The background is a solid maroon color. It features two prominent, stylized wavy lines in a light blue color with a white outline. One wave is positioned at the top, arching from the right side towards the center. The second wave is at the bottom, arching from the left side towards the center. The text is centered within the maroon area.

Burlington Palliative Services

Resource Guide

We thank the following organizations and individuals for their contributions

The information contained in this *Burlington Palliative Care Services Resource Guide* is current as of the publication date December 2014.

The information has been compiled by the *HNHB Burlington Palliative Care Planning Committee*.

The *HNHB Burlington Palliative Care Planning Committee* has endeavored to provide as complete *and accurate* a list as possible of services available to the Burlington Community. However, it is by no means exhaustive. It is intended to serve as a guide. We apologize for any omissions or errors that may exist. If you discover an error or omission, we would invite you to contact our web-site and provide the appropriate information for inclusion or correction.

We thank Smith's Funeral Homes for providing the funding for the printing of this resource guide and Eagle Press for the printing.

We hope this resource will assist you in finding the support you need for *your patients*, yourself and your family and friends.



Hamilton Niagara Haldimand Brant LHIN






Charlotte Marias

Dr. Amanda Jerome

Mount Royal IDA Pharmacy

Transportation Services CONT'D

Mobility Transportation

 905-617-3737
 www.mobilitytransportation.ca
 booking@mobilitytransportation.ca
 Wheelchair dependent transportation.

Niagara Patient Transfer (NPT)

 888-731-7008
 www.patienttransferontario.ca/niagarapatienttransfer1.html


Wheelchair and Stretcher Transportation.

Total Care Transport



 905-878-1170
 Wheelchair and Stretcher (including collapsible) Transportation.

Wellness Therapies


A Breath of Fresh Air

 905-512-1840
 Oral Hygiene Services



Carpenter Hospice

 905-631-9994
 www.thecarpenterhospice.com
 Wellness outreach programs and services available at no charge.


Head to Toe Oasis Wellness Clinic

 905-332-6542
 A special cancer program including massage therapy, chiropody, physiotherapy, chiropractor, lymphatic drainage. Fees based on income.


La Couture Studio and Day Spa

 905-319-0025
 www.lacouturestudio.blogspot.com
 Spa services catering to special needs of patients undergoing chemotherapy.



Neat Feet Plus

 905-847-7686
 Foot Care Services.


OMNI Foot Care

 905-333-8555
 Foot Care Services.



Rosewater Spa

 905-633-7724
 www.rosewaterspa.com
 One time salt-rub detox treatment with letter from MD consenting permission for treatment. *For anyone who has finished chemotherapy and/or radiation.

St. John Ambulance Dog Therapy

 905-634-6665
 Weekly visits at 1 hour each with dog. Service to Hospices, LTC facilities, and Private Homes.

Talspar Nursing Services

 905-385-3176
 donnaue.reise@talspar.ca
 Lymphatic Drainage.

- 1 Benefits and Social Services
- 1 Emergency Response Systems
- 1 Equipment, Wigs and Prosthetics
- 2 Food Banks
- 2 Funeral Homes
- 2 Grief Support
- 3 Hospice Care
- 4 Hospital Services
- 4 In-Home Help
- 5 Long Term Care Homes
- 5 Meal Services
- 5 Pharmacy Services
- 5 Retirement Homes
- 6 Telephone/Online Resources
- 6 Transportation Services
- 7 Wellness Therapies

Benefits and Social Services

Compassionate Care Benefits

☎..... 905-335-7622
Apply to Human Resources and Skill Development. Receive up to 6 weeks special benefits (following a 2 week waiting period).

LEAP (Low-Income Energy Assistance Program)

☎..... 905-825-6000
☎..... 311
To help eligible customers with funding towards hydro bills. Help is granted on an individual basis.

Service Ontario

☎..... 800-268-7095
☎..... www.serviceontario.ca
To access OHIP, Driver's License changes, Handicap Parking Permit.

Survivor Benefits

☎..... 800-277-9914
☎..... www.servicecanada.gc.ca
CPP—Canada Pension Plan Health Benefits plus survivor and children's benefits. *Ask Funeral Home for information and documents.

