



2024
1st Edition

NORFOLK SENIORS RESOURCE GUIDE

**A resource for seniors and for those who
reside or receive care in Norfolk County**



BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM



NORFOLK SENIORS RESOURCE GUIDE

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A Message from the Brantford Brant Norfolk Ontario Health Team

We are pleased to present the Norfolk Seniors Resource Guide. This guide represents the work and collaboration of service providers in the area to bring an easy to use, accessible source of information to those who call Norfolk County home. The need for such a resource was a consistent theme in conversation with area residents. Encompassing the whole person, it may be referenced time and again.

The guide furthers the strategic directions of the Brantford Brant Norfolk Ontario Health Team of supporting priority populations, strengthening collaboration between service providers, engaging with the communities we serve and advancing health equity and access. It is our hope that the guide does just that, provide a starting point to finding what it is you are looking for in Norfolk County, whether that be connecting with support or finding social outlet, you will find it here.

What is an Ontario Health Team?



Ben Deignan
BBNOHT, Director

Ontario Health Teams are a new way of organizing and delivering care that is more connected to patients in their local communities. There are 58 Ontario Health Teams across the province providing full provincial coverage. The goal is to ensure that everyone in Ontario can benefit from better coordinated, more integrated care.

Under Ontario Health Teams, health care providers (including hospitals, doctors, and home and community care providers) work as one coordinated team – no matter where they provide care. Learn more by visiting, www.ontario.ca/page/ontario-health-teams



How to use this guide

In an effort to understand gaps and needs in seniors care in our communities, the Brantford Brant Norfolk Ontario Health Team undertook Town Halls to hear the voices of residents and learn from the lived experience of seniors, their families and care partners. One expressed need was a common resource guide to enable easy locating of services and resources. This guide endeavors to achieve that. It represents a compilation of current resources within Norfolk County. While it strives to provide a comprehensive picture of resources, there may be resources available that are not listed within the guide.

The guide is divided into themes based on resource type and colour coded for easy reference. Some listings may be entered twice as they may meet more than one service type. The guide is available in hard copy at many of the OHT partner locations as well as online. The guide is meant as a reference tool to assist you with locating local available resources.

The guide is meant as a reference tool to assist you with locating available resources and their contact information.



Dental Services

Port Dover Dental and Denture

Dover Dental

Port Dover, ON

Phone: 519-426-8870

South Coast Dental Care

Port Dover, ON

Phone: 519-583-2180

Port Dover Family Dentistry

Phone: +1 866-852-9522

Appointments: portdoverfamilydentistry.ca

Port Dover Denture Clinic

Port Dover, ON

Phone: 519- 583-9991

Website: <http://www.mydenturesfit.ca/>

Simcoe Dental and Denture

Creating Smiles Dental Care

Simcoe, ON

Phone: 519-426-2266

Dentistry On Norfolk South (Formerly Dr. Janushewski)

Simcoe, ON

Phone: 519-426-2273

Appointments: dentistryonnorfolk.com

Donly Dental

Simcoe, ON

Phone: 519-428-2222

Appointments: donlydental.ca

Dr. Andrew Willis

Simcoe, ON

Phone: 519-426-8870

Greenfield Dental Health Group

Simcoe, ON

Phone: 519-426-1662

greenfielddentistry.ca

Norfolk Dental Hygiene

Simcoe, ON

Phone: 519-429-0101

Appointments: dental4.me

Parkside Dental

Simcoe, ON

Phone: 519-428-2506

Simcoe Dental Clinic

Simcoe, ON

Phone: 519-426-9800



Elder Abuse

Seniors Safety Line

The Seniors Safety Line is the only 24 hour crisis and support line for seniors in Ontario who have experienced any type of abuse or neglect. Callers receive emotional support, safety planning, information and referrals in over 200 languages.

The Seniors Safety Line (SSL) is a "senior friendly" service with a live counsellor available to help navigate difficult systems, 7 days a week, 365 days a year.

Phone: 1-866-299-1011

Website: <https://www.awhl.org/seniors>

Elder Abuse Ontario

Elder abuse can happen to any older adult.

Learn more about the signs and types of elder abuse and what to do if you or someone you know is being abused.

Find information on the types of abuse, warning signs of abuse, what to do if your or someone you know is abused, safety planning checklist, helplines and resources, reporting lines, supports and legal information.

