



## Nipissing District – Stroke Resource Guide

This is a list of community agencies that provide direct services or link stroke survivors and caregivers to other community programs that can assist in the recovery from stroke. It may not contain all of the community resources related to stroke; however, these organizations can direct you to the appropriate resource or information.

Note: there may be fees charged for some of these services.

For a description of these types of services refer to the Heart and Stroke Foundation's booklet **Living with Stroke**.

Abbreviations used: North Bay (NB); Mattawa (M); Sturgeon Falls (SF); Powassan (P). Unless otherwise noted, all of the numbers are in the 705 area code.

### COMMUNITY CARE ACCESS CENTRES (CCAC)

The CCAC can help you access the following services.  
Cost: No Fee

#### Information and Referral:

To assist you in finding community support services in your area

#### Other services provided to eligible clients:

##### Nursing

**Personal Care/Respite:** Help with personal hygiene and activities of daily living, e.g. help with bathing. In home caregiver respite.

**Stroke Rehabilitation:** Adult and paediatric services that help you regain independence, e.g. occupational therapy, physiotherapy, speech therapy, social work, dietitian.

**Placement Services:** Point of entry for access to nursing homes and short-term placement for respite.

#### Community Care Access Centre

1-888-533-2222 or (NB) 476-2222

### IN-HOME NURSING / PERSONAL CARE / HOMEMAKING

Agencies other than the CCAC that can provide these services. Cost: Fee

#### Victoria Order of Nurses (VON):

472-8050 (NB) or 1-800-265-5379

#### Canadian Red Cross Home Health Services (NB):

495-6200

#### Para-Med Home Health Care: (NB) 495-4391 or

1-800-268-0235

#### We Care Home Health Services: 1-800-643-8940

#### Total Nursing Care Inc: 1-800-887-2643

#### Au Chateau - Temagami Home Support Program

(SF) 753-1550

For other information about services in your area Ontario

Community Support Association

[www.ocsa.on.ca/carefinder.html](http://www.ocsa.on.ca/carefinder.html)

See Yellow Pages under: "Home and Health Services and Supplies; Nurses"

### ABORIGINAL / MÉTIS COMMUNITY RESOURCES

**Indian Friendship Centre (NB):** 472-2811

**Métis Health Services Program (NB):** 474-2593

**Laurence Commanda Health Centre (SF):**

753-3312

**Madadjiwan Métis Services (M):** 744-3360

**North Bay Metis Centre (NB):** 474-0393

**Métis Training Initiatives (NB):** 474-2767

**Métis Centre Long Term Care Program (NB):**

474-2593

**Ojibway Family Resource Centre (NB):** 472-3321

**Native People of Nipissing Housing: (NB):**497-1773

### ADULT DAY PROGRAMS

Provide supervised and structured group settings and offer activities, care, health counselling, lunch and relief for family caregivers. Cost: Fee for service

**Cassellholme Adult Day Program (NB):** 474-4250

**Métis Centre Long Term Care Program (NB):**

474-2593.

### EMERGENCY RESPONSE SYSTEMS

**Medical Emergency: Call 9-1-1**

#### Non-urgent Health Care:

Telehealth Ontario: Free Access to a Registered Nurse  
24 Hours a day, 7 days a Week.

1-866-797-0000 TTY: 1-866-797-0007

**Canadian Red Cross: 1-800-563-1054**

**Are You O.K. Program: (NB) 474-6526**

A computerized phone call service for seniors, disabled and people living independently. It provides daily contact between 6:00 a.m. and 10:00 a.m. and will alert the program coordinator if unable to contact after three attempts.

#### Personal Medical Alarm Systems

These agencies provide 24-hour emergency assistance through the use of personal alarm systems. Cost: Fee for Service

**Lifeline: 1-866-832-5426**

**Lifecall: 1-800-661-543**

Contact the CCAC for an updated list or see the Yellow Pages under: "Medical Alarms"

## **FINANCIAL RESOURCES**

It is suggested that you check with your insurance carrier to see if you are eligible for additional coverage. If you are a veteran you may also qualify for assistance from Veterans Affairs Canada.

