal justice system, assistance with Criminal Injury Compensation claims, Victim Impact Statements

Eligibility: 14 years and over who have experienced sexual abuse

Toll Free: 1.866.311.5927

Phone: 807.345.0894 (24 hrs)

Web: www.tbsasa.org

Address: 385 Mooney Street
Thunder Bay, ON P7B 5L5

THUNDER BAY THERAPEUTIC RIDING ASSOCIATION

Service: Ride season runs from May to October. Lessons are scheduled twice a week for four weeks on Tuesdays and Thursdays. A program is set up based on the needs and abilities of each rider. Lessons may progress from simple balance and strengthening exercises to more advanced levels of controlling the horse and negotiating obstacles.

Eligibility:

- one functional upper extremity
- exercise tolerance of greater than 15 minutes
- ability to sit with lower extremity or trunk support
- assessment by therapists
- forms must be signed by doctor to say that it is safe for person to participate

Phone: 807.472.5650

Web: http://www.ctctbay.org/Inventory_ThunderBay/agency3.asp?AgencyID=286

Address: 327 Calvert Road
Murillo, Ontario P0T 2G0

Mailing: P.O. Box 10583
Thunder Bay, ON
P7B 6T9

THUNDER BAY TRANSIT

Service:	<ul style="list-style-type: none">• Thunder Bay Transit is now % 100 accessible for everyone.• Low floor buses travel on all routes at 15 and 30 minute intervals
Eligibility:	<ul style="list-style-type: none">• Fare is \$2.35• Monthly Pass is \$57 for people with disabilities and valid i.d. card• To obtain a Disability ID card proof of being in receipt of income support either from the Provincial or Federal government is required.
Phone:	807.684.3744
Web:	www.thunderbay.ca
Address:	570 Fort William Road Thunder Bay, ON

VICTORIAN ORDER OF NURSES

Service:	Provides nursing, homemaking, physiotherapy and social work services in the community. Runs and Adult day centre, operates 3 days/week. Provides Therapeutic program, day respite and socialization. Transportation if required.
Toll Free:	1.888.675.1344
Phone:	Main Office: 807-344-0012 Adult Day Centre: 807-343-9591
Web:	www.von.ca
Address:	214 Red River Rd, Ste 200 Thunder Bay, ON P7B 1A6

VOLUNTEER POOL

Service:	Community pool located in Port Arthur. Offers recreational swim and lessons. Public Swims (may change seasonally) Sunday to Saturday - 2:00 pm to 5:00 pm Monday, Wednesday and Friday - 6:00 pm to 8:00 pm
Eligibility:	Adult single swim rate - \$5.50
Phone:	807.345.5143
Address:	180 Martha Street Thunder Bay, ON

WESWAY

Service: Wesway provides short-term care that helps family caregivers take a break to renew their energy. Respite care can be provided in the family home, through community involvement, or in various home-like settings.

Eligibility:

- Free for eligible families
- Live with a family caregiver.
- Reside within the City of Thunder Bay or the immediate rural area.
- Have a developmental or physical disability, Alzheimer Disease or a related dementia, resulting in a significant dependence on a family caregiver.

Phone: 807.623.2353

Web: www.wesway.com

Address: 210– 1703 Victoria Avenue East
Thunder Bay, ON P7C 1C8

Host Family Services: volunteer host family welcomes someone with a disability into their home to provide regular or occasional respite care and support for the family and an opportunity for the individual to develop new relationships and grow in independence

Community Friends Service: volunteer acts as connector to the community for people with disabilities in order to develop interests and build relationships

Respite Home Services: provides respite care for individuals in a home like setting and staffed by trained respite workers

YES EMPLOYMENT SERVICES THUNDER BAY

Service: Provides training, workshops, employment counselling, job referral, alternative education
Provides Employment Assistance Services

Eligibility: 15 up to 29 with a disability

Hours of Operation: Monday – Friday.....9:00am -5:00pm
Tuesdays9:00am -6:00pm

Phone: 807.623.0766

Web: www.yesjobsnow.com

Address: 1116 Waterford Street
Thunder Bay, ON P7B 5R1
