

A Resource Guide for Aging Adults in Thunder Bay 2021



agefriendly
Thunder Bay



Powered by 211 Northern Region



Acknowledgements

Thank you to everyone who provided invaluable guidance, comments and suggestions throughout the course of this project. We are grateful to 211 Northern Region, Caregivers Support Committee, Thunder Bay District Health Unit and Volunteer Community Older Adults for in-kind contributions in the creation of this Guide. Our objective being met, this Resource Guide will act as an online, live document and an essential resource for older adults living in Thunder Bay. During these uncertain times we understand how critical “having access” is for individuals who are part of Thunder Bay’s aging population and who may not have connection to digital technology. We are confident the Resource Guide will prove valuable to seniors searching and navigating practical programs and resources that are important in improving quality of life.

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About the Resource Guide

Information on programs and services listed in this resource guide is being provided for informational purposes only and is subject to change.

Please contact service providers prior to visiting in person to receive up-to-date information on changes to their availability (e.g. hours of operation) due to COVID-19.

If you are having trouble connecting to a program or service, or a number is incorrect/unavailable, please connect with 211 for updated information.



**Northern Region[®]
Ontario**

211 connects you to community, social, health and government programs and services that will help support you and your family.

Helpline: 2-1-1

Visit: www.211north.ca

Email: gethelp@211ontario.ca

Chat: www.211ontario.ca/chat



Age Friendly Thunder Bay helps citizens age with dignity in a community recognized by the World Health Organization Global Network of Age Friendly Cities.

Age Friendly Thunder Bay is a community based stakeholder group advocating for seniors' independence and quality of life in Thunder Bay.

Visit: agefriendlythunderbay.ca

Call: 577-2807

Important Numbers

Emergency: 911 Police
Fire
Ambulance

**Assistance finding
resources: 211** Community
Government
Health & Social Services

[Assaulted Women's Helpline](#) 1-866-863-0511

[Canadian Anti-Fraud Centre](#) 1-888-495-8501

[Crime Stoppers - 623-TIPS](#) 1-800-222-8477

[Ontario Provincial Police](#) 1-888-310-1122

[Ontario Poison Centre](#) 1-800-268-9017

Rural Ambulance 1-877-351-2345

Rural Thunder Bay Emergencies 473-5200

(for the Townships of East Gorham, Nolalu, Shuniah,
West Gorham (Lappe) and Kaministiquia)

[Senior Safety Line](#) 1-866-299-1011

[Sexual Abuse Counselling and Crisis Centre](#) 345-0894

[\(24/7 Crisis Response\)](#) 344-4502

[Telehealth Ontario](#) 1-866-797-0000

[Thunder Bay Crisis Response \(24/7\)](#) 346-8282

[Thunder Bay Police](#)

Non-emergency 684-1200

Crimes Against Seniors Unit 684-1039

[Victim Crisis Assistance Ontario](#) 684-1051

My Important Numbers

Your list of important numbers can include friends, family members, neighbours, your doctor's office, your pharmacy, community centre or even a trusted handy person.

Name of Contact

Phone Number

Resource Guide



Our bodies naturally change with age, changes that affect the way we feel, move and behave.

Regular exercise is important for older adults to help prevent falls.



Older adults working together in community kitchens to help provide low cost meals.

These activities keep us connected and help meet basic needs.



Keeping busy and sharing ideas is a great way to stay social.

People come with all kinds of skill sets that we can learn from each other!

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Active Living

Public Libraries

Thunder Bay Public Library 345-8275



Thunder Bay Public Library branches act as community hubs, providing a wide variety of programs and services. Traditional library services such as book, magazine and audio-visual material loans and information services have been expanded upon and now include:

- **Computer/Internet access**
- **Genealogy services**
- **Access to language learning services for over 95 languages**
- **Employment resources such as resume writing and interview preparation**
- **Book Clubs**
- **Hands-on Workshops and Technology Coaching**
- **Lending library, including garden tools, walking poles, fishing gear, pedometers and more**

Library branches also offer numerous programs for children and their caregivers and also provide a connection to services such as street outreach nursing and social workers.

TBPL Home Service Program

The Home Service Program provides people who are homebound and/or visually impaired with a variety of materials tailored to personal preference. Materials can be delivered by volunteers on a monthly basis, or more frequently by a family member or friend.

Materials available for home service include regular and large print books, magazines, graphic novels, and paperbacks. Musical CDs and audio materials in cd-book and mp3 formats are also available.

Active Living

Public Libraries

Thunder Bay Public Library
345-8275 (345-TBPL)

Locations:

Brodie Community Hub

215 Brodie St S

Monday to Wednesday 9:30 am to 9 pm

Thursday to Sunday 9:30 am to 5 pm

County Park Community Hub

County Fair Plaza, 1020 Dawson Rd

Wednesday 12 noon to 8 pm

Thursday to Sunday 9:30 am to 5 pm

Mary J.L. Black Community Hub

901 Edward St S

Monday, Wednesday, Friday, Saturday 9:30 am to 5 pm

Tuesday and Thursday 1 pm to 9 pm

Waverley Community Hub

285 Red River Rd

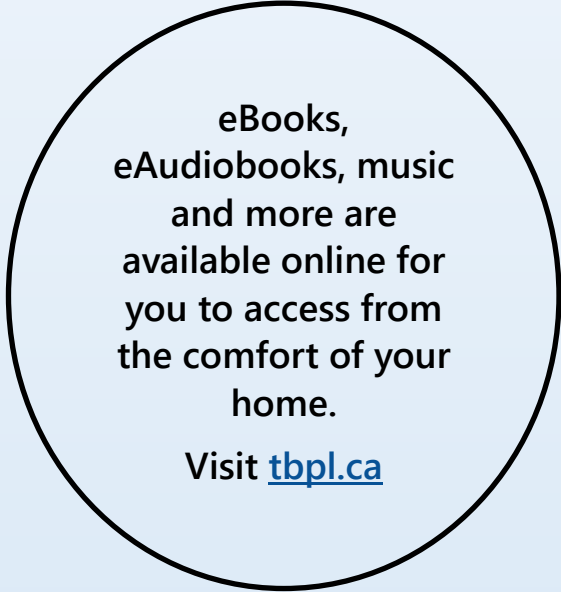
Monday to Thursday 9:30 am to 9 pm

Friday and Saturday 9:30 am to 5 pm

Friends of the Library Used Bookstore

Southside Book Nook - Victoriaville Centre

Monday to Friday 10 am to 4 pm



eBooks,
eAudiobooks, music
and more are
available online for
you to access from
the comfort of your
home.

Visit tbpl.ca

Active Living

Senior Centres

Thunder Bay 55 Plus Centre

700 River St

684-3066

Monday to Thursday 8:30 am to 9 pm, Friday 8:30 am to 4:30 pm,
Saturday 9 am to 4 pm, Sunday 12 noon to 5 pm.

Summer hours are 8:30 am to 9 pm Monday to Thursday.

The Centre provides a variety of recreational, educational and social activities as both registered programs and daily drop-ins, including:

- **Fitness and wellness activities**
- **Workshops, classes and courses**
- **Health and wellness programming**

The River Street Café is onsite and offers healthy, daily hot lunches and snacks. Café hours vary during the summer and both the café and centre are closed on holidays.

West Arthur Community Centre 55 Plus Program

1914 Arthur St W

625-3135 or 625-2949

West Arthur Community Centre offers a variety of registered programs and drop-in activities for adults aged 55 and older. Call for more information.

A senior's social network can positively influence good health behaviours including remaining active.

Active Living

Community Centres

Community Centres offer neighbourhood and community-based programs and events. To find out what programs, events and services are offered, call the Centre directly, or the Recreation and Culture Division of the City of Thunder Bay at 621-0035.

Current River Community Centre
450 Dewe Ave
683-8451

Vale Community Centre
420 Vale Ave
621-0035

Jumbo Gardens Recreation Centre
330 Toivo St
625-2304

Vickers Heights Community Centre
1695 Broadway Ave
577-4041

North End Community Centre
954 Huron Ave
345-1951

Volunteer Pool Community Centre
180 Martha St
625-3524


North McIntyre Rec Centre
2051 Government Rd
767-1400

West Arthur Community Centre
1914 Arthur St W
577-6661

Oliver Road Community Centre
563 Oliver Rd
345-9531

West Thunder Community Centre
915 Edward St S
475-9396

South Neebing Community Centre
1841 Mountain Rd
475-4622



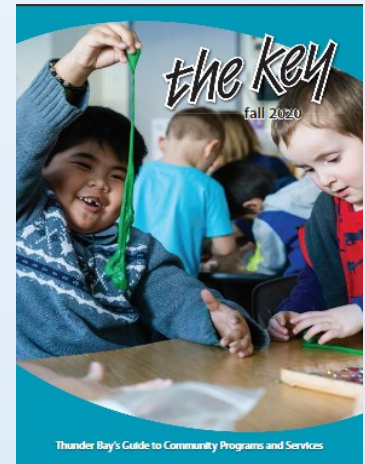
**Don't forget
to look for
programming
in The Key**

Active Living

The Key

The Key is Thunder Bay's Guide to Community Programs and Services and highlights recreational, cultural and educational activities in Thunder Bay, including Older Adult (55+) Programming. Copies are delivered to homes four times a year, and are available at several recreational and community organizations across the city.

Copies can also be requested by calling 625-2351.



Volunteering

Volunteer Thunder Bay

1000 Fort William Rd, Suite 206D

623-8272

Over 60 agencies in Thunder Bay rely on volunteers. Studies show that people who volunteer lead more fulfilling lives. If you are interested in volunteering but need help deciding what organization to volunteer with, or what kind of volunteer work you'd like to do and what opportunities are available, contact Volunteer Thunder Bay.