### **Assistive Devices Program**

Up to 75% funding of wheelchairs/walkers for persons with a physical disability of 6 months or longer.

1-800-268-6021 or

[www.health.gov.on.ca/english/public/program/adp/adp\\_mn.html](http://www.health.gov.on.ca/english/public/program/adp/adp_mn.html)

### **Home and Vehicle Modifications Program**

c/o March of Dimes: 1-877-369-4867

### **Human Resources Income Security Program**

(CPP Disability Benefits)

1-800-277-9914 or [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

### **Ontario Disability Support Program (ODSP)**

**Income Support** 1-800-461-6977 or (NB) 474-3540

[www.mcass.gov.on.ca/mcass/english/pillars/social/odsp-is-directives/ODSP\\_incomesupport.htm](http://www.mcass.gov.on.ca/mcass/english/pillars/social/odsp-is-directives/ODSP_incomesupport.htm)

**Ontario Works** (Income Assistance) for under age 65 (NB) 474-2151; (M) 744-0395; (SF) 753-5400

**Métis Training Initiatives** (NB): 474-2767

### **Workplace Safety and Insurance Board (WSIB)**

Formerly Workers Compensation Board (WCB)

(NB) 472-5200 or 1-800-461-9521

### **Private Insurance**

Determine if you have “extended health care benefits” at your workplace/previous workplace, or if you are dependent of someone who has “extended health care benefits” to assist with your care.

### **Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP)**

Financial Assistance to modify dwellings of low-income person with disabilities. 1-800-704-6488 (Sudbury);

[www.cmhc-schl.gc.ca/en/co/prfinas/prfinas\\_003.cfm](http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm)

### **Guaranteed Annual Income System (GAINS)**

1-800-263-7965

### **Seniors Information Line – Medication Assistance**

Program for over age 65. 1-888-910-1999

### **Trillium Drug Program - Medication Assistance for**

under age 65. 1-800-575-5386

### **Self-Managed Attendant Services**

Contact local CCAC

### **Veterans Affairs Canada**

1-866-522-2122

## **LEGAL SERVICES**

**Nipissing Community Legal Clinic:** (NB) 476-6603; (SF): 753-2900

**Nipissing Legal Aid Office** (NB): 472-4893

**Ombudsman Ontario:** 1-800-263-1830

**Lawyer Referral Service (LRS):** 1-900-565-4577

For \$6, the LRS will provide the name of a lawyer who will provide a free consultation of up to 30 minutes to help you determine your rights and options.

## **LONG-TERM CARE HOMES (NURSING HOMES)**

When care at home is no longer possible; short term or long term convalescence. **Contact the CCAC for information.** Cost: Fee

**Algonquin Nursing Home** (M)744-2202 or

1-800-579-4284

**Au Chateau** (SF): 753-1550

**Cassellholme Home for the Aged** (NB): 474-4250

**Eastholme Home for the Aged** (Powassan): 724-2005

**Lady Isabelle Nursing Home** (Trout Creek):

723-5232

**Nipissing Manor** (Corbeil): 752-1100

**Leisureworld Care Giving Centre** (NB): 476-2602

When care at home is no longer possible, but still able to live independently. **Contact directly.** Cost: Fee

**Barclay House Retirement Residence** (NB): 476-6585

**Empire Living Retirement Centre** (NB): 474-9555

**Au Chateau Apartments** (SF): 753-1550

See Yellow Pages under: “Nursing Homes; Retirement Communities and Homes; Homes-Elderly People”

## **MEAL SERVICES**

The agencies listed below provide in-home delivery of fresh or frozen meals. Cost: Fee

### **Meals on Wheels**

Casselholme (NB): 474-7048

Eastholme (Powassan) – 724-2005

Au Chateau (SF): 753-5995 ext. 228

Also:

North Bay Food Bank (NB): 495-3290

West Nipissing Food Bank (SF): third Wednesday of the month at Lady of Sorrows Church

Mattawa Food Bank (M): 744-5511 ext. 295

Food banks are also available at various city churches.