Website: <https://www.ontario.ca/page/information-about-elder-abuse>

[Victim Services Directory](#)

[Victim Support Line](#)
[1-888-579-2888](#)

[Elder Abuse Prevention Ontario](#)

[Website: https://eapon.ca/](#)
[\(416\) 916-6721](#)



End of Life/Palliative Care/Future Planning

Stedman Community Hospice

Palliative and End of Life Care Programs & Services

Address: 365 West St. Simcoe, ON N3Y1T7

Website: www.sjlc.ca

Phone: 519-751-7096, ext. 2500

Hospice Palliative Care Ontario

Grief and bereavement supports,
caregiver support, advanced care,
planning supports

Website: <https://www.hpcoco.ca/>

Phone: 1-800-349-3111

Speak Up Ontario – Advance Care Planning

Helping Ontarians learn about Advance Care
Planning (ACP).

Website: www.speakupontario.ca

Phone: 1-800-349-3111 ext. 231

Future Planning / Funeral Homes / Burial Cremation Services

Ferris Funeral Home

214 Norfolk St. S. Simcoe

Phone: 519-426-1314

Website: www.ferrisfuneral.com

Thompson Waters Funeral Home

102 First Ave. Port Dover

Phone: 519-583-1530

Website:

www.thompsonwatersfuneralhome.ca

Smith Funeral Chapel

689 Norfolk St. N. Simcoe

Phone: 519-426-0199

Website: www.smithfuneralchapel.com

Thompson-Mott Funeral Home

62 Main St. N. Waterford

Phone: 519-443-5332

Website: www.thompsonmottfuneralhome.ca

Glendinning Funeral Home

76 Front Rd. Port Rowan

Phone: 519 586-2901

Website: www.gffh.ca

Murphy Funeral Home

159 Talbot Rd. Delhi

Phone: 519-582-1290

Website: www.mfh.care

Serenity Burial and Cremation Services

361 Main St. Port Dover

Phone: 226-290-9093

Website: www.serenityburialandcremation.com

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Exercise and Recreation

Simcoe Senior Centre

- \$45 a year membership for 50+
 - Activities include games, crafts, fitness, etc.
 - Activities Monday-Saturday (Schedule can vary based on time of year)
- Phone: 519-428-8866 ext. 2888
182 South Dr. , Simcoe, N3Y 1G5

Norfolk County Public Library

- Open 9:00 am - 4:00 pm Monday - Friday
 - Use of computers, mobile devices, WIFI
 - Printing, photocopying, faxing, scanning, drop-in technical help
 - Borrowing
- Phone: 519-426-3506

Senior Centre Without Walls – FREE

- 100% Virtual
- Call 519-426-5870 or recreation@norfolkcounty.ca

Delhi Friendship Centre

- Monday-Friday 9:00 am -4:00pm (includes library)
- Call 519-426-5820 x 2233 or 519-582-3881
- \$20 for the year membership for 50+
- 50+ Groups

The PROBUS Club of Norfolk #181

- Social club for retirees with interest groups for euchre, bridge, walking, travel, cooking, gardening and more.
- Meets the 2nd Thursday of the month at 10am, Port Dover Community Centre
- Call Miriam Mackenzie at 519-583-3972 for more info.



Exercise and Recreation

Lynn River PROBUS Club

- A social club offering interest groups: book club, monthly lunch, pub night, investment club, games, travel, and men's coffee.
 - 3rd Wednesday of the month at 10am downstairs at Simcoe Branch Library
- Contact for Membership : Lynnriverprobus239@gmail.com

SOUTH COAST PROBUS

- A social club who appreciates and values opportunities for social contacts, discussion of topical subjects, visits to places of interest and involvement in activities of interest to members.
 - 4th Thursday of the month at 10am.
- 182 South Dr. Simcoe N3Y 1G5 519-428-8866 x 2888
Contact: southcoastprobusclub227@gmail.com

KOMMUNITY KEENAGERS

- Food, fun and fellowship
- 3rd Tuesday of the month, September-June at 12:00 pm.
- MB Church Gym (Port Rowan)
- Contact Joyce Doerksen 519-586-3557

PROBUS CLUB OF SIMCOE & DISTRICT

- Social club for retired men from all walks of life.
 - 2nd Tuesday of the month at 10am at St. James United Church Hall
- Contact: Murray Uren at 226-440-2699 mfuren@icloud.com