SPARKONTARIO - No longer in operation (December 2021)

~~SPARK brings potential volunteers and non-profit organizations together. SPARK is an online database of volunteer opportunities available in Ontario, including Thunder Bay. SPARK also provides a list of volunteer opportunities that are suitable for seniors.~~

Volunteering is a great way to stay active and connected to the community.

Active Living

Private Leisure Services

The city is home to a number of private-pay service providers for seniors. These services provide non-medical services such as companionship, community outings, social activities, errand running assistance, and more.

Freedom Recreation

708-6853

Impact Recreation

355-2439

Monday to Friday 8 am to 6 pm

Regular exercise and physical activity promotes strong muscles and bones. It also improves overall health!

~~Seniority Services - Non operational (December 2021)~~

~~344-3417~~

~~Monday to Friday 8 am to 5 pm~~

Exercise/Falls Prevention

Canada Games Complex

420 Winnipeg Ave

684-3311

Monday to Thursday 5:45 am to 10 pm, Friday 5:45 am to 9 pm

Saturday and Sunday 8 am to 9 pm

The Canada Games Complex offers a variety of recreational activities such as swimming, squash courts, and fitness programs, both registered and drop-in. Multi-training areas with a variety of fitness equipment are also available. Older adults aged 60 and over are eligible for lower-cost daily rates and membership fees.

Active Living

Falls Prevention

VON (Victorian Order of Nurses)

214 Red River Rd, Suite 200

344-0012 Ext 260

Monday to Friday 8:30 am to 4:30 pm

VON provides Falls Prevention classes at a number of seniors' residences throughout the city. Classes are also offered on a drop-in basis, available to anyone aged 55 years and older. Call for more information on the program, including when the sessions are offered.

Locations:

Castlegreen Community Centre	213 Castlegreen Drive
Current River Community Centre	450 Dewe Avenue
Hilldale Lutheran Church	321 Hilldale Road
Jumbo Gardens Community Centre	330 Toivo Street
North McIntyre Community Centre	2051 Government Road
NorWest Community Health Centres	525 Simpson Street
Our Saviour Lutheran Church	10 Farrand Street
Slovak Legion	901 Atlantic Avenue
St Anthony's Church	123 Hilldale Road
St Dominic's Church	130 Redwood Avenue West
St Paul's Anglican Church	808 Ridgeway Street
West Thunder Community Centre	915 Edward Street South

Keep your home safe. The majority of falls and injuries are predictable and preventable. The Thunder Bay District Health Unit has more information on home health and safety!

www.tbdhu.com

Active Living

Walking Groups

Walking has many health benefits. Join a walking group to stay active. Walking groups provide the opportunity to stay active on a year round basis.

Shake Rattle & Stroll Intercity Shopping Centre 1000 Fort William Rd

Monday to Saturday 7:30 am to 11 am, Sunday 9 am to 11 am
Visit Guest Services to register

Evergreen Walking Club 139 Heron St

Tuesday at 7 pm
Call 626-0090 for more information

Northern Hearts "Walk with Doc"

A doctor gives a brief presentation on a health topic and then leads participants on a walk at their own pace. Various dates and locations; call 345-2008 for more information.

55+ Community Winter Walking Program Lakehead University Hangar 955 Oliver Rd

Tuesday 2 pm to 3 pm,
Thursday 10 am to 11 am
Call 625-3135 for more information

Victoriaville Walking Group Victoriaville Mall

Tuesday and Thursday 10 am to 12 noon
Call 622-8235 Ext 8520 to register.

Walk-A-Bit

Thunder Bay 55 Plus Centre

This program allows seniors to get out for a short weekly walk with a volunteer.

Call the Support Services Coordinator at 684-3471 to register.

Active Living

Transportation Services

There are organizations that provide transportation services to help seniors, and there are different types of services offered. Some organizations offer multiple types of transportation services. Below are descriptions of the types of transportation services available.

Escort Programs

Accompany people who have limited mobility, cognitive impairments or other problems to specified local destination and provide assistance which may include transportation or driving services providing assistance to enter and leave the vehicle and buildings, carrying packages and/or providing emotional support.

Medical Appointment Transportation

These agencies provide transportation for medical appointments, trips from and between hospitals, to nursing homes or other special-care centres or for other non-emergency medical needs.

Senior Ride Programs

Provides door-to-door (or curb-to-curb) transportation for purposes of medical appointments, shopping, banking, social events, and other similar activities. Clients must be unable to drive themselves or access public transportation.

Active Living

Transportation Services

Bayshore Home Health

1260 Golf Links Rd, Suite 103

345-5322

Monday to Friday 8:30 am to 4:30 pm

Canadian Cancer Society

Cancer patients only

1093 Barton St

Monday to Friday 9 am to 5 pm

**Medical Transportation Only*

Canadian Red Cross Society

1145 Barton St

623-3073

Monday to Friday 8:30 am to 4:30 pm

Driverseat

633-8522

Monday to Thursday 8 am to 2 am,

Friday and Saturday 8 am to 3 am

Driving Miss Daisy

630-0890

Monday to Friday 7 am to 5 pm

Evi's New Quality Home Care

627-2258

Monday to Sunday 9 am to 5 pm

Fort William First Nation

90 Anemki Dr, Suite 100

622-8802

Monday to Friday 9 am to 4 pm

**Band members only*

Kelly Coach

1308 Heath St

630-1183

Monday to Friday 7 am to 7 pm

Métis Nation of Ontario

226 May St S, 2nd Floor

624-5025

Monday to Friday

8:30 am to 4:30 pm

Nurse Next Door

125 Cumberland St N, Suite 200

346-0055

Monday to Friday

8:30 am to 4:30 pm

**Medical Transportation Only*

Superior Elder Care

741 Confederation Dr

473-1110

Monday to Friday 9 am to 5 pm

Active Living

Taxi and Ride Share Programs

These services provide door-to-door transportation services at a cost.

Accessible vehicles may be available. Services are available 24 hours a day, 7 days a week and are booked over the phone or by using an app.

The following services are available in Thunder Bay:

[Diamond Taxi](#)

622-6001

[Roach's Yellow-Taxi](#)

344-8481

[URIDE](#)

General Inquiries 700-0013

Smartphone app required to book or pre-book a ride.

Public Transportation Services

[City of Thunder Bay Transit Services](#)

570 Fort William Rd

684-3744

Monday to Friday 8:30 am to 4:30 pm

The City of Thunder Bay provides accessible public transit within the city limits of Thunder Bay. Thunder Bay Transit conventional buses are 100% low-floor, accessible with ramps, a kneeling feature, on-board audible and visible stop announcements and priority and courtesy seating.

Seniors over the age of 60 are eligible for monthly and annual bus passes at a reduced rate.

Active Living

Paratransit Services

City of Thunder Bay Transit Services

Lift+

570 Fort William Rd

684-3744

Monday to Friday 8:30 am to 4:30 pm

The City of Thunder Bay provides paratransit services within the city limits of Thunder Bay through Lift+.

Lift+ is Thunder Bay's door-to-door paratransit service, which may be for residents and visitors who, due to a disability, are not able to use Thunder Bay Transit for all or part of their trips. Lift+ is public transit and services most locations within city limits. Those interested in accessing Lift+ services are required to apply, and eligibility is determined based on the ability to use Thunder Bay Transit.

If you are an active Lift+ passenger, you can purchase taxi scrips that allow 30% cost savings off the metered fare of a taxi. You have to have a valid ID card and you are responsible for calling and booking your own taxis.

Call Transit Services for information on how to apply for Lift+ and to find out where bus passes and taxi scrips can be purchased.

Active Living

Accessible Parking Permits

Service Ontario

435 James St S, Unit 113

Monday to Friday 8:30 am to 5 pm

400 Balmoral St, Unit B

Monday to Wednesday and Friday 9 am to 5 pm
Thursday 9 am to 7 pm, Saturday 9 am to 1 pm

581 Red River Rd, Suite 103

Monday to Wednesday and Friday 9 am to 5 pm
Thursday 9 am to 7 pm, Saturday 9 am to 1 pm



The Accessible Parking permit is a card that may be displayed on the dashboard or turned-down sun visor of any vehicle in which a person with a disability is travelling. The permit entitles the vehicle in which the person named on the permit is travelling to park in designated disabled parking, standing and stopping areas.

The permit is issued to the permit holder, not a specific vehicle, and is **free of charge** to qualified individuals. The application has two parts: one part of the application must be completed by your health care practitioner. You can obtain an application form by downloading the form from the Service Ontario website or by visiting any of the three Thunder Bay Service Ontario Centres (who also complete renewals, replacements or changes).

The completed application form, along with identity documentation, can be submitted to a Service Ontario centre in-person, or by mail to:

Service Ontario
Accessible Parking Permit Services Office
P.O. Box 9800
Kingston, ON
K7L 5N8

Active Living

Older Adults and Driving

Senior Driver's Licence Renewal Program

Ministry of Transportation

Senior Driver Group Education

1-800-396-4233

Monday to Friday 8:30 am to 5 pm

When individuals turn 80 years of age, additional testing is required every two years in order to renew a driver's licence. Prior to your 80th birthday, you will receive two things in the mail: a renewal form, and a letter that will let you know what to do in order to renew, which will include participation in a Senior Driver Group Education Session. The letter and form will arrive about 90 days before your licence is set to expire. Call to register.

Driver Assessment Program

Partners in Rehab

79 Court St N

683-9500

Monday, Wednesday and Friday 8 am to 5 pm

Tuesday and Thursday 7:30 am-7 pm

Assesses and trains individuals wanting to maintain their driving privileges or return to driving. Individuals with a medical condition that may affect their ability to drive, individuals with vision loss below the Ministry of Transportation requirements and has acceptance into the Vision Waiver Program, and individuals who have the need for assistive devices or vehicle modifications due to a disability may require driver assessment and/or driver rehabilitation services.

