



## Community Support Services

Our Community Support Services are available to adults over the age of 60 and adults younger than 60 living with a physical disability who live in the South-East Ottawa Community Health Centre catchment area. Practical, in-home supports are provided by centre staff, volunteers, and screened independent contractors. As a non-for-profit committed to health equity, we aim to connect clients to high quality services that are offered at low-cost or no-cost.

### Services Available

- Caregiver Supports
- Handy Helpers
- Friendly Visiting
- Home Help Directory
- Grocery Supports & Grocery Bus
- LunchAbility
- Telephone Assurance
- Transportation to Medical Appointments
- Snow Go Assist
- Nursing Footcare Clinics

### How to reach us



**Main site:**  
1355 Bank St., Suite 600  
Ottawa, ON K1H 8K7



[Office@seochc.on.ca](mailto:Office@seochc.on.ca)



South-East Ottawa  
Community Health Centre



@seochc



<https://www.seochc.on.ca>



## CONTACT US:

# 1-844-726-5115

# Community Support Services

## Caregiver Support

Caregiver support is available for those providing support to seniors or vulnerable adults.

Caregiver supports can take many forms from emotional support, information and referrals to service coordination and education.

Contact us for the following:

- Assistance with service coordination and system navigation
- Information and referrals
- Virtual caregiver workshops



## Handy Helpers

The Handy Helper program matches volunteers with clients who need assistance with small, one-time odd jobs and household tasks.

## Friendly Visiting

The Friendly Visiting program matches volunteers who live in the community with clients who are interested in a regular social visit.

- Telephone visits or in-person visits
- Help people to feel more connected to their community, reduce isolation and foster relationships between individuals
- No cost.

## Home Help Directory

The Home Help Directory is a referral program designed to link clients seeking help at home with screened independent service providers.

- Referrals available for: light and heavy housekeeping, home maintenance and respite care
- Service request can be for ongoing service or one time



## Grocery Supports

CSS grocery supports are designed to link clients with food resources. Our Service Coordinators support clients to access grocery delivery and premade meal options.

***If you need help getting groceries, call us!***



### *The Grocery Bus*

This program provides transportation to and from a local grocery store on a yellow school bus. Volunteers are available on the bus and while shopping.

- Biweekly on Wednesdays
- 5\$ per trip

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## LunchAbility

The LunchAbility program is a monthly recreational group for adults 18-59 living with physical disabilities. A great opportunity to socialize, meet new people and try fun activities, LunchAbility is a group where connections and friendships are formed.



## Transportation to Medical Appointments

Transportation program provides rides to and from medical appointments within Ottawa. Our Transportation program is available to seniors and adults living with a physical disability who can transfer safely and independently into a vehicle.

- Fees are based on round-trip kilometers (from client's home):
- Clients are able to bring a companion for the ride at no additional cost
- Rides are scheduled in advance and must be booked with at least 10 days' notice



1 to 10.99 kms = \$12	11 to 20.99 kms = \$14
21 to 49.99 kms = \$19	50 kms and over = \$27

## Snow Go Assist

Snow Go Assist (SGA) is a City of Ottawa program, which provides eligible seniors and persons with disabilities with financial assistance to hire a contractor of their choosing to clear snow from private driveways and walkways.

- Application forms available as of late September
- Reimbursement of up to 50% of the cost of snow removal services, up to a seasonal maximum



## Telephone Assurance Program

The Telephone Assurance Program (TAP) provides staff/volunteers who regularly, on week days, phone to check on a client's well-being and provide a predetermined response if the call is not answered. Clients work with the Service Coordinator to decide on a response plan that best meets their needs. Sometimes a friendly call can be a great way to start the day!



## Nursing Foot Care Clinic

The clinic provides assessment and treatment of various foot problems, routine care, prevention, teaching and diabetic care.

- By appointment only
- 20\$ per visit



<b>Main site</b> 1355 Bank St 613-737-4809	<b>Hunt Club Riverside Site</b> 3320 Paul Anka Dr. 613-247-1600
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# Other Services at South-East Ottawa Community Health Centre

## SEOCHC INTAKE & COUNSELLING SERVICES

- Counselling Services
- Practical support programs and help with completing applications
- Advocacy, information and referral

**Contact our Social Services intake team at 613-737-5115 ext. 2386**

## REGIONAL INTEGRATED CARE

Help with coordinating services and supports for persons living with 4+ chronic health conditions.

**For more information, contact CSS/PCO/RIC Central Intake at 1-844-726-5115**

## SENIORS HEALTH PROMOTION

Our Seniors Health Promotion programs focus on senior's health and wellbeing and emphasis on aging well. Programs focus on keeping you active and connected to your community.

Current programs include chair yoga, coffee club and exercise.

**For more information, contact 613-737-5115 ext.2331**

## PRIMARY CARE OUTREACH TO SENIORS

This program is for seniors (aged 65+) living at home who would benefit from assistance in health care management and access to community services.

**For more information, contact CSS/PCO/RIC Central Intake at 1-844-726-5115**

# Other Resources available in Ottawa

## A FRIENDLY VOICE

A telephone line specifically designed for seniors. Friendly Voice is a great option for seniors who may be feeling lonely or isolated and need a friendly voice to talk to.

**Contact 613-692-9992 or 1-855-892-9992 for more information.**

## THE DISTRESS LINE

Telephone line available 24 hours a day, 7 days a week for emotional support and encouragement, crisis management and intervention, suicide risk assessment and prevention, and community resource referral information.

**Contact 613-238-3311 for more information.**

## 3-1-1

Provides residents of Ottawa easy access to non-emergency municipal services, programs and information 24 hours a day, 7 days a week.

**Contact 3-1-1 for more information.**

## HOME AND COMMUNITY CARE

Health care services at home, including bathing/dressing, nursing visits and occupational therapy assessments for equipment.

**Contact 613-310-2222 for more information.**

## THE CAREGIVER INFORMATION LINE

One-stop resource for information and referrals connecting caregivers to the support you need. Includes respite, a local support group or programs for the person you care for.

**Contact 1-833-416-2273 for more information.**

## THE OTTAWA FOOD BANK

Provides fresh and non-perishable food and supplies across Ottawa.

**Contact 613-745-7001 for more information.**

