



Community Support Services

BRINGING CARE & COMMUNITY TOGETHER

COMMUNITY SUPPORT SERVICES

Our Community Support Services are available to seniors aged 55+ and adults with a physical disability living in the communities of Kanata, Stittsville, Nepean and West Carleton.

Community Support Services are for individuals who need support to function independently at home, because of a disability, illness or limitation due to aging. Also known as home and community care, these services help individuals live at home and keep connected with their community. Community Support Services are based on guiding beliefs that value empowerment, equity, partnership and innovation. This is translated into meaningful, caring and personalized service, in order to enhance self-esteem and promote independence at home.

Eligibility criteria may apply. These services are provided by volunteers and paid workers who have been screened (including a police record check for the vulnerable sector). All are trained by staff at the Western Ottawa Community Resource Centre.

The WOCRC tries to accommodate all requests for service; however this depends on the availability of volunteers and paid workers.

For further information or to access these services, please call **613-591-3686** and choose **option 3**.

Contact us!



613-591-3686
Option 3



TTY:
613-591-0484



css@wocrc.ca



613-591-2501



[facebook.com/
WOCRC.CRCCO](https://facebook.com/WOCRC.CRCCO)



[@WOCRC_CRCCO](https://twitter.com/WOCRC_CRCCO)



wocrc.ca



2 MacNeil Court
Kanata, ON
K2L 4H7
BN: 12821 9201 RR 0001



Services Available

Financial subsidy may be available for any of the services. Please speak to a Program and Service Coordinator by calling 613-591-3686, option 3. *FEE changes in effect as of April 1, 2016.*

SERVICE ARRANGEMENT

Our Program and Service Coordinators will provide a referral to several community agencies/businesses that may be able to help with homemaking/house cleaning, personal care/respite care and home maintenance tasks.

MEALS ON WHEELS

Full course hot meals, ready to eat, delivered Monday through Friday. **\$6.30/meal**

Frozen Meals

Pre-packaged	\$34.40/pkg (a package consists of 7 entrées OR 5 entrées with 5 soups/desserts)
By order	\$5.25 each (min. 5 delivered)

Frozen meals are available for purchase at our Nepean building (3865 Old Richmond Road, Bells Corners).

Frozen meals can be ordered for weekly delivery from the variety of meals available at our Nepean building.

Monthly delivery of frozen meals is available from a larger menu selection.

Menus are available online or by speaking with a Program and Service Coordinator.

Jewish Family Services of Ottawa operates a Kosher Meals on Wheels program that meets the dietary needs of both Jewish and Muslim clients. For more information, please call 613-722-2225 ext. 315 or email kmow@jfsottawa.com.

SNOW GO ASSIST PROGRAM

Snow Go ASSIST is a subsidy program for low income seniors who require financial assistance with their snow removal costs. Approved clients may be reimbursed for up to 50% of the cost of snow and ice clearing, up to a seasonal maximum. Must provide proof of income.

FOOT CARE CLINICS

\$23.75 – please bring your own clean towel to your appointment

- Valleystream Retirement Residence
- City View United Church
- Harmer House
- Nepean Seniors' Recreation Centre at the Nepean Sportsplex
- South Nepean Community Health Centre
- Julian of Norwich Anglican Church (formerly St. Richard's Anglican Church)

FRIENDLY VISITING & TELEPHONE ASSURANCE PROGRAM

Volunteers are matched with individuals who are feeling isolated to provide regular social contact as well as the reassurance that help is available if needed. This free service may be provided by a personal face to face visit, by telephone, or other means for clients who need regular social contact on a one-on-one basis.

CRAFT GROUP

A free weekly get-together for craft enthusiasts.

ADULT DAY PROGRAM

\$23.50/day

MacNeil Court site:

Monday through Saturday, 9 a.m. to 3:30 p.m.

Algonquin College site:

Thursday through Saturday, 10 a.m. to 4:30 p.m.

Transportation \$11/round trip (up to 30 km)

Clients are referred through the *Champlain Community Care Access Centre* and must have clear diagnosis of dementia.

613-591-3686, option 3

Service pour les francophones : Le Centre de services Guigues vous rappelle qu'il offre des services et activités pour les francophones de l'Ouest d'Ottawa. Pour des renseignements, veuillez communiquer au **613-241-1266**.

TRANSPORTATION

Service is for individuals who can transfer safely and independently into a vehicle. Clients can schedule rides in advance.

Where required, our drivers will provide support for those needing assistance with stairs or elevators at their destination.

Clients having a medical procedure requiring sedation will be required to bring a companion with them.