Trillium and Ontario Benefits

☎..... 866-532-3161
☎..... www.health.gov.on.ca
Drug benefits.

Emergency Response Systems

Emergency Medical Response

☎..... 911
911 is for medical emergencies such as someone who is unconscious, gasping for air or not breathing, experiencing chest pain, fallen and cannot get up, or other symptoms that require immediate medical attention.

ConnectCare

☎..... 800-665-7853
☎..... 905-338-4357
☎..... 905-845-2571
☎..... www.connectcarehalton.ca

Direct Alert

☎..... 877-491-1767
☎..... www.directalert.ca
Purchase or rental options. Can be ordered via online, telephone or at local Pharmacies.

FirstCall Personal Response Systems
☎..... 800-361-5550
☎..... www.firstcallhelp.com

Life Call Personal Emergency Response System

☎..... 800-661-5433
☎..... www.lifecall.ca
Purchase or rental options. Can be ordered via online or telephone.

Philips Lifeline

☎..... 800-387-8120
☎..... 866-832-5426
☎..... www.lifeline.ca
Helping individuals live independently. Subsidies available for those who qualify.

Equipment, Wigs, & Prosthesis

Acorn Stairlifts

☎..... 888-228-3335
In home stair lifts.

Beauty Supply Warehouse

☎..... www.bswbeauty.com
Wigs (synthetic and human hair).

Brant Arts

☎..... 905-637-5664
Medical equipment, breast prosthesis, ostomy, braces, compression.

Breast Cancer Support Services Inc.

☎..... 905-634-2333
Support groups, library, education, serenity gardens, complimentary therapies and free wig service. Available to anyone with breast cancer. Wigs available to women with other cancers as well.

Canadian Red Cross - Burlington Branch

☎..... 905-637-2577
☎..... www.redcross.ca
Local volunteer drivers.

Cancer Assistance Program (CAP)

☎..... 905-383-9797
☎..... www.cancerassist.ca
Anyone with cancer is eligible for the loan of equipment. Must be picked up as there is no delivery service.

His and Her Wigs (and Hair Pieces)

☎..... 905-643-4839
☎..... 905-643-4514
Hospital and Home Services.

Telephone/Online Resources

211 Halton

☎..... 211
☎..... www.211halton.ca
Online directory for community, social, health and government services in the Halton Region. Sorted by location. Individuals can access an online list of agencies and resources available in the community for palliative care and support.

A World of Dreams Foundation

☎..... www.childrenswish.ca
Website to refer a child.

ALS Society

☎..... 800-267-4257
☎..... www.als.ca

Alzheimer's Society

☎..... www.alzheimer.ca

Breast Cancer Foundation

☎..... www.cbcbf.org

Burlington Public Library

☎..... 905-639-3611
Reading resources and websites for any disease.

Canadian Virtual Hospice

☎..... www.virtualhospice.ca
Topics include: Support for care givers and families, when death is near, considering death at home and other topics.

Cancer Information Services (Canadian Cancer Society)

☎..... 888-939-3333
Available to cancer patients, their families, the general public and health professionals.

Cancerchat Ontario

☎..... 800-663-3333
People caring for someone with cancer can connect with other similar circumstances in online support groups. Chats are facilitated by social workers and psychologists. Free of charge, confidential and anonymous.

Cure Search for Children's Cancer

☎..... www.curesearch.org

Distress Centre - United Way Funded Agency

☎..... 905-849-4541
Befriending; Crisis Prevention and Crisis Intervention.

HNHB Hospice Palliative Care Network
☎..... www.carpenterhospice.com

Online hospice and palliative care Information for the Halton region.

MS Society

☎..... www.mssociety.ca

Mississauga Halton Palliative Care Network

☎..... www.mhpcn.net
Online hospice and palliative care Information for the Mississauga and Halton region.

Ontario Seniors Secretariat

☎..... 416-326-7076
☎..... www.citizenship.gov.on.ca/sdm
Substitute Decision-Maker (SDM) card

Parkinson's Society

☎..... www.parkinson.ca

Peer Support (Canadian Cancer Society)

☎..... 800-263-6750
Volunteers draw upon their own cancer experiences to offer encouragement, compassion and helpful information.