LANGTON MERRY MAKERS

- Cards and Bingo
 - Wednesday afternoons at Langton Community Centre
 - \$3 fee
- Contact: Freda Loncke 519-875-2102



Exercise and Recreation

WATERFORD SENIOR ACTIVITY GROUP

- Wednesday afternoons
 - Euchre fee: \$3 per day
 - Waterford Old Town Hall
- Contact: Melanie Culbert at 226-240-5814

STONEBRIDGE COMMUNITY SERVICES

A variety of in-person and online exercise programs for adults 55+. Group exercise, falls prevention, and walking classes are available.

- All classes free but pre-registration is required.
- Contact: 519-842-3200 ext. 209 for more info.

SMART (SENIORS MAINTAINING ACTIVE ROLES TOGETHER)® BY VON

- Free Gentle Exercise, Falls Prevention, Parkinson's Exercise classes to community members 55+ or younger adults with mobility impairments.
 - Help improve strength, balance and flexibility.
- Contact: 365-323-2806 for details on classes and to pre-register

SIMCOE RECREATION CENTRE

- Pickleball \$5 a session (you can rent equipment too for extra fee)
 - Indoor walking session \$2 each time 9:30-11:30am & 4-6pm some days of week
- Contact: 519-426-5870 x 2233

DISCOVER NORFOLK WALKING GROUP

- Free group walking program
- Contact: (519) 426-5870 x 2233



Financial Help and Institutions

SERVICE CANADA

Service Centre, Simcoe - Queensway E

Access to Government of Canada services, benefits, and documentation

Phone: 1-800-622-6232

Canada Old Age Security

Hours: 8:30 am to 4:30 pm local time, Monday to Friday.

Canada and the United States Toll-free: 1-800-277-9914

Canada and the United States TTY: 1-800-255-4786

eServiceCanada Request Form: To have a representative contact you by telephone within two business days. <https://eservices.canada.ca/en/service/>

Norfolk Major Financial Institutions

BMO Bank of Montreal

Location: Simcoe, ON

Phone: 519-426-1860

Website: bmo.com

RBC Royal Bank

Location: Simcoe, ON

Phone: 519-428-3800

Website: rbcroyalbank.com

TD Canada Trust

Location: Simcoe, ON

Phone: 519-426-9230

Website: td.com

CIBC

Location: Simcoe, ON

Phone: 519-426-4630

Website: cibc.com

RBC Royal Bank

Location: Port Dover, ON

Phone: 519-583-0941

Website: rbcroyalbank.com

TD Canada Trust

Location: Delhi, ON

Phone: 519-582-0510

Website: td.com

CIBC

Location: Delhi, ON

Phone: 519-582-0570

Website: cibc.com

Scotiabank

Location: Simcoe, ON

Phone: 519-426-7330

Website: scotiabank.com



Housing

Housing and Homelessness

Phone: 905-318-6623 or 519-426-6170 or 519-582-3579

Housing email: housing@hnhss.ca

(No referral required)

Indwell

- Affordable housing with supports for people seeking health, wellness and belonging
- Housing, addiction, nursing, and community supports to individuals living in their Hambleton Hall and Dogwood Suites buildings in Norfolk County
- Indwell also offers affordable supportive housing in Hamilton, Oxford County, London, St. Thomas, Region of Waterloo, and Mississauga
- Indwell has an Expression of Interest application form. It can be found online at www.indwell.ca

Address: Simcoe Office, 203 John Street, Simcoe, ON

Phone: 226-534-9990 or 226-534-9415

Haldimand-Norfolk Housing, Health and Social Services

- Property Safeguard Ontario
- Elder Abuse presentations
- Pet Safety presentations
- Scams & Fraud presentations
- Identity Theft
- Seniors Driving Safety

Address: 548 Queensway West, Simcoe, ON N3Y 4J9

Phone: (519) 426-3434

Church Out Serving

Offers many services, including a safe place to sleep. Open every night from December to April. Meals are available upon arrival, and continental breakfast items are offered in the morning.