## **SUPPORTIVE HOUSING**

Provides personal support and homemaking to individuals who reside in specified supportive housing apartments.

**Physically Handicapped Adults Rehabilitation Association** (PHARA) (NB): 476-0733

**Nipissing District Housing Corporation:**

472-2441

**Low Income People Involvement of Nipissing** (LIPI): 472-1337

**Native People of Nipissing Housing:** 497-1773

## **RECREATION**

Please consult your physician before beginning any exercise program or recreational activity. Cost: Fee

### **Seniors Clubs**

**Golden Age Centre** (NB): 474-6520

**Golden Age Club** (SF): 753-2451

**Empire Living Centre** (NB): 474-9555

**Club des bons Amis** (Crystal Falls): 758-9592

**Club des Joyeux Copains** (SF): 753-4748

**Acquired Brain Injury** (ABI) March of Dimes: (NB & SF) 498-6296 ext. 21

**Disabled Adult and Youth Centre** (NB): 474-3851

**YMCA – Adult Program** (NB): 497-9622

Also call local churches, municipal recreation departments, Royal Canadian Legions. Some retirement homes have seniors day programs

See Yellow Pages under: "Recreation Centres; Retirement Communities & Homes"

## **REHABILITATION SERVICES**

Services that help you regain independence e.g. Occupational Therapy, Physiotherapy, Speech Therapy

-----

**Publicly funded:** No fee

**North Bay Rehab Centre** (NB): 495-8105 (located at North Bay General Hospital)

**West Nipissing General Hospital**  
Outpatient Rehabilitation Services (SF): 753-3110

**Mattawa General Hospital**  
Outpatient Rehabilitation Services (M): 744-5511

-----

**Private:** Fee for service (may be covered under private insurance)

See Yellow Pages under: "Physiotherapists; Occupational Therapists; Rehabilitation Services; Speech & Language Pathologists"

-----

## **Equipment Loans:**

**Physically Handicapped Adults Rehabilitation Association** (PHARA) loan cupboard (NB): 476-0733

See Yellow Pages under: "Hospital Equipment; Hearing Aids". Also check with local churches, municipal recreation departments, Royal Canadian Legions.

## **RESPITE CARE**

When the caregiver is feeling overwhelmed and needs a break.

**Community Care Access Centre Respite Services**  
1-888-533-2222 or (NB) 476-2222

**Cassellholme Community Support Services Day Program** (NB): (NB) 474-4250

**Physically Handicapped Adults Rehabilitation Association** (PHARA) Family Relief Apartment (NB): 476-0733

## **STROKE PREVENTION**

Programs to assist you in preventing another stroke.

**Heart and Stroke Foundation**  
1-888-473-4636 or (NB) 476-6196  
[www.heartandstroke.ca](http://www.heartandstroke.ca)

**North Bay General Hospital Stroke Prevention Clinic**  
(NB) 474-8600 ext. 2357  
Referral by physician required

For information about healthy living contact:  
**North Bay Parry Sound District Health Unit**  
(NB) 474-1400

## **COUNSELLING / FAMILY SUPPORT**

These agencies provide support, counselling and education to both stroke survivors and their families.

**Community Care Access Centre**

**Social Worker:** 1-888-533-2222 or (NB) 476-2222

**Volunteer Centre of the Blue Sky Region**  
(NB): 472-0200

**Alliance Centre** (SF): 753-2271

**Crisis Intervention Program – North Bay / Sturgeon Falls / Mattawa:** (NB) 495-8198 or 1-800-352-1141

**Ojibway Family Resource Centre** (NB): 472-3321

**Community Mental Health Services – Nipissing** (NB): 474-1299

See Yellow Pages under: "Marriage, Family and Individual Counsellors; Mental Health Services; Psychologists and Psychological Associates; Psychotherapy; Social and Human Service Organizations; Stress Management and Counselling"