Sunshine Foundation

☎..... www.sunshine.ca
Website to refer a child.

Telehealth Ontario

☎..... 866-553-7205
☎..... 866-250-3379
Free access to Registered Nurse 24 hrs per day, 7 days per week.

Transportation Services

Canadian Cancer Society

☎..... 905-845-5231
☎..... www.ontario.cancer.ca
✉..... oakville@ontario.cancer.ca
Transportation for cancer related care for ambulatory patients. Require 3 business days to schedule.

Canadian Red Cross - Burlington Branch

☎..... 905-637-2577
☎..... www.redcross.ca
Local volunteer drivers.

Ministry of Transportation (MTO)

☎..... www.serviceontario.ca

Long Term Care Homes

Bilings Court Manor ☎.....	905-333-4006
Burloak LTC ☎.....	905-639-6389
Cama Woodlands ☎.....	905-681-6458
Creekway Village ☎.....	905-825-6000
Hampton Terrace ☎.....	905-631-0700
Maple Villa LTC ☎.....	905-639-2264
Mount Nemo Christian Nursing Home ☎.....	905-335-3636
The Brant Centre ☎.....	905-639-2848
The Village of Tansley Woods ☎.....	905-336-9904
Wellington Park Terrace ☎.....	905-637-3481

Meal Services

Copper Country Foods ☎..... ☎.....	866-494-4333 www.coppercountryfoods.ca
Prepared meals delivered to door with no minimum order.	
Grocery Gateway ☎..... ☎.....	877-447-8778 905-564-8778 www.grocerygateway.ca
Online grocery shopping and delivery.	
Links 2 Care ☎..... ☎.....	905-844-0252 www.links2care.ca
Assistance with grocery shopping.	
Meals on Wheels ☎.....	905-637-5664
Nutritious hot noon meals and/or frozen pre-packaged meals at a reasonable cost and delivered by volunteers.	

Pharmacy Services

Mount Royal IDA Pharmacy ☎.....	905-332-8893
Supplies palliative medications to Carpenter Hospice and Crisis Kits.	
Brant Arts Pharmacy ☎.....	905-637-3833
Compounding Pharmacy. Most mixes are not covered by Ontario Drug Benefit or Private Plans	
Shoppers Drug Mart ☎.....	905-632-4477
Open 24 hours. Delivery at 2PM.	

Retirement Homes

Appleby Place ☎.....	905-333-1611
Bethany Residence ☎.....	905-335-3463
Burlington Gardens ☎.....	905-521-0888
Christopher Terrace ☎.....	905-632-5072
Hearthstone ☎.....	905-333-9194
Heritage Place ☎.....	905-315-2580
Lakeshore Place ☎.....	905-333-0009
LaSalle Park Retirement Community ☎.....	527-9300
Martha's Landing ☎.....	905-637-7757
Park Avenue ☎.....	905-333-3323
Sunrise Assisted Living of Burlington ☎.....	905-333-9969
The Village of Tansley Woods ☎.....	905-336-9904
Wellington Park Care Centre ☎.....	905-637-3481

In Your Home Hair by Julie
☎..... **905-333-4843**
✉..... **jhill14@cogeco.ca**

Inspirational Hearts Store
☎..... **877-753-5320**
A store that provides practical support, such as breast prosthesis, bras and swimwear; wigs & headwear; literature; complimentary therapies; emotional & psycho-social support.

Mane Street Hair
☎..... **905-529-2444**
☎..... **www.manestreethair.com**

Medical Image Wig
☎..... **866-388-9447**
☎..... **905-338-2688**

Sew on Fire
☎..... **www.sewonfire.com**
Depot for used Medical Supplies.

Silver Cross
☎..... **www.silvercross.com**
Recycled and New Health Equipment.

Shoppers Home Health
☎..... **905-632-2312**

Wiggery
☎..... **905-631-0801**
High quality designer wigs and hair extensions.