Located downtown at the corner of Young and Talbot Streets within First Baptist Church
Phone: (519) 428-1637
churchoutserving@gmail.com



Indigenous Supports

Indigenous Health- Patient Navigation Program De dwa da dehs nyes (Aboriginal Health Centre)

- Patient Navigation Program for all Indigenous clients (status, non-status, on reserve, off reserve, Metis, Inuit) that self-identify as Indigenous or are part of an Indigenous family
 - Connects to local service providers including culturally appropriate health care services and traditional healing programs/services
 - Hospital Visits/ home visits
 - Enhance/encourage communication between individuals and health care providers
 - Ensure individual/family understands and fully participates in their health care plan
- Phone: Haldimand Brant: 519-750-4323

Juravinski Cancer Centre Indigenous Patient Navigator

Assistance with transportation and accompaniment to appointments to support Indigenous patients/families that live with a cancer diagnosis. Monday – Friday 9:00 am to 5:00 pm
Phone: 905-521-2100 ext. 64315.

HOPE FOR WELLNESS HELPLINE

Immediate mental health counselling and crisis intervention for all Indigenous peoples across Canada (available in some Indigenous languages).
Phone Toll-free: 1-855-242-3310



Indigenous Supports

MISSISSAUGAS OF THE CREDIT FIRST NATION

- For members, residents and residing family members
- MCFN Community Health Unit – Community Health Nurse, Community Health Rep.
- MCFN Family Support and Mental Health Unit – Case management, band representative, counselling – family, adult and youth
- MCFN Home & Community Care Unit – assistance with home care services

Health & Social Dept.: 905-768-1181

MCFN Family support: 905-768-1181

General Inquiries: shreception@mncfn.ca

MCFN – Home & Community Care 905-768-1181 ext. 233

NIHB (Non-Insured Health Benefits) Navigator

Patient Navigation Program

- Serves all Indigenous clients (status, non-status, on reserve, off reserve, Metis, Inuit) that self-identify as Indigenous or as part of an Indigenous family.
- Connecting patients to local service providers, including culturally appropriate health care services and traditional healing programs/services hospital visits/ home visits
- Enhance and encourage communication between individuals and health care providers.
- Ensure individuals and their families understand and fully participates in health care planning

Phone: Haldimand Brant: 519-750-4323



Mental Health

HALDIMAND-NORFOLK HOUSING, HEALTH AND SOCIAL SERVICES

- CAMHS of HN-Community Addictions and Mental Health Services Addictions Program: clinical assessment and treatment for all ages
- Adult Mental Health Program: clinical mental health assessment and treatment
- Specialized Geriatric Services (SGS): non-urgent clinical assessment and treatment of older individuals with mental health/cognitive issues
- Telemedicine Services (TMS)
- Addiction Mobile Outreach Team (AMOT): team works in the community engaging individuals with addictions, doing on-site short assessments to help direct and support connectivity with appropriate services. All Addiction Referrals must be self-referrals.

Phone: 1- 877-909-4357 (*Assessment by a physician (psychiatrist, geriatrician) must be accompanied by a referral from a physician or nurse practitioner*).

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) - BRANT HALDIMAND NORFOLK

- Community Support Case Management for mental health
- Court Support Services (Case Management)
- Crisis Stabilization Bed Program Self-referral

Phone: 1-888-750-7778

Website: bhn.cmha.ca

BOUNCEBACK

A free cognitive behavioural therapy (CBT) program that offers guided mental health self-help supports for adults and youth 15 and older.

Toll-free: 1-866-345-0224



Mental Health

CAMHS OF HN-COMMUNITY ADDICTIONS AND MENTAL HEALTH SERVICES

- Addictions Program: clinical assessment and treatment for all ages
- Adult Mental Health Program: clinical mental health assessment and treatment
- Specialized Geriatric Services (SGS): non-urgent clinical assessment and treatment of older individuals with mental health/cognitive issues

Telemedicine Services (TMS): One Time non-urgent mental health consultation with a psychiatrist (virtual) and Mobile Crisis Rapid Response Team (MCRRT): first responder clinicians embedded in the OPP

Crisis Assessment and Support Team (CAST): 24/7 crisis line, emergency psychiatric service for the three hospital EDs, short term crisis counselling

Peer Support Program/ Wellness and Recovery Centre

Day program at the WRC and distributive model across Haldimand and Norfolk.