Food and Meal Options

Prepared Meal Options

There are a number of businesses in the city that will provide homemade meals and deliver to your home. Below are a list of options; you will need to contact each one directly for menu information, costs and delivery schedules.

Meals on Wheels

Thunder Bay North 684-2862

Thunder Bay South 625-3667

Red Seal Meals

625-6512

~~Blue Door Bistro - Closed~~

~~116 Syndicate Ave S~~

~~623-5001~~

Truly Superior Eats and Treats

337 Ontario St

346-5778

Breakfast, Lunch and Deener

630-3365

*Ready-made meals,
cooked and delivered to
your door.*

*A variety of meal options
are available, fresh and
frozen, and made locally.*

*No grocery shopping
required.*

Food and Meal Options

Congregate Dining

Congregate dining refers to meals served in a group setting. Additional services such as health checks and guest speakers may be offered before, after or during the meal. Each of the agencies listed below offer congregate dining; call for more information or to register.

Thunder Bay Indigenous Friendship Centre

401 Cumberland St N

345-5840

For Indigenous seniors ages 55 years and older
Monday to Friday 9 am to 5 pm

VON (Victorian Order of Nurses)

214 Red River Rd, Suite 200

344-0012

Monday to Friday 8:30 am to 4:30 pm

Seniors Lunch a Month

NorWest Community Health Centres

525 Simpson St

626-7861

Monday to Friday 8:30 am to 4:30 pm

Transportation for those in neighbouring areas is provided.

Food and Meal Options

Other Meal Options

Good Food Box Program

Northwestern Ontario Women's Centre

73 Cumberland St N, Suite 101

345-7819

Monday to Thursday 9:30 am to 5 pm

The Good Food Box Program offers a low-cost way to access fresh fruit and vegetables on a year-round basis. There are host sites located around the city; contact the Women's Centre to find one in your neighbourhood.

River Street Café

Inside the 55 Plus Centre

700 River St

684-3260

Monday to Friday 8:30 am to 3:30 pm, Saturday 9 am to 1 pm

The River Street Café is an independently operated, not-for-profit café governed by a Board of Directors. The Café offers hot beverages and baked goods as well as a hot lunch Monday through Friday, year-round. The Café is also open on Saturdays from September until May.

“Coming together with others during the week to enjoy not only a healthy meal but a wonderful social interaction is a benefit to the well being of every senior, whether still married or single. This is the time when friendships are made; when others learn to care for one another in a deeper way; where contacts are made.

Here is when we learn the ups and downs of each other's lives.”

**- Sonja Alcock, Congregate dining - a benefit to a senior's health
October 22, 2014**

Food and Meal Options

Other Food Options

The Thunder Bay community offers a number of food security programs including community meals, collective kitchens and food banks.

[For up-to-date information on the programs that are available in your area, please call 2-1-1.](#)

Thunder Bay District Health Unit

625-5900

999 Balmoral St

Community Gardens

625-5968

Garden plots for people to grow their own vegetables and lower their food costs

Community Kitchens

625-8813

Small groups of people who get together to cook healthy, economical meals to take home to their families

Gleaning Program

625-5956

Provides transportation to local farms to pick crops for free after the main harvest

Sleepy G Farm

977-1631

Community Supported Agriculture

Subscribe to the harvest of the farm with a seasonal vegetable subscription

NorWest Community Health Centres

622-8235

Offers a variety of food programs, such as community kitchen and cooking classes, including cooking for certain health conditions (e.g. diabetes)

Our Kids Count

Meals for 1 or 2

623-0292

Come and cook your healthy meal and bring it home

Food and Meal Options

Grocery Delivery and Pick-up

Brent Park Store

106 High St N

345-6931

* Telephone orders for pick-up and delivery

Country Fresh Meats & Deli

109 Regina Ave

768-0303

* Telephone orders for pick-up and delivery

Superior Seasons

c/o Belluz Farms, 752 Candy Mountain Rd

* Online orders for pick-up and delivery

George's Market

14 Balsam St

345-7021

* Online and telephone orders for pick-up and delivery

[Instacart.ca](https://www.instacart.ca) - Selected stores only

* Online orders for pick-up and delivery

Maltese

301 Pearl St

345-5911 or 345-8886

* Online and telephone orders for pick-up and delivery

Grocery shopping made easy, a call or click away.

Have your grocery list ready when you call.

Food and Meal Options

Grocery Delivery and Pick-up

[Mrs. Grocery.com](http://Mrs.Grocery.com)

333-0131 - Personal shoppers shop in any store in Thunder Bay & area

** Online and telephone orders for delivery*

[North Country Meats](#)

319 Euclid Ave

475-3665

** Telephone orders for pick-up and delivery*

[Real Canadian Superstore](#)

600 Harbour Expy

** Online orders for pick-up and delivery*

[Real Canadian Wholesale Club](#)

319 Fort William Rd

[Tim's Meats Deli & Grocery](#)

300 Empress Ave S

344-0056

** Telephone orders for pick-up and delivery*

[Walmart](#)

777 Memorial Ave

** Online orders for pick-up and delivery*

[Westfort Foods](#)

111 Frederica St E

623-4220

** Telephone orders for pick-up and delivery*

Government Services

Elected Officials

Members of Parliament (MP)



Members of Parliament can provide assistance with federal programs, services and departments. These departments include Service Canada, the Canada Revenue Agency, and Immigration, Refugees and Citizenship Canada, amongst others. Next federal election year is 2023.

Thunder Bay-Superior North MP

[Patty Hajdu](#)

705 Red River Rd, Unit 3

766-2090

Monday to Friday 9 am to 4 pm

Thunder Bay-Rainy River MP

[Marcus Powlowski](#)

905 Victoria Ave E, Unit 1

625-1160

Monday to Friday 9 am to 4:30 pm

Members of Provincial Parliament (MPP)



Members of Provincial Parliament can provide assistance with provincial programs, services and departments. Examples of provincial ministries include the Ministry of Health and Long-Term Care, the Ministry of Finance and the Ministry of Seniors and Accessibility. Next provincial election year is 2022.

Thunder Bay-Superior North MPP

[Michael Gravelle](#)

179 Algoma St S

345-3647

Monday to Friday 9 am to 4 pm

Thunder Bay-Atikokan MPP

[Judith Monteith-Farrell](#)

409 George St

626-1920

Monday to Friday 9 am to 4:30 pm

Government Services

Elected Officials

City Hall

500 Donald St E

624-2230

Monday to Friday 8:30 am to 4:30 pm



City Hall acts as a central point of access for City departments. City Hall oversees the daily operations of the six City departments and can provide referral and contact information for other City programs and services.

City Council

City Council is comprised of 13 members who serve a four-year term: a Mayor, seven Ward Councillors and five At-large councillors who are elected to provide municipal representation for all Thunder Bay citizens.

Next municipal election year is 2022.

Mayor

Bill Mauro

625-3600

At-Large Councillors

Mark Bentz - **628-6910**

Trevor Giertuga - **628-4790**

Rebecca Johnson - **577-2807**

Aldo Ruberto - **628-5547**

Peng You - **628-4305**

Ward Councillors

Albert Aiello - **629-7531** (McIntyre)

Shelby Ch'ng - **708-1983** (Northwood)

Andrew Foulds - **766-9914** (Current River)

Cody Fraser - **633-3845** (Neebing)

Brian Hamilton - **251-2551** (McKellar)

Brian McKinnon - **767-3945** (Red River)

Kristen Oliver - **627-2036** (Westfort)

Government Services

Elected Officials

Fort William First Nation

Band Office

90 Anemki Dr, Suite 200

623-9543

Monday to Friday 9 am to 4 pm



The Band Office is responsible for the day to day operations of Fort William First Nation and its members.

Band Council

Fort William First Nation band members elect a new Chief and twelve Band Council members every four years. The Chief and Council are responsible for the governance and administration of band affairs including education, housing and other community businesses and services. Next Band Council election year is 2023.

Chief

Peter Collins

623-9543 Ext 235

Councillors

Leo Bannon Jr - leobannonjr@fwfn.com

Sheldon Bannon - SheldonBannon@fwfn.com

Jennelle Charlie - jennellecharlie@fwfn.com

Anthony Collins - AnthonyCollinsSr@fwfn.com

Yvette Greenwald - YvetteGreenwald@fwfn.com

Tannis Kastern - TannisKastern@fwfn.com

Kyle MacLaurin - KyleMacLaurin@fwfn.com

Desiree Morriveau-Shields - Desiree@fwfn.com

Sherry Pelletier - sherryelletier@fwfn.com

Phil Pelletier - PhilPelletier@fwfn.com

Michele Solomon - MicheleSolomon@fwfn.com

Government Services

Government Agencies

Service Canada

975 Alloy Dr

1-800-622-6232

Monday to Friday 8:30 am to 4 pm

Service Canada provides a single point of access to a wide range of government services and benefits including Canada Pension Plan and Old Age Security programs, and acts as the Passport Canada Receiving Agent.

Veterans Affairs Canada

130 Syndicate Ave S

1-866-522-2122

Monday to Friday 8:30 am to 4:30 pm

Veterans Affairs Canada (VAC) provides targeted services and benefits to current and former members of the Canadian Armed Forces, the RCMP, and their family members. Services include counseling, rehabilitation health care expense assistance and pensions/allowances.