Food Banks

Burlington Salvation Army Family Services
☎..... **905-637-3893**

Compassion Society of Halton
☎..... **905-592-3722**
☎..... **www.compassionsociety.net**

Glad Tidings Church Food Bank
☎..... **905-335-8172**

Kerr Street Market
☎..... **905-845-7485**
☎..... **www.kerrstreet.com**

Partnership West
☎..... **905-637-2273**
☎..... **www.partnershipwest.org**

St. Luke's Food for Life Program
☎..... **905-634-1826**
☎..... **www.foodforlife.ca**

St. Vincent de Paul Society
☎..... **905-336-8332**
☎..... **www.ssvphaltonpc.org**

Funeral Homes

Affordable Burial and Cremation
☎..... **888-389-2998**
☎..... **905-389-2998**
☎..... **www.affordableburialandcremation.ca**
Cremation services only.

Bay Gardens Funeral Home
☎..... **905-527-0405**
☎..... **www.baygardens.ca**
Complete funeral and bereavement services.

Dodsworth & Brown Funeral Home
☎..... **905-637-5233**
☎..... **www.db-burlington.ca**
Complete funeral services.

Just Cremation and Burial
☎..... **905-333-3359**
☎..... **www.justcremation.ca**
Cremation and Chapel rental available for small services.

Smith's Funeral Homes
☎..... **905-632-3333**
☎..... **www.smithsfh.com**
Complete funeral and bereavement services.

Tranquility Burial and Cremation Services
☎..... **866-886-6026**
☎..... **www.tranquilitycremation.com**
Cremation and Memorial Services.

Grief Support

Acclaim Health Community Support Services
☎..... **800-387-7127**
☎..... **905-827-8800**
☎..... **www.acclaimhealth.ca**

In home visits by Bereavement Coordinator and trained Volunteers. 1:1 Bereavement Support, Resources Centre and Spousal Support Groups.

Access Counselling and Family Services
☎..... **866-457-0234**
☎..... **905-637-5256**
☎..... **www.accesscounselling.ca**

Individual counseling for children and adults. Family counselling available as well.

Grief Support CONT'D

Bay Gardens Funeral Home
 ☎..... 905-527-0405

Bereaved Families of Ontario
 ☎..... 905-318-0070
 🌐..... www.bfo-hamiltonburlington.ca
 Support for grieving parents, children, teens, young adults and grandparents.

B.R.A.I.N. Child
 ☎..... 416-813-8811
 🌐..... www.sickkids.ca/brainchild
 Hospital for Sick Kids Support for family and friends of a child with a brain tumour.

Breast Cancer Support Services Inc.
 ☎..... 905-634-2333
 Support for individuals affected by breast cancer.

Carpenter Hospice
 ☎..... 905-631-9994
 🌐..... www.thecarpenterhospice.com
 Ongoing bereavement and support.

Halton Family Services
 ☎..... 905-845-3811
 🌐..... www.haltonfamilyservices.org
 Not for profit, professional counselling services.

House of Hope
 ☎..... 905-340-0431
 🌐..... www.houseofhopeontario.ca
 Group and individual counselling and support for children struggling with loss through death, illness in the family

Paediatric Interlink Nurses
 ☎..... 905-521-2100
 Interlink nurses provide cancer teaching to community members about what cancer is. Education can be provided in classrooms of children with cancer.

The Coping Centre
 ☎..... 877-554-4498
 ☎..... 905-465-3114
 🌐..... www.copingcentre.com
 Support for grieving adults, children, and teens.

The Lighthouse Program for Grieving Children
 ☎..... 905-337-2333
 🌐..... www.grievingchildrenlighthouse.org
 Support for children and teens.

Rainbows Halton - St. Jude's Church
 ☎..... 905-844-3972
 🌐..... www.rainbows.ca
 Support groups for children grieving a loss from a life-altering crisis.

Smith's Funeral Homes
 ☎..... 905-632-3333
 🌐..... www.smithsfh.com
 Complete funeral and bereavement services.

Wellspring Cancer Support Centre
 ☎..... 905-257-1988
 🌐..... www.wellspring.ca
 Wide range of cancer support programs & services to serve emotional, social and informational needs.

Wellwood Resource Center
 ☎..... 905-667-8870
 🌐..... www.wellwood.on.ca
 Support services for families living with or touched by cancer.