Addiction Mobile Outreach Team (AMOT): team works in the community engaging individuals with addictions, doing on-site short assessments to help direct and support connectivity with appropriate services; also partnered with the OPP in response to drug overdoses

All Addiction Referrals must be self-referrals. Please call and ask for the Addiction Intake Counselor

Phone: 1- 877-909-4357

Assessment by a physician (psychiatrist, geriatrician) must be accompanied by a referral from a physician or nurse practitioner.

CANADIAN MENTAL HEALTH ASSOCIATION - BRANT HALDIMAND NORFOLK

- Community Support Case Management for mental health
- Court Support Services (Case Management)
- Crisis Stabilization Bed Program

Self-referral Phone

Phone: 1-888-750-7778

Website: bhn.cmha.ca

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Mental Health

HALDIMAND – NORFOLK ASSERTIVE COMMUNITY TREATMENT TEAM (HN-ACTT)

Comprehensive Assessment and Individualized Recovery Planning for individuals diagnosed with a severe and persistent mental illness. Frequent and flexible contact schedules, crisis planning and intervention services, medication management, health and wellness teaching, care-giver education and support, recreational opportunities, peer support individualized and/or group services, assistance with disability benefits and entitlements, addiction support

Referral is required for Holmes House, withdrawal management services (currently on hold), 3-week treatment program (currently held off-site at a local hotel), community recovery meetings, addiction supportive housing, aftercare, family program.

Phone: Simcoe: 519-428-1911 Crisis Line: 1-888 999-4966

Pharmacies

PHARMACY	ADDRESS	CITY	POSTAL CODE	PHONE NUMBER
REXALL	792 REGIONAL RD #24/	WATERFORD	N0E1Y0	519-443-8905
WATERFORD PHCY & HEALTH FOOD	9 ALICE ST/PO BOX 579	WATERFORD	N0E1Y0	519-443-0123
ROULSTON'S PHARMACY	17 NORFOLK ST S/	SIMCOE	N3Y2V8	519-426-1731
WAL-MART PHARMACY	160 QUEENSWAY E/	SIMCOE	N3Y0A8	519-426-2586
SOBEYS PHARMACY # 7248	438 NORFOLK ST S/	SIMCOE	N3Y2X3	519-426-6773
CLARK'S PHARMASAVE	454 NORFOLK ST S/	SIMCOE	N3Y2X3	519-426-6580
CLARK'S PHMSVE763 W ST HLTH CN	216 WEST ST/	SIMCOE	N3Y1S8	519-426-7750
ROULSTON'S PHARMACY	65 DONLY DRIVE NORTH/	SIMCOE	N3Y0C2	519-426-8011
DRUGSTORE PHARMACY #2818	125 QUEENSWAY EAST/	SIMCOE	N3Y4M5	519-426-1032
SHOPPERS DRUG MART #1159	470 NORFOLK STREET/	SIMCOE	N3Y3P7	519-429-3110
CATP WATER STREET PHARMACY	25 WATER ST/	SIMCOE	N3Y1P8	519-428-3329
HOPE PHARMACY SIMCOE	32 ROBINSON ST/	SIMCOE	N3Y1W4	226-400-9040
PORT ROWAN PARMASAVE	1024 BAY ST/BOX 39	PORT ROWAN	N0E1M0	519-586-3983
DOVER APOTHECARY	328 MAIN ST/	PORT DOVER	N0A1N0	519-583-3784
ROULSTON'S PHARMACY	414 MAIN ST/	PORT DOVER	N0A1N0	519-583-2100
WILLAERT PHARMACY	102-87 THOMPSON DR/	PORT DOVER	N0A1N4	519-583-3335
ROULSTON'S PHARMACY	123 KING ST/	DELHI	N4B1X9	519-5821800
DELHI HEALTH CTRE PHMASAVE#651	105 MAIN STREET/	DELHI	N4B2L8	519-582-0006
DELHI PHARMASAVE #726	221 MAIN STREET/	DELHI	N4B2M4	519-582-1530

Primary Care / Medical Supports

Norfolk Family Health Team

- Chronic Pain Program (ext.233)
- Prenatal and Newborn Health Program (ext. 282)
- Registered Dietician Program (groups) (ext. 241)
- Smoking Cessation Program (ext. 247)
- Sexual Health Clinic (ext. 231)
- Seasonal Agriculture Worker Program (ext. 269)
- Talk - IN Clinic (ext. 232)

No referrals required. Do not need a doctor with the Family Health Team.