Service Ontario

General Inquiries **1-800-267-8097**

Service Ontario acts as a single point of access for a variety of provincial services including driver's licenses, license plate stickers, health cards and accessible parking permits. Many services are available online, and in-person assistance is available at 3 Service Ontario locations in the city:

435 James St S, Unit 113 - Monday to Friday 8:30 am to 5 pm

400 Balmoral St, Unit B -- 581 Red River Rd, Suite 103

Monday to Wednesday and Friday 9 am to 5 pm

Thursday 9 am to 7 pm, Saturday 9 am to 1 pm

Government Services

Government Agencies

Canada Revenue Agency

130 Syndicate Ave S

1-800-959-8281

The Canada Revenue Agency administers tax services on behalf of the Federal Government and for most provinces and territories.

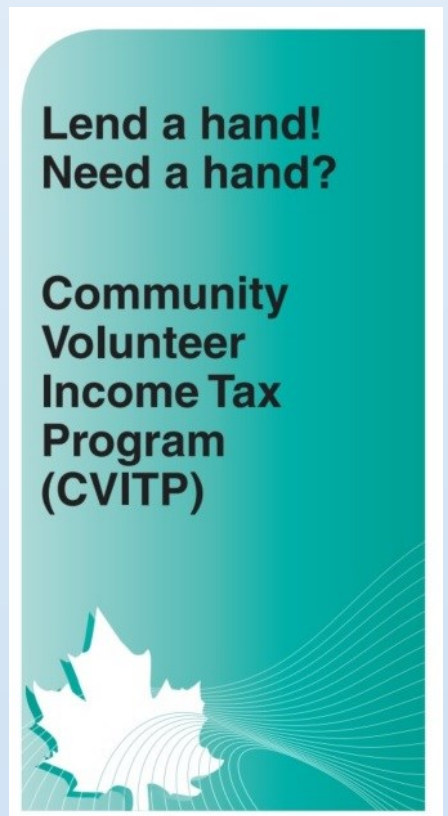
A number of benefits and credits are tied to the filing of income taxes including the GST/HST credit, the Ontario Trillium Benefit and the Guaranteed Income Supplement (GIS); it is important to ensure taxes are filed yearly by the deadline of April 30th. Any later and you may face a delay in receiving the benefits you're entitled to.

Community Volunteer Income Tax Program

If you have a modest income and a simple tax situation you may be eligible to access free income tax services through a Community Volunteer Income Tax Program (CVITP). For information relating to program eligibility as well as clinic dates, times and locations, please call 211.

"I was so stressed about doing my taxes. I could not afford to pay anyone to do them, I called 211 and was referred to a volunteer income tax program; they did my taxes for free. It was easy and now I am not stressed or worried about my taxes."

- CVITP participant



Government Services

Government Agencies

Indigenous Services Canada (ISC)

100 Anemki Pl

623-3534 / 1-800-567-9604

Monday to Friday 10 am to 4 pm

Works collaboratively with partners to improve access to high quality services for First Nations, Inuit and Métis people, including Indigenous Health, Indian Status, Social Programs, Education, Housing and more.

Indian Status

The secure status card is valid for 10 years for adults, and can be renewed up to 6 months before the renewal date, or up to one year after the "Renew before" date on the card. The renewal process is the same as when first applying for a status card, and the same process must be followed for lost, stolen or damaged cards.

Non-Insured Health Benefits

981 Balmoral St

343-5390

Monday to Friday 8 am to 4:15 pm

This program provides eligible* First Nations and Inuit individuals with coverage for a range of health benefits that are not covered through other social programs, private insurance plans or provincial health insurance. The benefits provide coverage for medically necessary goods and services such as vision care, dental care, mental health counselling, medical supplies and equipment, prescriptions and over-the-counter medications.

*An eligible adult/senior must be a resident of Canada and a First Nations person who is registered under the Indian Act and/or an Inuk recognized by an Inuit Land Claim organization.

Financial Supports

Deferral of Property Taxes

Ontario Ministry of Finance

400 Donald St E, Provincial Land Tax Office

1-866-400-2122

Low-income residents of non-municipal areas may be eligible to apply for a Deferral of Property Taxes through the Ministry of Finance. If approved, a partial deferral of provincial land tax and education tax will be granted. Applicants must be 65 years old or older, in receipt of the Guaranteed Income Supplement (GIS) and use the non-municipal property as their principal residence for at least one year preceding the application. Applications must be submitted annually and the deferral will not apply to any outstanding taxes.

City of Thunder Bay Revenue Division

Low-Income Seniors Credit Programs

500 Donald St E, City Hall

625-2255

Monday to Friday 8:30 am to 4:30 pm

The City of Thunder Bay offers assistance to low-income seniors through a number of Credit Programs:

The **Low-Income Seniors High Water Bill Credit Program** provides one-time assistance in situations where a water bill is higher than two times the previous bill as a result of a leak. The **Property Tax and Water Credit Programs for Low-Income Seniors** provide a credit of \$400 towards eligible applicants' tax account and \$200 towards the water account. Applications must be submitted annually and accounts cannot be in arrears when applying. Each program requires the applicant to be over the age of 65 and in receipt of the Guaranteed Income Supplement (GIS). Additional criteria apply; contact the Revenue Division for more information and to request an application form(s).

Financial Supports

City of Thunder Bay Revenue Division Discounts and Rebates

The City also offers financial assistance through rebate and discount programs delivered through EcoSuperior:

Drainage Rebate

Homeowners whose homes are impacted by extreme weather events may be eligible for a Drainage Rebate. This rebate provides assistance towards the costs of installing sump pumps/leaching pits, sewer back-up prevention valves, new connections to the city storm sewer, and the disconnection of weeping tile from the sanitary sewer system. You may qualify for the rebate if your home is on the City of Thunder Bay water supply and you have a water account in good standing.

Rain Barrel Discount Program

The City of Thunder Bay makes a limited number of \$20 discounts available on a yearly basis for the purchase of rain barrels at EcoSuperior . A rain barrel will catch some of the rain runoff from your roof via a downspout, conserving the fresh, soft water for use in your garden, and reducing your need to water with tap water. This benefits your plants, saves you money and helps the environment by reducing rain runoff travelling to the City's storm sewer system. You may qualify for the \$20 Rain Barrel Discount if your home is on the City of Thunder Bay water supply and you have a water account in good standing.

Contact EcoSuperior for more details.

Eco Superior

562 Red River Rd, 624-2140

Monday to Friday 8:30 am to 4:30 pm

Financial Supports

[Housing Security Fund](#)

[District of Thunder Bay Social Services Administration Board](#)

231 May St S

766-2111

Monday to Friday 8:30 am to 4:30 pm

The Housing Security Fund provides financial assistance for rental arrears, utility and fuel arrears, and/or property tax arrears. Applicants must have an eviction/disconnection notice and meet additional program eligibility criteria. Applications can be picked up at the office or mailed by request.

Utility Assistance

In addition to the Housing Security Fund mentioned above, the Low-Income Energy Assistance Program (LEAP) can provide grants towards utility arrears. Interested applicants can contact the appropriate intake agency for further assistance

Enbridge Gas and Hydro One Customers:

[United Way of Simcoe Muskoka](#)

1-855-487-5327

Monday to Friday 8:30 am to 4 pm

Synergy North (formerly Thunder Bay Hydro) Customers:

[Lakehead Social Planning Council](#)

125 Syndicate Ave S, Victoriaville Mall

624-1720

Monday to Friday 8:30 am to 4:30 pm

Financial Supports

[Ontario Electricity Support Program \(OESP\)](#)

1-855-831-8151

Monday to Friday 8 am to 9 pm

In addition to arrears assistance, the Ontario Energy Board administers the OESP, which provides ongoing assistance in the form of a monthly credit applied directly to qualified applicants' hydro bills. Applicants who are up-to-date on their income taxes are encouraged to apply online via the program website ontarioelectricitysupport.ca but intake agencies can assist with applications as necessary. Call the toll-free telephone number listed above for a list of intake agencies. (Please note: a similar credit for natural gas customers is not available at this time.)

[Ontario Renovates Program](#)

The Ontario Renovates Program provides assistance to homeowners who need to make repairs or modifications to their home, in the form of an interest-free forgivable loan. Repairs and modifications must be related to accessibility, health and safety, or increasing energy efficiency. For more information on the program, including how to apply, contact one of the following program administrators:

[District of Thunder Bay Social Services Administration Board](#)

231 May St S

766-2111

Monday to Friday 8:30 am to 4:30 pm

[Ontario Aboriginal Housing Services](#)

1-866-391-1061

**serves Indigenous (Status, non-Status, Métis and Inuit) off-reserve homeowners only*

Financial Supports

March of Dimes Canada

**291 King Street. 3rd Floor
London, ON N6B 1R8**

Monday to Friday 9 am to 4:30 pm

Barriers in the built environment can make daily tasks challenging for people who use mobility devices, or have a condition that impacts their mobility. March of Dimes Canada delivers programs that can assist with maintaining independence.

Home and Vehicle Modification Program

1-877-369-4867

This program provides funding for basic home and/or vehicle modifications to those with a substantial impairment expected to last one year or more, with their disability management. By reducing or eliminating life safety risks, these modifications enable adults with mobility restrictions to continue living in their homes and participate in their communities.

Assistive Devices Program

1-866-765-7237

Assists adults with physical disabilities who are in financial need to purchase assistive devices that increase their mobility and functional independence. The Program can help to buy, repair and maintain a wide variety of mobility or assistive equipment., and may also have contact information or resources to assist you in locating additional funding sources.

Do you need assistance filling out a form or application? Call 211 for information on agencies who can help you complete forms and applications.

