

NIC

Partner

Resources List

This Service Provider Organization list includes partners that the NORC Program Team has established for both group-based health and wellness services, as well as individual support for more complex issues. These organizations range from city-wide to local, neighborhood-based services.

We carefully select partners that are reputable, reliable, and play a meaningful community-based role. Our partnerships are guided by shared expectations to ensure quality service delivery. These collaborative efforts are designed to enhance the delivery of services for older adults, supporting their health, wellness, and ability to age in place with dignity and choice.

As a note: contact names may not be listed as some organizations would like to direct people to their intake line or general email. In some cases, several people are managing the intake process, so a contact name cannot be listed.

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ADDICTIONS AND MENTAL HEALTH

Centre for Addictions and Mental Health (CAMH)

ABOUT THEIR SERVICES:

- Multilingual pamphlets (link [here](#)) available and training opportunities for community members.
- Pamphlets on a range of mental health and addiction topics in 12 languages
- Recordings (link [here](#)) of 5 workshops geared to older adults (English only) on understanding care options, depression, anxiety, positive mental outlook, and use of opioids

PHONE: N/A

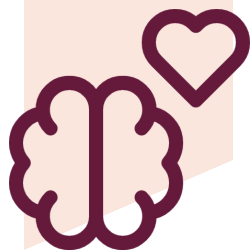
EMAIL:
N/A

WEBSITE:
<https://kmb.camh.ca/eenet/initiatives/olderadults>

COVERAGE:
Greater Toronto Area (GTA)

DELIVERY MODE:
Online (virtual)

HOW TO ACCESS:
Through their website



ALZHEIMER'S & DEMENTIA

Alzheimer's Society of Toronto

ABOUT THEIR SERVICES:

- One-on-one services:
 - Free counselling for family members and caregivers (link [here](#))
 - After hours support 24/7 – 1-866-797-0000
- Group services:
 - 'Minds in Motion': In person or virtual options (link [here](#)) 8 week program
- Can order up to 100 print copies of resources which will be mailed to you
- Multilingual including: English, French, Hindi, Punjabi, Traditional and Simplified Chinese, Spanish, and Portuguese
- LGBTQ2S+ specific resources (link [here](#))

PHONE: 416-322-6560

EMAIL:

N/A

WEBSITE:

<https://alz.to/>

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

Online (live webinars and self-directed courses)

HOW TO ACCESS:

- By phone
- In person
- Through their website



ALZHEIMER'S & DEMENTIA

Dementia in New Light

ABOUT THEIR SERVICES:

- Digital learning platform for people with dementia and their caregivers, friends and families to learn
- Interactive website with topics exploring stigma, current culture of dementia care, new ways of interacting and providing relational care

PHONE: N/A

EMAIL:
N/A

WEBSITE:
<https://dementiainnewlight.com/>

COVERAGE:
Greater Toronto Area (GTA)

DELIVERY MODE:
Online (virtual)

HOW TO ACCESS:
Through their website



ADVANCED CARE PLANNING

Advance Care Planning Ontario

ABOUT THEIR SERVICES:

- Advanced Care Planning (ACP) provides supports to help people and their substitute-decision-maker (SDM) prepare for future healthcare decisions.
- The online ACP workbook can be accessed from the website. If you complete the workbook online you can print out the pages
- Frequently asked questions and a glossary can be accessed from the quick website
- Phone to inquire about presentations and flyers

PHONE: 1-833-621-0728

EMAIL: N/A

WEBSITE:

<https://advancecareplanningontario.ca/>

COVERAGE:

Across Ontario

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- By phone
- In person
- Through their website



ADVOCACY/LEGAL SERVICES

Advocacy Centre for the Elderly

ABOUT THEIR SERVICES:

- Specialise in older adult-specific legal issues. Topics include POA, elder abuse, POA care planning consent, Home Care issues, Hospital issues, issues with federal pensions.
- Older adults can call and get free legal advice or be referred to appropriate contact.
- Eligibility: Older adults aged 60+ residing in the Greater Toronto Area (GTA) with legal issues related to elder law.
- Note: ACE does not handle wills, estate administration, real estate, criminal, or family law matters.
- Public Legal Education
- Target Audience: Older adults and service providers.
- Activities Include:
 - Workshops and speaking engagements.
 - Development of educational materials, such as brochures and manuals.
 - Focus on self-advocacy and awareness of seniors' rights.