Hospice Care

Carpenter Hospice (Burlington)
 ☎..... 905-631-9994
 🌐..... www.thecarpenterhospice.com

Darling Home for Kids (Milton)
 ☎..... 877-406-7673
 🌐..... www.darlinghomeforkids.ca

Dr. Bob Kemp Centre for Hospice Palliative Care (Hamilton)
 ☎..... 905-387-2448

Emmanuel House (Hamilton)
 ☎..... 905-308-8401
 🌐..... www.goodshepherdcentres.ca/programs/emmanuelhouse.htm

Hospice Niagara (St. Catherines)
 ☎..... 905-984-8766
 🌐..... www.hospiceniagara.ca

Ian Anderson House (Oakville)
 ☎..... 905-337-8006
 🌐..... www.ianandersonhouse.com

McNally House (Grimsby)
 ☎..... 905-309-4013
 🌐..... www.mcnallyhospice.com

Stedman Community Hospice St. Josephs Lifecare Centre (Brantford)
 ☎..... 519-751-7096

Hospital Services

Joseph Brant Hospital Outpatient Palliative Care Program
 ☎..... Ildy Tettero - 905-632-3737 x.5743
 Outpatient palliative clinic Thursday mornings. Dietician available for consultations. Nurse practitioner follow-up clinics Monday afternoons if needed. Phone support available to patients, families and health care providers. Home visits if patient unable to come into clinic. Bereavement support for registered cancer clinic/palliative care clients and families.

Joseph Brant Hospital 4 East Palliative Care Unit
 ☎..... 905-632-3737
 Several beds on 4 East dedicated to palliative care. Patients are charged co-payment.

In Home Services

HNHB Community Care Access Centre
 ☎..... 905-639-5228
 ☎..... 800-810-0000
 🌐..... www.ccac-ont.ca
 Connects you with the health care you need at home and in the community. Services Include: Information & Referral; Case Management; Nursing; Physiotherapy and Occupational Therapy; Nutrition; Speech Pathology; Social Work; Personal Support Services; Health Care Connect.

Acclaim Health Community Support Services
 ☎..... 800-387-7127
 ☎..... 905-827-8800
 🌐..... www.acclaimhealth.ca
 Visiting and shift nursing; PSW; Hospice Volunteer Visitor.

Bayshore (Waterdown)
 ☎..... 905-521-8411
 Visiting and Shift Nursing; PSW (including shift PSW) Services.

Canadian Red Cross - Burlington Branch
 ☎..... 905-637-2577
 🌐..... www.redcross.ca

Cancare (Waterdown)
 ☎..... 905-777-1255
 Visiting PSW Services.

CBI/THC (Waterdown)
 ☎..... 905-681-7404
 Visiting PSW Services, OT, PT, SLP, SW and RD.

Comfort Keepers
 ☎..... 905-845-3030
 Companionship, light housekeeping, meal prep, errands and personal care.

Links 2 Care
 ☎..... 905-844-0252
 🌐..... www.links2care.ca
 Homemaking Services.

Nurse Next Door
 ☎..... 905-257-3452
 🌐..... www.nursenextdoor.ca
 Private pay nursing.

Paramed (Waterdown)
 ☎..... 905-318-8522
 Visiting and Shift Nursing; PSW Services.

Recreational Respite
 ☎..... 905-813-0336
 ☎..... 877-855-7070
 🌐..... www.recrepspite.com
 Therapeutic programs for individuals with memory impairment, physical challenges, etc.

Revera
 ☎..... 905-592-9473
 ☎..... 866-218-5120
 Visiting and shift nursing; PSW; Foot Care.

Safety at Home Program
 ☎..... 905-522-6887
 Promoting independence and mobility.

Saint Elizabeth
 ☎..... 905-972-0800
 ☎..... 877-972-0800
 Visiting and shift nursing; PSW; OT, PT, Speech Pathologist, SW. (Private and CCAC funded services)

St. Joseph's Home Care (Waterdown)
 ☎..... 905-522-6887
 Visiting and Shift Nursing Services.

VON (Waterdown)
 ☎..... 905-529-0700
 Visiting Nursing Services.