Health Care

Accessing Primary Health Care

Telehealth Ontario

1-866-797-0000

24/7 Service

Telehealth Ontario is a free, confidential service that provides health advice and information. Telehealth Registered Nurses can assess symptoms, direct you to the most appropriate level of care, and also give general information on a variety of health topics including, but not limited to:

- illness or injury that may need medical care
- support available to help you quit smoking
- food & healthy eating (you'll be connected to a registered dietitian)
- depression, suicide or other mental health concerns
- refugee health supports

Health Care Connect

1-800-445-1822

Monday to Friday 9 am to 5 pm

Register for Health Care Connect and a nurse will search for a doctor or nurse practitioner who is accepting new patients. To use Health Care Connect, you must:

- not currently have a family health care provider
- have a valid Ontario health card
- have an up-to-date mailing address associated with your health card

Calling 211 is one of the best ways you can learn about community and social service programs and financial help that can help improve your quality of life.

In fact, the 211 helpline in Ontario answered nearly 300,000 calls last year.

Many calls were from seniors and caregivers who wanted to know what type of practical help was available, like home support, and how to access it.

Health Care

Aboriginal Health Access Centre (AHAC)

Anishnawbe Mushkiki

1260 Golf Links Rd, 3rd Floor

623-0383

Monday to Friday 8:30 am to 8:30 pm, Saturday 10 am to 2 pm

Aboriginal Health Access Centres (AHACs) are Aboriginal community-led, primary health care organizations. They provide a combination of traditional healing, primary care, cultural programs, health promotion programs, community development initiatives and social support services to First Nations, Métis and Inuit communities.

Anishnawbe Mushkiki provides a key entry point to overall health and development for all people by providing clinical care and integrated chronic disease prevention and management, family-focused maternal and child health care, addictions counselling, youth empowerment, traditional wellness and cultural programs. Such programs include:

- **Primary care clinic service**
- **System navigation services**
- **Chronic disease management**
- **Diabetes management program**
- **Healthy eating active living programs**
- **FASD and child nutrition programs**
- **Health promotion programs**

Make a list of your medications and keep it in your wallet. Include the medication names, dosage, how often you take it and when you take it. Don't forget to include any herbal medications, allergies or medical conditions. And don't forget to keep your medication list updated!

Health Care

Community Health Centre (CHC)

NorWest Community Health Centres

525 Simpson St

622-8235

Monday to Friday 8:30 am to 4:30 pm

CHCs are non-profit organizations that provide primary health and health promotion programs for individuals, families and communities. CHCs integrate team-based primary care with health promotion programs, community health initiatives, prevention programs and social services. This makes services more accessible.

The NorWest Community Health Centres offers a variety of programs and services, and while some programs require you to be a registered patient of the Centre, there are a number of programs that are available to members of the general public.

Examples of these programs include:

- **Anishnaabe Craft Group**
- **Community Kitchens**
- **Exercise and Falls Prevention Classes**
- **Health Promotion Workshops**
- **LGBTQ Services and Supports**
- **Memory Clinic**
- **Seniors' Lunches**

Use a bag to keep your medication in one place, and store them as directed. In general, medication should be kept in a cool, dry place. Your bathroom medicine cabinet may not be the best place to store them, as they may be affected by heat and moisture.

Always follow your pharmacist's instructions.

Health Care

Walk-in Medical Clinics

Walk-in clinics provide non-emergency medical care for by a nurse, nurse practitioner or doctor, often without an appointment. At a walk-in clinic you can get advice, assessment and treatment for minor illnesses and injuries such as cuts, bruises, minor infections, sprains and skin complaints.

In Thunder Bay there are a number of walk-in clinics that are accessible to anyone:

Dawson Heights Medical Clinic

109 Regina Ave

344-0104

Monday to Thursday 12 noon to 8 pm, Friday 12 noon to 4 pm,
Saturday 10 am to 1 pm

Dilico Family Health Team - two locations:

131 Archibald St N

623-8511

Friday 1 pm to 4 pm

200 Anemki Place

626-5200

Wednesday 5 pm to 8 pm

~~Good Doctors Walk-In Clinic - Closed~~

~~1040 Oliver Rd, Unit 103B~~

~~700-0395~~

~~Monday to Friday 9 am to 5 pm~~

Janzen's Pharmacy - two locations:

Algoma Place Location

153 Algoma St S, Rear Suite

345-5020

Monday to Wednesday 3 pm to 7 pm

Westfort Village Location

129 Frederica St W

473-9666

Wednesday 4 pm to 8 pm

Health Care

Walk-in Medical Clinics

Northwest Walk-In Medical Clinic

**1265 Arthur St E, Rexall Pharmacy
623-7101**

Monday, Tuesday and Thursday 1:30 pm to 4:30 pm

NorWest Community Health Centres

**525 Simpson St
622-8235**

Monday to Thursday 4:30 pm to 8 pm, Friday 1 pm to 4 pm,
Saturday and Sunday 10 am to 3 pm

NorWest Community Health Centres - Limbrick Site

**97K Limbrick Place
633-8235**

Wednesday 1:30 pm to 4 pm

Oak Medical Arts - Academy Clinic

**544 Beverly St
344-4540**

Monday, Tuesday and Thursday 9 am to 8 pm,
Wednesday 9 am to 12 noon, 5 pm to 8 pm, Friday 9 am to 1 pm

Red River Walk-In Clinic

901 Red River Rd (no public telephone number)

Monday 12 noon to 8 pm, Tuesday to Thursday 1 pm to 8 pm,
Friday 12 noon to 3 pm, Saturday 10 am to 1 pm

Health Care

Walk-in Medical Clinics

[White Cedar Health Care Centre](#)

125 Vickers St S

475-4357

Monday to Friday 9:30 am to 4:30 pm

The following clinics are accessible to their patients only:

[Anishnawbe Mushkiki](#)

1260 Golf Links Rd, 3rd Floor

623-0383

Monday to Wednesday 1 pm to 4 pm, Thursday 4:30 pm to 8 pm,
Friday 9 am to 12 noon, Saturday 10 am to 2 pm

[Aurora Family Health Clinic](#)

971 Carrick St - Real Canadian Superstore

285-1894

Monday, Tuesday and Thursday 5 pm to 7 pm, Saturday 10 am to 2 pm

[Fort William Family Health Organization](#)

1260 Golf Links Rd, 2nd Floor

626-1234

Monday 1:15 pm to 4 pm, 5 pm to 8 pm,
Tuesday to Thursday 3 pm to 7 pm, Friday and Saturday 9 am to 12 noon

[Harbourview Family Health Team](#)

1040 Oliver Rd, Suite 301

346-1240

Monday to Thursday 5 pm to 8 pm, Saturday 10 am to 1 pm

Health Care

Walk-in Medical Clinics

Lakehead Nurse Practitioner-Led Clinic

325 Archibald St S, Suite 101

475-9595

Monday, Wednesday and Friday 1 pm to 4 pm,
Tuesday and Thursday 5 pm to 8 pm, Saturday 10 am to 1 pm

Mountdale Family Health Clinic

620 Arthur St W

577-5676

Monday and Thursday 5 pm to 7 pm, Saturday 12 noon to 3 pm

Port Arthur Health Centre

194 Court St N

346-1000

Monday to Thursday 9 am to 8 pm, Friday 9 am to 1 pm
Saturday and Sunday 10 am to 1 pm

Superior Family Health Organization

63 Algoma St N, Suite 470

345-8475

Monday to Thursday 5 pm to 8 pm, Friday 1 pm to 4 pm

Health Care

Francophone Health Services

L'Accueil Francophone de Thunder Bay

**Centre Francophone, 234, rue Van Norman / 234 Van Norman St
684-1940**

Lundi à vendredi 9h30 à 16h30 / Monday to Friday 9:30 am to 4:30 pm

Interprétation / Interpretation

Les services d'interprétation sont le pilier de l'Accueil; nous offrons nos services aux clients d'expression française et aux professionnels de la santé, incluant les médecins, les dentistes, les infirmières, les physiothérapeutes, les ergothérapeutes, les pharmaciens et autres intervenants. Nous offrons des services d'interprétation de qualité de façon confidentielle et professionnelle. Les clients et les professionnels de la santé peuvent obtenir nos services gratuitement.

Offers interpretation services between French-speaking clients and health care professionals, including doctors, nurses, dentists, physiotherapists, occupational therapists, pharmacists, etc.

Services de soutien et d'accompagnement / Support Services

Nous offrons l'accompagnement de plusieurs façons : prendre et confirmer des rendez-vous, soutien pour les suivis, aide à remplir des formulaires recherches et demandes de renseignements aide à trouver de l'hébergement à prix modique pour nos clients de l'extérieur et appui à nos clients francophones pour les aider à naviguer le système de santé.

Provides a variety of support services such as making and confirming medical appointments, providing follow-up assistance, helping individuals to fill out forms, making inquiries on behalf of clients, and assisting in any way possible to help French-speaking individuals navigate the health care system.

Health Care

Physiotherapy/Rehabilitation Services

Publicly Funded Physiotherapy Services

Physiotherapy services are covered by the Ontario Health Insurance Plan (OHIP) to eligible patients, free of charge.

Individuals, including seniors, may be eligible for OHIP-covered physiotherapy if a referral from a doctor or nurse practitioner is made following an illness, injury or hospital stay.

A number of OHIP-funded physiotherapy clinics are listed below.

~~Closing the Gap Healthcare Group - Closed~~

~~1265 Arthur St E, Unit 107~~

~~1-855-854-8076~~

~~Monday to Friday 9 am to 5 pm~~

Fairway Physiotherapy and Sports Injury Clinic

620 Arthur St W, Unit 4

345-5242

Hours vary, call for appointment information

Victoriaville Physiotherapy Centre

611 Victoria Ave E

623-1322

Monday to Thursday 8 am to 5 pm, Friday 8 am to 4:30 pm

Private Pay Physiotherapy Services

There are other physiotherapy providers available; however, the service fees are not covered by OHIP. Service fees may be covered by private insurance or can be paid out of pocket.