PHONE: 1-855-598-2656

EMAIL: INFO@ACE.CLCJ.CA

WEBSITE:

<https://www.acelaw.ca/>

COVERAGE:

GTA

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- By phone
- By email
- Through their website



ARTHRITIS

Arthritis Society of Canada

ABOUT THEIR SERVICES:

- Accessible, evidence-based information and resources about arthritis: types, risk factors, symptoms, treatments, self-management.
- A national helpline / support service for people living with arthritis (including education and referral to programs). <https://www.arthritis.ca/helpline>
- Community-based rehabilitation & education programs (including consultations with physiotherapists/occupational therapists, group education) to help people manage pain, stiffness, strength, activity.
- Online self-management courses and tools covering topics like fatigue, staying active, daily living, work & arthritis.
- Funding and supporting arthritis research (including basic science, treatment innovation, preventive strategies) and making that research publicly accessible.
- Advocacy and public-policy work: raising awareness of arthritis, influencing access to care, medications and health-systems for people with arthritis.
- Resources specifically for certain groups: e.g., childhood arthritis programs, exercise videos for osteoarthritis, online webinars (Arthritis Talks Series) and printable tools.

PHONE: 1.800.321.1433

EMAIL:

ARTHRITISLINE@ARTHRITIS.CA

WEBSITE: <https://arthritis.ca/>

COVERAGE:

Across Canada

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- By phone
- By email
- Through their website



ARTS

Writer's Collective of Canada

ABOUT THEIR SERVICES:

- Regular public writing workshops, offered both virtually and on-site (libraries, community centres) — free to attend, open to all.
- Specialized public workshops for specific communities, e.g., “A Force for Women: Her Story” (for women-identified Canadians who have served in the military) via virtual sessions.
- Public workshops designed for particular identity groups, for example sessions “For BIPOC Community” or “For Indigenous writers.”
- Drop-in one-off workshops at public institutions, e.g., “Writing Together at the Hazel McCallion Central Library” in Mississauga.
- Some capacity to run onsite workshops and willing to create workshops tailored for NORCs.
- Train volunteers to become workshop facilitators.
- Run volunteer training sessions multiple times a year.

PHONE: N/A

EMAIL: INFO@WCC-CEC.ORG

WEBSITE: <https://wcc-cec.org/>

COVERAGE:

Across Ontario

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- In person
- By email
- Through their website



CAREGIVERS

Ontario Caregiver Organization

ABOUT THEIR SERVICES:

- Education, workshops and resources for caregivers
- One-on-one services:
 - 24/7 Caregiver Support Hotline: 1-833-416-2273 (CARE)
 - Hotline website link [here](#)
 - 1:1 Peer Support program (link [here](#)) to get matched with a trained volunteer
 - Newsletter and email subscriptions – 90 Second Caregiver (link [here](#))
 - Caregiver Coaching Program – up to 6 1:1 sessions to set goals and strategize (link [here](#))
- Individual and Group counselling sessions:
 - Webinars: Webinars For Caregivers (link [here](#)) and SCALE Program – Ontario Caregiver Organization (link [here](#))
- Services provided in English and French
- PDFs: Overview of Free Programs & Services for Caregivers (link [here](#)) & Toolkits For Caregivers (link [here](#))
- eLearning: OCO Learning Library (link [here](#))
- Resources for Black Caregivers (link [here](#)); Indigenous Caregivers (link [here](#)); 2SLGBTQ+ Caregivers (link [here](#))

PHONE: 416-362-CARE (2273)

EMAIL:

N/A

WEBSITE:

<https://ontariocaregiver.ca/>

COVERAGE:

Across Ontario

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- By phone
- In person
- Through their website



CAREGIVER SUPPORT – DEMENTIA SPECIFIC

CARERS – Sinai Health

ABOUT THEIR SERVICES:

- Group services:
 - Workshops for caregivers of people with dementia; 8 weekly 2 hour sessions
- Available in English and French
- No fee for services or groups

PHONE: N/A

EMAIL:
N/A

WEBSITE:
<https://carersontario.ca/>

COVERAGE:
Across Ontario

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- Through their website (self referral)



Toronto Public Library (TPL)

ABOUT THEIR SERVICES:

- Technology training and 1:1 tech support
 - Anybody can access one-on-one support with technology (a 30-60 minute session) through a Book-A-Librarian session (link [here](#))
- TPL-MAP free passes (link [here](#)) for museums, galleries, and local attractions
 - Requires a library card to access
- eLearning Courses (link [here](#)) for TPL members
- Computer Skills & Library Training (link [here](#)) at local branches (including troubleshooting, in some cases) – there are specific curriculums designed for people with no experience with computers, as well as a series called 'Digital Life Skills for Seniors'
- Group services:
 - Onsite training happens in specific situations, with sufficient staff capacity and support from partners (e.g., Community Librarian program – link [here](#))
 - These are done at specific Toronto Senior Housing Buildings
- Home Library monthly deliveries for homebound customers (3 months or more) and Book Deposit Service for buildings (link [here](#))
- Rooms at Library branches can be rented (link [here](#))

PHONE:

Local library branch (link [here](#))

EMAIL:

Local library branch (link [here](#))

WEBSITE:

List of branches, hours, and locations (link [here](#))

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- In person (at a branch)
- Through their website



DIGITAL TECHNOLOGY / PUBLIC LIBRARY SERVICES

Connected Canadians

ABOUT THEIR SERVICES:

- The NORC Innovation Centre (NIC) has partnered with Connected Canadians to offer technical support to NORC communities! If you need help with learning how to use your smartphone, tablet, computer, printer, or more, this is for you!
- 1:1 technology help, webinars
 - Call or email for information and booking
- Webinars on various tech-related topics

PHONE: 1-877-304-5813

EMAIL:

info@connectedcanadians.ca

WEBSITE:

www.connectedcanadians.ca/on-e-on-ones

COVERAGE:

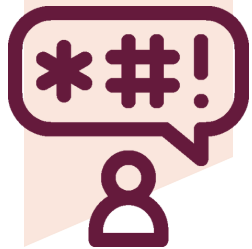
Across Ontario

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- By phone
- In person
- Through their website



ELDER ABUSE

Elder Abuse Prevention Ontario

ABOUT THEIR SERVICES:

- Educational webinars on topics and issues related to elder abuse

PHONE: 705-931-3002

- Seniors Safety Hotline 24/7 help for older women 1-866-299-1011
- Delivered in over 200 languages

EMAIL:

N/A

WEBSITE:

<https://eapon.ca/>

COVERAGE:

Across Ontario

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- By phone
- Through their website



EMERGENCY PREPAREDNESS

Canadian Red Cross Society

ABOUT THEIR SERVICES:

- One-on-one
 - 'Friendly Calls' program (link [here](#)) matches people over the age of 18 with trained Red Cross personnel who connect with them regularly to check in, provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections to other existing services.
- Group services:
 - Personal preparedness for emergencies – specific for older adults
- Pamphlets and emergency kit list (link [here](#)) and guide (link [here](#)) for Emergency Preparedness for Older Adults

PHONE: 647-217-9252

EMAIL:

TorontoEM@redcross.ca

WEBSITE:

www.redcross.ca

COVERAGE:

Across Ontario

DELIVERY MODE:

Online (virtual)

HOW TO ACCESS:

- In person
- Through their website



FITNESS CLASSES

Dancing with Parkinson's (DWP)

ABOUT THEIR SERVICES:

- FREE dance and movement classes for seniors!
 - Daily virtual classes are offered free of charge or in person at your site (there is a fee for onsite classes)
- In partnership with NORC, DWP is excited to offer a FREE in-person introductory dance and movement class for seniors at your building

PHONE: 647-217-9252

EMAIL:

info@dancingwithparkinsons.com

WEBSITE:

dancingwithparkinsons.com

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- In person
- By phone
- By email
- Through their website



FIRE SAFETY

Toronto Fire

ABOUT THEIR SERVICES:

- “Remembering When” – [A Fire and Fall Prevention Program for Older Adults](#) Will come to NORC sites to deliver free education (includes escape planning for special needs, fire safety in high-rise buildings, calling for help)

PHONE: 416-338-9375

Email:

tfsPubEd@toronto.ca

WEBSITE:

[Fire Services – City of Toronto](#)

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- By phone
- Through their website



FRAUD PREVENTION

Toronto Police Service

ABOUT THEIR SERVICES:

- On site workshops for residents on elder abuse, fraud prevention
- On site information sessions on the Neighbourhood Community Officer Program

PHONE: 416-808-2222

OR

Find your local division and phone number here:

<https://www.tps.ca/my-neighbourhood/>

EMAIL: N/A

WEBSITE:

[Neighbourhood Community Officer Program- Toronto Police Service](https://www.tps.ca/my-neighbourhood/)

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- By phone
- Through their website



HEARING

Canadian Hearing Services

ABOUT THEIR SERVICES:

- Hearing education, advocacy, support
- One-on-one services:
 - Hearing Care Counselling for Ages 55+ | Canadian Hearing Services (chs.ca) – Advocacy, Communication, Education, Safety and independence (link [here](#))
- Group services:
 - In person education and willing to set up tables to share information about types of hearing aids and how to clean them
- Product Catalogue | Canadian Hearing Services (chs.ca) – Home safety and assistive technology (link [here](#))
- Emergency Interpreting Services (link [here](#))
- Provides service in 5 languages – Chinese, English, French, Portuguese, and Russian
- This is a free, online screening tool that is provided by Baycrest (link [here](#))

PHONE: 1-866-518-0000 X 4294

- TTY 1-877-215-9530

EMAIL: INFO@CHS.CA

WEBSITE:

chs.ca

COVERAGE:

Across Ontario

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- By phone
- In person
- Through their website



ABOUT THEIR SERVICES:

- A free, confidential helpline and referral service that helps people in Ontario connect to social services, community supports and programs.
- The service can be accessed by calling 2-1-1, as well as by text and live chat.
- Operates 24 hours a day, 7 days a week, and supports dozens of languages (150+ in some places, 170 in others) for interpretation.
- Offers a searchable online directory of services and programs across Ontario. Users can search by topic or by location.
- Online or in person workshops that cover:

- What is 211
- How to connect to our service
- Reasons to Call
- Online Database Demo
- And how to access/use our 211 data for your own advocacy

PHONE: 211

EMAIL: GETHELP@211.CA

WEBSITE:
<https://211ontario.ca/>

COVERAGE:
Across Ontario

DELIVERY MODE:

- In person
- Online (virtual)

HOW TO ACCESS:

- By phone
- By email
- In person
- Through their website



MOBILE DENTAL SERVICES

MobileDent

ABOUT THEIR SERVICES:

- Call for booking and more information
- Group services:
 - They provide professional care and gentle treatment. Insurance and the new Canadian Dental Plan are accepted.
 - In-house services include:
 - Dental cleaning & assessments
 - Treatment of gum infections
 - Treatment of gum disease, related pain & halitosis (bad breath)
 - Stain removal
 - Tooth whitening
 - Denture cleaning
 - Oral cavity protection
 - Oral hygiene education
 - Info sessions on the NEW governmental dental program & who qualifies

PHONE: 905-216-4034

EMAIL:

info@mobiledent.ca

WEBSITE:

N/A

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

In person

HOW TO ACCESS:

- In person
- Through their website



OSTEOPOROSIS

Osteoporosis Canada

ABOUT THEIR SERVICES:

- General Inquiries | Osteoporosis Canada (link [here](#))
- One-on-one services:
 - 1-800-463-6842 support line to a trained volunteer counsellor
 - Peer support groups with guest speakers (link [here](#))
- Group services:
 - Volunteer-led in person workshops to educate people about osteoporosis and bone health 101
- Exercises – Too Fit to Fracture (link [here](#))
- Online group programs PDFs (link [here](#))
- 6-week interactive virtual program (link [here](#)) for individuals who have been diagnosed or are at risk of osteoporosis
- Clinical Assessment Tools (link [here](#))
- Downloadable info (link [here](#)) in 16 languages



TRANSPORTATION

Toronto Ride

ABOUT THEIR SERVICES:

- [About Us – Toronto Ride](#)
- This service is available to seniors 55+ and adults with disabilities who are not eligible for Wheel-Trans.
- Monday to Friday, 8:30 a.m. to 4:30 p.m. in an M postal code,

PHONE: 416-481-5250

Email: admin@torontoride.ca

Website: www.torontoride.ca

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person

HOW TO ACCESS:

- By phone
- Through their website



TRANSPORTATION

WheelTrans

ABOUT THEIR SERVICES:

- Workshops to educate residents on how to use Wheel Trans

PHONE: 647-614-9396

Email: traveltraining@ttc.ca

Website:

<https://www.ttc.ca/en/wheel-trans/family-of-services/travel-training>

COVERAGE:

Greater Toronto Area (GTA)

DELIVERY MODE:

- In person

HOW TO ACCESS:

- By phone
- Through their website