## **STROKE EDUCATION / INFORMATION**

**Heart and Stroke Foundation** – For information on heart disease and stroke, healthy living tips and resources. 1-888-473-4636 or (NB) 476-6196  
[www.heartandstroke.ca](http://www.heartandstroke.ca)

**Brain Injury Association of North Bay and Area (BIANBA):** (NB) 840-8882 or [www.bianba.ca](http://www.bianba.ca)

## **TRANSPORTATION**

**Parabus Service** (NB): 476-5530

### **Para Taxi Service:**

See Yellow Pages under: "Taxis"

**Au Chateau Wheelchair Transportation** (SF):  
753-5995 ext. 228

**Nipissing Manor Wheelchair Transportation:**  
(Corbeil) 752-1100

**Eastholme Volunteer Driver** (Powassan):  
724-2005

**Hope Air:** 1-877-346-4673

**Disabled Adult and Youth Centre (DAAY)** (NB):  
474-3851

## **DRIVING ASSESSMENT**

**Sudbury Regional Hospital**  
Driver Assessment and Rehabilitation  
523-7100 ext. 7098 / 3150

**Ministry of Transportation Offices (MTO)**  
North Bay 472-7900  
Sudbury 564-7722  
Huntsville 789-2391

**Ministry of Transportation Drive Test Centres**  
[www.drivetest.ca/en/loc/Dec.aspx](http://www.drivetest.ca/en/loc/Dec.aspx)

Also see Blue Pages under: "Drivers and Vehicles"

## **VOCATIONAL**

The agencies listed below can assist you in returning to work after a stroke.

**CPP Disability Vocational Rehabilitation Program**  
Assistance to CPP disability pensioners to return to former, modified or new job  
1-800-461-3422 [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)

**Human Resources Centres**  
(NB) 472-3700; (SF) 753-0800

**Ontario March of Dimes – Sudbury**  
Employment Assessments: 1-877-705-7854

**Disability Employment Opportunities Committee (DEOC) Employment Resource Centre**  
(NB) 474-7773; TTY-474-5845

**Ontario Disability Support Program (ODSP) Employment Supports** 1-800-461-6977 or  
(NB) 474-3540

[www.mcscs.gov.on.ca/mcscs/english/pillars/social/odsp-es-directives/ODSP\\_employmentsupports.htm](http://www.mcscs.gov.on.ca/mcscs/english/pillars/social/odsp-es-directives/ODSP_employmentsupports.htm)

See Yellow Pages under: "Career Counselling"

## **WEBSITES**

**Stroke Recovery Canada**  
[www.strokerecoverycanada.com](http://www.strokerecoverycanada.com)  
1-888-540-6666

**Stroke Survivors Association of Ottawa**  
[www.strokesurvivors.ca](http://www.strokesurvivors.ca)

**Northeastern Ontario Stroke Network**  
[www.neostrokestrategy.com](http://www.neostrokestrategy.com)

**Ontario's Seniors' Secretariat**  
[www.citizenship.gov.on.ca/seniors/index.html](http://www.citizenship.gov.on.ca/seniors/index.html)

### **5 Warning Signs of Stroke**

- 1. Sudden severe headache**
- 2. Weakness**
  - Numbness and/or tingling of the face, arm or leg
- 3. Dizziness**
  - Unsteadiness or sudden falls, especially with any of the above warning signs.
- 4. Vision trouble**
  - Sudden loss of vision, particularly in one eye, or double vision
- 5. Speech trouble**
  - Temporary loss of speech or trouble understanding speech.

**If you or someone you know is having any of these signs, CALL 9-1-1 or your local emergency number immediately.**



North Bay and District Hospital  
Hôpital de North Bay et du district

For information about this guide contact:  
North Bay General Hospital  
District Stroke Centre  
705 474-8600 ext. 4194

Funding for the production of this guide has been generously donated by:



April 2007