Health Care

Rehabilitation Programs

St. Joseph's Care Group

35 Algoma St N

343-2431

Administration Monday to Friday 8 am to 5 pm

St. Joseph's Care Group offers a number of specialized rehabilitation exercise programs, including:

- **Keep Moving with Mixed Neurology**
- **Keep Moving with Parkinson's**
- **Keep Moving with Stroke**
- **Living with Fibromyalgia**
- **Moving on After Stroke**

Classes are run at a variety of locations such as the Canada Games Complex. Programs have specific eligibility criteria and may require a physician or nurse practitioner referral.

Pulmonary Rehabilitation

St. Joseph's Care Group

35 Algoma St N

343-2441

Hours vary, call for information

Run out of St. Joseph's Hospital, the Pulmonary Rehabilitation program offers an 8-week outpatient program as well as a Chronic Obstructive Pulmonary Disease (COPD) Knowledge and Skills clinic. Specialist assessments are provided. Program participants must meet eligibility criteria and be referred by a physician or nurse practitioner.

Health Care

Rehabilitation Programs

Seniors Outpatient Assessment and Rehabilitation (SOAR)

St. Joseph's Care Group

35 Algoma St N

346-2310

Administration Monday to Friday 8 am to 4 pm

The SOAR program provides outpatient rehabilitation services to seniors. Individual and group therapy are offered by a team of specialists following a comprehensive Geriatric Assessment. This program is available to those 65 years and older with one or more health/chronic conditions with complicating factors, and a physician/nurse practitioner referral is required.

Rehabilitation and Healthy Lifestyles

Thunder Bay Regional Health Sciences Centre

1040 Oliver Rd

684-6000

Monday and Thursday 10 am to 6 pm

Tuesday to Wednesday and Friday 8 am to 4 pm

The Healthy Lifestyles program offers education, exercise, counselling, and smoking cessation to individuals with a history of cardiac disease or vascular disease. A physician/nurse practitioner referral is required.

Rehabilitation is the process and approach that helps you to recover as many abilities as possible, after an illness or injury. Rehabilitation is an important part of recovery.

Health Care

Vision Loss Services

[CNIB and Vision Loss Rehabilitation Ontario](#)

229 Camelot St

345-3341

1-800-563-2642 or 1-844-887-8572

Monday to Friday 8:30 am to 4:30 pm

Vision loss rehabilitation services can help people of all ages develop or restore key daily living skills, so that you can overcome the challenges of sight loss and lead the life you want. Programs offered complement and enhance the rehab services by addressing the social and emotional needs of people with sight loss, and build confidence and self-advocacy skills to ensure they receive the accommodations they need to succeed.

Hearing Services

[Canadian Hearing Services](#)

717 Hewitson St

1-866-518-0000 ext 4151

TTY: 1-877-215-9530

Monday to Friday 9 am to 12 noon, 1 pm to 5 pm

Hearing loss frequently goes unnoticed, and because it happens gradually, many people are in denial about their hearing loss. They often stop communicating and withdraw from family, friends and social situations because they can't understand what is being said.

Canadian Hearing Services offers **free** counselling services and supports to people aged 55 and over who have hearing loss to help improve communication with family, friends and service providers, stay involved in social activities, and remain safe and independent at home.

Health Care

Hearing Services

There are a number of businesses in the city that will provide free hearing tests to help determine whether further testing or treatment is necessary.

Amplifon

1090 Memorial Ave

Toll-free 1-289-324-0671

Monday to Friday 9 am to 5 pm

Offers free in-person tests and online screening through their website

Connect Hearing

3-1186 Memorial Ave (McIntyre Centre)

1-888-501-2661

Monday to Friday 9 am to 12 noon, 1 pm to 4 pm

Offers free hearing tests to adults 50 years and over

Expert Hearing Solutions

282 Memorial Ave 345-4327

101-1265 Arthur St E 623-7877

Monday to Friday 8:30 am to 4:30 pm

Both locations offer free in-person consultations

HearingLife

3-843 Red River Rd

1-844-339-2848

Monday to Friday 9 am to 5 pm

Offers free hearing tests

Superior Hearing Centre

125 Cumberland St N

346-0101

Monday to Friday 9 am to 5 pm

Offers online hearing screening through their website

Health Care

Diabetes Education and Services

The following agencies offer supports for people living with pre-diabetes or diabetes, including education, self-management support, and/or diabetes monitoring.

[Anishnawbe Mushkiki](#)

1260 Golf Links Rd, 3rd Floor

623-0383

Office Monday to Wednesday and Friday 8:30 am to 5 pm,
Thursday 8:30 am to 8 pm

[Diabetes Health Thunder Bay - St. Joseph's Care Group](#)

63 Carrie St

344-3422

Monday to Friday 9:30 am to 4:30 pm

[Dilico Anishinabek Family Care](#)

First Nations individuals only

200 Anemki Dr

623-8511

Office Monday to Friday 9 am to 5 pm

[Ontario Native Women's Association](#)

Indigenous individuals only

380 Ray Blvd

623-3442

Monday to Friday 9 am to 5 pm

[Centre for Complex Diabetes Care - TBRHSC](#)

Physician/Nurse Practitioner referral required

984 Oliver Rd

684-6944

Monday and Friday 8 am to 6 pm, Tuesday to Thursday 8 am to 4 pm

Health Care

Foot Care

The following agencies provide foot care services which may include cleaning and assessment nail trimming, and/or callous, wart and corn treatment. Services may be basic, advanced or diabetic foot care, and there may be a fee associated with the service.

Bay View Foot Clinic

417 Fort William Rd

346-0246

Monday to Thursday 9 am to 4:30 pm, Saturday 10 am to 4 pm

Bayshore

1260 Golf Links Rd, Suite 103

345-5322

Administration Monday to Friday 8:30 am to 4:30 pm

BioPed - diabetic foot care only

843 Red River Rd

768-4040

Foot care by appointment

FootNurse

977 Alloy Dr, Unit 7

472-6042

Monday to Friday 8 am to 5:30 pm

Homebodies Home Health Care

18 St Paul St

346-2273

Monday to Wednesday 10 am to 5 pm

Health Care

Foot Care

Lucie's Mobile Foot Care

Services provided in client's home

622-8219

Monday to Saturday 9 am to 7 pm, Sunday 12 noon to 7 pm

ParaMed Home Health Care

91 Cumberland St S, Suite 200

346-0633

Office Monday to Friday 8:30 am to 4:30 pm

SE Health

920 Tungsten St, Suite 103

344-2002

Office Monday to Friday 9 am to 5 pm

Sleeping Giant Foot Care

Services provided in clients' homes

627-0238

Monday to Friday 9 am to 5 pm

VON (Victorian Order of Nurses)

214 Red River Rd, Suite 200

344-0012

Office Monday to Friday 8:30 am to 4:30 pm

"Good foot care is important to staying healthy. It keeps people moving and independent longer as they get older."

**NorWest Community
Health Centres**

Health Care

Medical Equipment and Supplies

Assistive Devices Program

Ministry of Health and Long-Term Care

1-800-269-6021

Office Monday to Friday 8:30 am to 5 pm

The Assistive Devices Program (ADP) provides financial assistance to eligible individuals to obtain certain equipment and supplies. In most cases, up to 75% of the cost of items is covered by the program. Some items, such as hearing aids for adults, are covered at a fixed amount. There are a number of categories of equipment, all with their own requirements and application process. Categories include:

- Mobility Aids
- Hearing aids and other devices
- Communication aids
- Visual aids
- Diabetic equipment and supplies
- Respiratory equipment and supplies
- home oxygen therapy
- Artificial eyes and facial prosthetics
- Custom orthotic braces, compression garments, lymphedema pumps
- Prosthetic breasts or limbs
- Enteral-feeding pumps and ostomy supplies

For more information about each category, you can contact the Assistive Devices program directly, or call 211 for the contact information for authorized ADP vendors in the city.

Some smaller assistive devices are available for purchase at pharmacies, specialty stores such as [Wellwise by Shoppers Drug Mart](#), and other retail and hardware stores.

Health Care

Dental Care

Thunder Bay District Health Unit

999 Balmoral St

1-800-625-5900

Monday to Friday 8:30 am to 4:30 pm

Ontario Dental Care for Seniors Program

The new Ontario Seniors Dental Care Program is a government-funded dental care program. It provides free, routine dental services for low-income seniors who are 65 years of age or older. Dental prosthetics, including dentures will be partially covered. For more information about the program, including eligibility criteria and application process, call the Thunder Bay District Health Unit.

Confederation College Dental Clinic

REACH Atrium, 1450 Nakina Dr, Rm D101

475-6436

Appointment times vary, call for information

Under the supervision of registered dental professionals, Dental Hygiene and Level II Dental Assisting students provide preventative dental services to patients of all ages. Services are based on individual needs and can include an oral assessment, oral health education, cleaning/scaling, radiographs, sealants, polishing, nutritional counselling, fluoride, and desensitizing. The clinic runs from late September to mid-December, then again from mid-January until the end of April, with limited appointments available in the month of May.

In-Home Care and Help

North West Local Health Integration Network (NWLHIN)

961 Alloy Dr

345-7339

Monday to Friday 8:30 am to 4:30 pm

The NWLHIN works with people of all ages to ensure they can make informed choices about their care, when and where they need it.

Home and Community Care

If someone is in need of health care services at home or in the community, or are considering supported living programs or long-term care options, the Home and Community Care program connects and arranges required services. The program is also responsible for determining eligibility for subsidized (free or lower cost) in-home services and community care.