Clients living in the rural area, requiring the use of a wheelchair, travelling to a rural destination can call to schedule a drive.

Transportation fees:

1-10 km	\$11
11-30 km	\$16
31-50 km	\$21
51-70 km	\$31
71-90 km	\$41
Over 91 km	\$0.50/km

Parking fees are the responsibility of client at the time of parking. Drives not cancelled are subject to fees.

DINERS CLUBS

\$8.00/meal

- Nepean Breakfast Club (pay as you order)
- Nepean Lunch Club (pay as you order)
- Kinburn
- Carp
- Galetta
- Stittsville
- Kanata

Transportation to Diners Clubs

\$10.00/round trip (up to 30 km)

CAREGIVER SUPPORT GROUPS

Dementia Caregiver Support Group

Kanata (2 MacNeil Court)

General Caregiver Support Group

Nepean (3865 Old Richmond Road)

Paying for your services is easy with our monthly billing system. You can:

- Mail a cheque for the amount owing to:
2 MacNeil Court, Kanata, Ontario, K2L 4H7.
- Pay the amount owing by MasterCard or Visa by calling **613-591-3686, option 3**.
A Program and Service Coordinator will take the necessary information from you.
- Drop by one of our offices (2 MacNeil Court in Kanata or 3865 Old Richmond Road in Bells Corners) and pay the amount owing in person by cheque, cash, debit or credit card.
- Prepay any amount you wish by one of the above methods.

If you have questions related to your account or wish to make alternate payment arrangements, please call **613-591-3686** and choose **option 3**.

Please note that you will be charged for services/programs that you have NOT cancelled. If you need to cancel a service/program, please call one of our Program and Service Coordinators at least one business day prior, at 613-591-3686, option 3.

If inclement weather is being forecast for the day of your scheduled service/program and you are reluctant to drive in these conditions, please cancel at least one business day prior. Fees for services NOT cancelled will be included on your monthly invoice.



Memorial Donations

A memorial gift allows you to honour a loved one or friend in a unique and meaningful way. Memorial donations directed to the WOCRC's Community Support Services stay in our community and provide much needed support to those still living in their own homes but requiring some extra assistance.

Please consider donating

To make a donation in memory of a loved one, please visit our website at wocrc.ca, call our office at **613-591-3686** or email us at donate@wocrc.ca.

However you choose to give, you will receive a tax receipt for the full amount of your donation.

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WE ARE COMMITTED TO YOUR PRIVACY AND CONFIDENTIALITY

The WOCRC is committed to maintaining the confidentiality of the personal information of its clients, volunteers, employees, student placements, donors, members and any other stakeholders. Personal information is given in trust and must remain confidential. It is important that personal information does not circulate outside of the WOCRC in an unauthorized manner, or within the WOCRC among staff for reasons other than appropriate consultations in the normal course of business.

The WOCRC collects personal information to provide quality community, health and social services, as well as during the course of various projects and activities. Any individual who provides personal information can expect the information to be carefully protected and used only for the purpose(s) for which it was collected. Any other use of an individual's personal information is subject to that individual's consent.

If you would like to know more about how your personal health information is handled and shared with our partner organizations, feel free to ask our Chief Privacy Officer **613-591-3686** or cpo@wocrc.ca.

If you would like to review the *WOCRC Privacy Policy*, please visit our website at www.wocrc.ca.

OUR SERVICE INTERRUPTION PROTOCOL

The WOCRC strives to offer services and programs that are planned with the safety of clients, caregivers, volunteers and staff in mind. As such, the Community Support Services program recognizes that there are times during the year when inclement weather conditions may force the closure and/or cancellation of programs and services.

We believe that if the roads are unsafe to transport local children to school, then the roads are unsafe for transportation associated with the delivery of our services. Therefore, program closures and service cancellation will typically follow decisions made by local Ottawa School Boards regarding road conditions.

Our programs and services will be cancelled and/or closed if the Ottawa Carleton District School Board and/or the Ottawa Carleton Catholic District School Board cancel their bus transportation for the day. Announcements regarding the cancellation of school bus transportation are broadcast starting at 6:15 a.m. on local radio stations. Local school bus cancellations are also announced at www.ctvottawamorning.ca.

Ultimately, the decision to close programs and/or cancel services remains at the discretion of the coordinator, in consultation with the Program Manager and/or the Director of Programs and Services.

Coordinators will notify staff, clients, caregivers and volunteers of the cancellation and/or closure. Please note that fees for any services or programs cancelled at the discretion of the WOCRC will not be charged to our clients.