Phone: 519-582-2323

Address: Robinson Administration Building Floor 1, 185 Robinson St. , Simcoe ON [N3Y 5L6](#)

Website: www.norfolkfht.ca –website for detailed information.

DELHI COMMUNITY HEALTH CENTRE WALK-IN CLINIC

Registration Hours:

- Thursday 5:00 pm - 8:00 pm (Registration until 7:30 pm)
- Saturday 9:00 am - 1:00 pm (Registration until 12:30 pm)
- Address: 105 Main Street, Delhi, ON N4B 2L8

Phone: (226)-549-4004

HALDIMAND-NORFOLK HOUSING, HEALTH AND SOCIAL SERVICES

Health Unit

Phone: (905)-318-6623 or 519-426-6170 or 519-582-3579



Primary Care / Medical Supports

HOME & COMMUNITY SUPPORT SERVICES-HAMILTON, NORFOLK, HALDIMAND, BRANT

- Connecting seniors to care such as Personal Support Worker assistance (PSW) for personal care
- Physiotherapy
- Occupational Therapy

No referral required.

Phone: 1-800-810-0000

Website: <http://healthcareathome.ca/hnhb/en> for detailed information

PARAMEDIC SERVICES (HALDIMAND & NORFOLK COUNTIES)

- Home visiting
- Community Paramedicine
- COVID vaccinations and swabbing for homebound/vulnerable populations
- Post-discharge follow-up from hospital

Phone: (519) 426-5870, x 2393



Primary Care / Medical Supports

NORFOLK GENERAL HOSPITAL

Emergency Department: Open 24 hours

Address: 365 West St. Simcoe, ON N3Y1T7

Phone: (519) 426 0130

Website: <https://www.ngh.on.ca/>

LIFELABS MEDICAL LABORATORY SERVICES

Simcoe

Address: Located in Smart Centres, Simcoe at, 65 Donly Dr. N, Simcoe, ON N3Y 0C2

Phone: 1 877-849-3637

Port Dover

Address: 87 Thompson Dr. , Unit 104, Port Dover, ON N0A 1N4

Phone :1 877-849-3637

Delhi

Address: Delhi Community Health Centre, 105 Main Street, Delhi, ON N4B 2L8

Walk-In Clinic Registration is open

Thursday from 5:00pm - 7:30pm

Saturday from 9:00am - 12:30pm

Phone: +1 877-849-3637



Primary Care / Medical Supports

SIMCOE DIAGNOSTICS

WELL Health Simcoe (Previously MyHealth)

Address: 216 West St Suite 304, Simcoe, ON N3Y 1S8

Phone: 1-833-904-4596

WELL Health Delhi (Previously MyHealth)

Address: 105 Main Street, Delhi, ON N4B 2L8

Phone: 1-833-904-4578

FINDING A PRIMARY CARE PRACTITIONER (DOCTOR OR NURSE PRACTITIONER)

Health Care Connect

Program launched by the Ministry of Health and Long-Term Care to help Ontarians without a family health care provider find one.

Website: [Health Care Connect - Requirements for Registration - MOHLTC \(gov.on.ca\)](https://www.healthcareconnect.on.ca/)

Phone: 1-800-445-1822

HAMILTON, NORFOLK, HALDIMAND, BRANT (HNHB) HEALTH LINE

Services in Haldimand and Norfolk

Website: <https://www.hnhbhealthline.ca> (Click Haldimand Norfolk tab)

Phone: 1-800-810-0000



Safety and Security

Norfolk OPP

Scam and fraud presentations, identity theft, seniors driving safety, elder abuse.

Address: 548 Queensway West, Simcoe, ON N3Y4J9
Non-Emergency Phone Number: (519)-426-3434

**If you have an emergency
Dial 911**

Crime Stoppers of Haldimand and Norfolk

Crime Stoppers is a registered charitable non-profit organization that combines the best efforts of the community, the media and the police in the fight against crime.

Phone Number: 519-426-3434 ext. 506-7452
Website: <https://helpsolvecrime.com/>

Victims Services

Victims Services works in cooperation with the OPP, Fire, and other emergency services within Haldimand County, Norfolk County, and the Mississaugas of the Credit First Nation Reserve to support a diverse range of victims and their families. Embracing a “no-wrong-door” policy with one-step access at the community level, Victims Services administers and facilitates various Victims Services programs.