Referrals and connections are made to a variety of community programs and services, and can include:

- Meal delivery and dining programs
- Homemaking and home help
- Transportation services
- Friendly visits
- Nursing Care
- Help with activities of daily living

Anyone can make a referral on your behalf: a friend, family member, doctor or nurse practitioner. If you or someone you know may benefit from additional support, please call for more information.

In-Home Care and Help

For those looking to access services on a private fee-for-service basis, the following agencies offer a variety of home-based programs and services, either medical or non-medical in nature. Examples of services provided include:

- Light housekeeping
- Medication administration and/or reminders
- Meal preparation
- Respite
- Personal care/Foot care

For more information, including eligibility, availability and fees, please contact the agency directly.

[Bayshore Home Health](#)

1260 Golf Links Rd, Suite 103
345-5322

Monday to Friday 8:30 am to 4:30 pm

[Best Care Canada](#)

2821 Arthur St E
622-2273

24-hour services

Evi's New Quality Home Care

627-2258

Monday to Sunday 9 am to 5 pm

[Nurse Next Door Home Care](#)

125 Cumberland St N, Suite 200
346-0055

24-hour services

[ParaMed Home Health Care](#)

91 Cumberland St S, Suite 200
346-0633

Monday to Friday 8:30 am to 4:30 pm

[SE Health](#)

920 Tungsten St, Suite 103
344-2002

Monday to Friday 9 am to 5 pm

[Superior Elder Care](#)

473-1110

Monday to Friday 9 am to 5 pm

[VON \(Victorian Order of Nurses\)](#)

214 Red River Rd, Suite 200
344-0012

Monday to Friday 8:30 am to 4:30 pm

Housing Options

Social Housing

Housing Services

District of Thunder Bay Social Services Administration Board

231 May St S

766-2111

Monday to Friday 8:30 am to 4:30 pm

The District of Thunder Bay Social Services Administration Board (TBDSSAB) manages a number of rent-g geared-to-income seniors' housing buildings in Thunder Bay and District. They also oversee and provide financial support for not-for-profit social housing units, including those specifically geared towards older adult populations. Housing Services can provide information on what seniors' housing buildings are available in Thunder Bay and provide application forms as required.

Métis Nation of Ontario

226 May St S

624-5024

Offers an Affordable Rent Program that is managed by Infinity Property Services.

Native People of Thunder Bay Development Corporation

230 Van Norman St

343-9401

A non-profit housing program that purchases and rents homes geared to income primarily to low income Native families and senior citizens. Applications are processed and managed by the District of Thunder Bay Social Services Administration Board. (345-7339)

Housing Options

Retirement Homes

Retirement homes offer independent living with optional support services and various on-site amenities.

Locations:

Chartwell Glacier Ridge

**1261 Jasper Dr
473-0256**

Front Desk Monday to Friday 10 am to 6 pm

Chartwell Hilldale

**301 Hilldale Rd
700-5773**

Chartwell Isabella

**1350 Isabella St E
333-0381**

Chartwell Thunder Bay

**770 Arundel St
473-0528**

McKellar Place Senior Community

**325 Archibald St S
285-4848 Ext 228**

Office Monday to Friday 9 am to 5 pm

The Walford

**20 Pine St
345-2511**

There are many benefits to retirement living, including living in a secure community of peers with social and active living opportunities and outings.

Housing Options

Supportive Housing

Supportive housing is geared towards seniors who are capable of living independently but require more support than what is offered by retirement homes.

Locations:

Jasper Place

**1200 Jasper Dr
684-2990**

Office Monday to Friday 8:30 am to 4:30 pm

PR Cook Apartments

**63 Carrie St
768-4405 Ext 1**

Office Monday to Friday 8:30 am to 4:30 pm

Sister Leila Greco Apartments

**330 Lillie St N
625-1126**

Housing Facilitator Monday to Friday 8:30 am to 4:30 pm

Supportive housing is independent living that includes 24/7 professional and compassionate care. These services will help with activities of daily living, like dressing, bathing and medication assistance.

Housing Options

Long Term Care (Nursing) Homes

Long Term Care facilities provide housing for those whose higher level of care needs require ongoing round-the-clock care and/or supervision.

Admission (and waitlist placement) to Long Term Care facilities is determined by a needs assessment completed by the North West Local Health Integration Network (North West LHIN). For more information about the assessment process or to initiate an intake, please call:

North West Local Health Integration Network

961 Alloy Dr

345-7339

Monday to Friday 8:30 am to 4:30 pm

Locations:

Bethammi Nursing Home

63 Carrie St

759-4430

Monday to Friday 8 am to 4 pm

Hogarth Riverview Manor

300 Lillie St N

625-1110

Monday to Friday 8:30 am to 4:30 pm

Pioneer Ridge

750 Tungsten St

684-3910

Monday to Friday 8:30 am to 4:30 pm

Southbridge Lakehead

135 Vickers St S

623-9511

Monday to Friday 8 am to 4 pm

Southbridge Pinewood

2625 Walsh St E

577-1127

Monday to Friday 8 am to 4 pm

Southbridge Roseview

99 Shuniah St

344-6929

Monday to Friday 8 am to 4 pm

Mental Health and Addictions Services and Supports

Crisis Services

Canadian Mental Health Association

Crisis Response 346-8282

Crisis Response Services offers mobile crisis response, a crisis support residence, and 24/7 telephone services to both youth, adults and older adults who are experiencing a mental health crisis.

Walk-In Counselling Services

Beendigen

125 Syndicate Ave S
344-9579

Call for hours

*Indigenous Women

Dilico

1115 Yonge St
623-8511

Tuesday 1 pm to 7 pm

Our Kids Count

704 McKenzie St
623-0292

Tuesday 4 pm to 7 pm

288 Windsor St, Unit 16

623-0292

Thursday 3:30 pm to 6:30 pm

Walk-In Counselling Clinics

Offered every Wednesday from 12 noon until 8 pm (the last session begins at 6:30) at the following locations.

Thunder Bay Counselling

544 Winnipeg Ave
684-1880

1st and 3rd Wednesday of every month

Children's Centre Thunder Bay

283 Lisgar St
343-5000

2nd and 4th Wednesday of every month

Mental Health and Addictions Services and Supports

Telephone Counselling Services

Talk4Healing

1-855-554-4325

24 hours a day/7 days a week

Talk4Healing offers culturally appropriate counselling services to Indigenous women by Indigenous women, via telephone, text or chat. Services are available in 14 languages.

Senior Safety Line

1-866-299-1011

24 hours a day/7 days a week

Trained counsellors provide safety planning and supportive counselling for older adults who are being abused or at-risk of abuse. Family members and service providers can also call for information about community services.

Private Pay Counselling Services

There are other telephone counselling providers available. Service fees may be covered by private insurance or can be paid out of pocket.

Mental Health and Addictions Services and Supports

Counselling Services

General counselling services provide assistance in a variety of areas including anger, grief, relationship difficulties, stress, and trauma.

The agencies listed below offer general counselling services; however, there may be fees associated with the service.

Beendigen

125 Syndicate Ave S, Victoriaville Mall

344-9579

Indigenous women and their families

Catholic Family Development Centre

380 Dufferin St

345-7323

Northwind Counselling Services

138 May St S

622-5790

ONWA

380 Ray Blvd

623-3442

Indigenous women and their families

St. Joseph's Care Group

Outpatient Mental Health Services

710 Victoria Ave E

624-3400

Thunder Bay Counselling

544 Winnipeg Ave

684-1880

"Mental health and well-being are as important in older age as at any other time of life."

World Health Organization

Mental Health and Addictions Services and Supports

Support Groups

Bereavement Support Group, [Hospice Northwest](#)

**63 Carrie St, Suite 105
626-5570**

Hearts and Hope Grief and Bereavement Support Group offer a six-week program to people who have experienced the death of a loved one.

[Canadian Cancer Society](#)

**1083 Barton St
344-5433**

Support and peer support for people with cancer.

Caregiver Support Group

**700 River St ([Thunder Bay 55 Plus Centre](#))
684-3471**

Facilitated group for individuals 55 plus who are experiencing concerns that are related to the caregiving of a relative, family member or friend, such as feeling overwhelmed, stressed, etc.

Grief Support and Outreach Counselling Program

**700 River St ([Thunder Bay 55 Plus Centre](#))
684-3471**

The group is facilitated by a social worker from the Catholic Family Development Centre and assists individuals 55 plus who are experiencing concerns related to grief, loss, or any other issue.

Mental Health and Addictions Services and Supports

Support Groups

Parkinson Canada Thunder Bay Support Group

1-800-565-3000

A mutual support group and information on learning to live with Parkinson's Disease.

Stroke Recovery Peer Support Group - March of Dimes

700 River St (Thunder Bay 55 Plus Centre)

345-6595 Ext 105

A peer support group for survivors of stroke, their families and caregivers.

Sleeping Giant Ostomy Group

700 River St (Thunder Bay 55 Plus Centre)

344-0333

Support groups for people with an ostomy and their families partners, caregivers and friends to meet, provide support and understanding and share information.

Prostate Cancer Canada Network

700 River St (Thunder Bay 55 Plus Centre)

627-0333

Support and peer support for men with prostate cancer.

Thunder Bay Breast Cancer Support Group

475-0025 (please leave a message)

A mutual support group for breast cancer survivors.

Mental Health and Addictions Services and Supports

Caregiver Supports

[The Ontario Caregiver Organization](#)

1-833-416-2273 (1-833-416-CARE)

24-hour helpline

ontariocaregiver.ca

The Ontario Caregiver Organization (OCO) provides online information, resources and webinars to family caregivers. They offer online support groups, a peer mentor program and a variety of educational resources.

The OCO helpline offers caregivers information, assessment and referrals to connect people with community services.

Addictions Services

[ConnexOntario](#)

1-866-531-2600

ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling. This free service is available 24 hours a day, 7 days a week, and provides confidential health services information in English, French, and 170 additional languages via translation services.

ConnexOntario maintains a centralized, up-to-date and accurate database of detailed drug, alcohol, gambling and mental health treatment services information. This information includes: where the service is located, how to access the service, and how long the wait to access the service may be.

Referrals include community-based treatment services, crisis lines, self-help groups, distress centres, and/or family services.

Respite and Support Services

Respite

Wesway

1703 Victoria Ave E, Suite 21

623-2353

Office Monday to Friday 9 am to 4:30 pm

Wesway provides a range of respite care services in a variety of settings, including in-home and out of the home. Wesway also provides funding for family-directed respite services, allowing a family to use the funding how they choose.

Manor House Adult Day Program

St. Joseph's Care Group

63 Carrie St

768-4457

Office Monday to Friday 8:30 am to 4:30 pm

Manor House Adult Day Program offers a social and recreational day program for older adults with a diagnosis of Alzheimer's Disease or a related dementia, while providing caregivers and families a day of respite. Participants must live in the community. All referrals to this program are coordinated through the North West LHIN by calling 345-7339.

VON Adult Day Centre

321 Hildale Rd

343-9591

Office Monday to Friday 8:30 am to 4:30 pm

Operating four days a week, the Adult Day Centre provides a therapeutic program, day respite and socialization for seniors and adults living with a disability or with Alzheimer's Disease, dementia or cognitive impairment.

Respite and Support Services

Support Services

Hospice Northwest

63 Carrie St

626-5570

Monday to Friday 9 am to 4:30 pm

Helps individuals make every moment matter by offering comfort, support and a sense of connection to families and individuals who are dealing with a life-limiting illness or struggling with grief. A partner in **Palliative Carelink**, which connects clients and families with the palliative care services available in the city. Call **626-7873** to register or for more information on this program.

Métis Nation of Ontario, Community Support Services Program

226 May St S, 2nd Floor

624-5025

Monday to Friday 8:30 am to 4:30 pm

Offers self-identified Métis individuals support to allow them to remain in their homes. Supports include caregiver support, case management, friendly visiting, and transportation.

Ontario Native Women's Association, Ska-Be (Helper) Program

380 Ray Blvd

623-3442

Monday to Friday 9 am to 5 pm

Ska-Be provides support services to improve the health and well-being of urban Indigenous elderly women and families and/or those with chronic illness or disabilities. Services include access to traditional supports and ceremony, attending health care appointments, and assistance with maintaining the household.

Respite and Support Services

Support Services

Thunder Bay 55 Plus Centre

700 River St

684-3471

The Support Services Program through the 55 Plus Centre offers a number of programs to home-bound older adults living in their own home/apartment, including the Friendly Visiting, Telephone Assurance and Walk A Bit programs.

Friendly Visiting connects program participants to trained volunteers who will visit on a weekly basis to provide companionship and friendship.

Telephone Assurance offers an ongoing telephone link between program participants and volunteers, who will call on a regular basis (either daily or weekly) for social contact and security reasons.

Older adults requesting service through any of the programs offered by Support Services will receive an in-home assessment to ensure participants are matched with compatible volunteers who share similar interests. All programs are free of charge.

Thunder Bay Indigenous Friendship Centre

401 Cumberland St N

345-5840

Monday to Friday 9 am to 5 pm

The Aboriginal Lifelong Care Program provides community support services to urban Indigenous clients over the age of 55, supporting them to live independently in the community. Services include congregate dining, friendly visiting/security checks and transportation. Transportation priorities are for Indigenous people needing to get to medical appointments and they must meet the criteria; call ahead.

Respite and Support Services

Support Services

Lutheran Community Care Centre

Tenant Support Program

245B Bay St

345-6062

Monday to Friday 8:30 am to 4:30 pm

Individuals of all ages, residing in non-profit social housing both in the city of Thunder Bay and district of Thunder Bay, are offered support through this program, which is funded by The District of Thunder Bay Social Services Administration Board.

Supports may include, but are not limited to: assistance to fill out forms, help in accessing health care, strengthening of coping skills, obtaining and maintaining sources of income, and becoming more socially involved.

Living with Memory Loss

Alzheimer Society - Thunder Bay and District

180 Park Ave, Suite 310

345-9556

Office Monday to Friday 9 am to 4:30 pm

The Alzheimer Society offers information, support and education programs for persons with dementia, their families, and partners in care. A variety of resources are available online at www.alzheimer.ca as well as through the local office.

A doctor's referral is not necessary - anyone can refer. In-person services range from discussion and support groups to individual and family counseling, which is free of charge. A number of support groups are offered but registration is required.

Respite and Support Services

Living with Memory Loss

Other programs designed to enhance the quality of life for persons living with dementia are offered, including those listed below.

Minds in Motion

This 8-week program is intended for people with early to mid-stage signs of Alzheimer's disease or other dementias and their care partners. It offers activities that provide physical activity and mental stimulation.

Please note, there is a registration fee associated with this program.

Music Project

Overwhelming evidence shows the beneficial effects of music and stimulation on people living with dementia, and thus the Music Project was created. Project participants receive an iPod and charging accessory, one set of over-the-ear headphones and free music setup.

(re)Creating the Self Art Program

Through this registered program, individuals living with dementia have the opportunities to explore story-telling and observing the details of life through a variety of mediums. The art created during these sessions is then shown at a variety of locations throughout the city.

CERAH, Lakehead University - Dementia Café

308 Red River Rd (Urban Abbey)

766-7271

Open from 2 pm to 4 pm on specific dates; please call for upcoming dates

The Centre for Education and Research on Aging & Health, in partnership with Urban Abbey, provides opportunities for people living with dementia and their care partners to engage in a social environment, enjoy some coffee, play games, listen to music and relax with friends and family.

Respite and Support Services

Living with Memory Loss Safely in the Home

Some practical changes may need to be made to keep the home “dementia friendly” and finding a balance between safety and independence while keeping the surrounding familiar may be difficult. For more information on how to keep the home safe, please call the Alzheimer Society.

MedicAlert Safely Home

1-855-581-3794

The Alzheimer Society of Canada and MedicAlert have partnered to provide a nationwide service to help identify a person with dementia who is lost and assist them to safely return home.

Program participants are issued a MedicAlert bracelet with identifying information such as their name, medical conditions, Subscriber ID number and the 24-hour Emergency Hotline telephone number that they wear at all times. Should a program participant go missing, the family can provide the Subscriber ID number can be provided to the police who can call the Emergency Hotline to obtain vital information about the missing person, such as their physical description, possible whereabouts and a recent photo to aid in locating the missing person.

There is an annual fee for this program, and an initial registration form is required.

**“I can’t be there every minute for him.
I’m glad MedicAlert can be.”**

Julie, MedicAlert® Safely Home® website

Respite and Support Services

Living with Memory Loss Safely in the Home

Finding Your Way Program

345-9556

The Finding Your Way Program provides resource guides to help families create personalized safety plans and help prevent people with dementia from wandering and/or going missing.

The resource guide contains a variety of information including:

- an identification kit with space for a recent photo and physical description that can be shared with police in an emergency
- at home safety steps to help prevent missing incidents from occurring
- steps to safeguard a person with dementia, such as using the Alzheimer Society of Canada's MedicAlert - Safely Home program
- tips on what to do when a person with dementia goes missing and when reuniting after a wandering incident
- the latest information on locating devices

"For people living with Alzheimer's disease and other dementias, wandering is common behaviour. As a result, people living with dementia may not be able to find their way back home and become lost.

For caregivers, wandering can lead to stress as well as safety concerns."

- Alzheimer.ca

Safety and Security

Medical Alert and Lifelines

These services provide electronic equipment that connects users with the police, participating hospitals, paramedics, or other sources of emergency assistance. There may be fees for both installation and ongoing monitoring costs; contact the provider for more information.

[ADT by Telus](#)

1-800-661-5433

[MedicAlert](#)

1-800-668-1507

[Apex](#)

344-8491

[Northern911](#)

1-800-461-3317

Bell Medical Alert

1-833-251-3208

[Philips Lifeline](#)

1-866-958-9061

DirectAlert

1-877-391-1767

[Safety Net Security](#)

623-1844

[Life Assure](#)

1-800-354-5706

[Tbaytel](#)

623-4400

Safety and Security

Elder Abuse

What is elder abuse?

According to the Thunder Bay Police Service, elder abuse is harm done to an older person that is violent or abusive. It is any act, or lack of action, that causes harm to a senior when perpetrated by a person the senior should be able to trust. The abuse can be caused by a family member, a friend, a person that is relied upon for basic needs, caregivers in nursing homes, retirement homes, long-term facilities, etc.

Someone who commits elder abuse usually has control or influence over the older person. Victims of elder abuse often know their abuser and are ashamed, embarrassed or afraid to call the police. They depend on the abuser for food, shelter, personal care, companionship or transportation.

The abuse can be physical, psychological/emotional, neglect or financial. Every situation is difficult, and reporting is an important step to protect someone who may be abused. If you suspect you or someone you know is being abused, call:

[Crimes Against Seniors Unit](#) - 684-1039

[Elder Abuse Prevention Ontario \(EAPON\)](#)

[Senior Safety Line](#) 1-866-299-1011

The Senior Safety Line's trained counselors provide safety planning and supportive counselling for older adults who are being abused or at-risk of abuse. Family members and service providers and also call for information about community services. Information on elder abuse and Elder Abuse Prevention Ontario is also available online (eapon.ca)



agefriendly
Thunder Bay



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