Phone Number [1-800-264-6671](tel:1-800-264-6671)
Website: <https://www.victimsserviceshn.com/>

Norfolk By-Law Office

Norfolk’s dedicated and experienced team of Municipal Law Enforcement Officers provide a vital service to the community, educating and informing the public regarding a wide variety of by-law issues. Officers investigate by-law complaints fairly and in a timely manner, working with residents and visitors to achieve compliance.

Phone: [519-426-5870](tel:519-426-5870)
Email: bylaw@norfolkcounty.ca

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Senior Support Services

Alzheimer's Society of Brant, Haldimand, Norfolk, Hamilton, Halton

- Information and support for individuals & families with dementia at the time of diagnosis and throughout the course of the disease.
- Health Promotion activities.
- Specialized groups for persons living with dementia or mild cognitive impairment and caregivers.
- Support and education groups for care partners and persons living with Dementia.
- Psychogeriatric Resources Consultant support for healthcare professionals
- (Behavioral Support Ontario) BSO Outreach Workers
- Educator support for community and retirement homes
- No referral required for counselling, education, health & wellness programs.
- Some programs require referral

Phone: Dunnville: 905-229-2035

Hagersville : 905-768-4488

Simcoe: 519-428-7771 / 1-800-565-4614

VON (Victorian Order of Nurses)

- Home Support (personal support worker), Homecare
- Home Helpers – helping people with physical disabilities with light housekeeping, laundry (There is a nominal fee based on income for this service.)
Website: Von.ca/en/locations/Haldimand-Norfolk
Phone: Simcoe Office 519-426-8111
- SMART Exercises – FREE gentle and falls prevention exercise classes for older adults
Call to find out about classes in your area and times.
Phone: 365-323-2806
- Caregiver support and education
Phone: 905-523-1066 x 408



Senior Support Services

Haldimand Norfolk Community Seniors Support Services

- Telephone Reassurance
- Adult Day Program
- Volunteer Hospice
- Safety at Home
- Meals on Wheels
- Transportation
- Frozen Meals
- Caregiver Support
- Diner's Club
- Home Maintenance
- Friendly Visiting

No referral required for services except the Adult Day Program.

Adult Day program includes- Over age 60 or over the age of 18 living with a disability.

Note: Once a client is assessed/accepted, they may participate in any or all programs Cost involved (may provide subsidy if eligible)

Phone: 289-209-0318

Salvation Army

- Food Bank
- Trusteeship Program
- Income Tax Clinic
- Pathway of Hope
- Anger Management
- Ontario Energy Support Program
- Application Assistance

Phone: 905-774-4251 (No referral required)

March of Dimes Canada

- Assisted Living Services to seniors living at home
- Home Support Exercise program (HSEP) services also available

Phone: Haldimand/Norfolk Office 1-866-311-3463 (Referral required)



Service Clubs and Volunteer Opportunities

The Rotary Club of Simcoe

- simcoe.rotary.club@gmail.com
- Secretary PO Box 1 Simcoe, ON N3Y 4K8

Simcoe Lynn Valley Lions

- www.simcoelions.com
- PO Box 185 Simcoe, ON N3Y 4L1
- 519-718-4444

Simcoe Lions Club

- P. O. BOX 584, Simcoe, ON N3Y 4N5
- 226-493-0360
- www.simcoelions.com

Port Dover Lions Club

- portdoverlions.org
- PO Box 1328, Port Dover, ON N0A 1N0
- pdliions@yahoo.com

Port Dover Lioness

- St. Paul's Church St. George St Port Dover
- 519-583-2759 and 519-583-3785
- PO Box 231 Port Dover, ON N0A 1N0

Habitat for Humanity Heartland Ontario

– Brant – Norfolk Chapter

- St. Paul's Church St. George St Port Dover
- 519-583-2759 and 519-583-3785
- PO Box 231 Port Dover, ON N0A 1N0

Norfolk 4-H Association

- <https://4-hontario.ca/association/norfolk-4-h-association/>
- 1-877-410-6748

Norfolk Community Help Centre

- 505 The Fairground Road, Langton, ON
- 519-875-4601
- nchc@kwic.com
- www.norfolkhelpcentre.com

Voice for Life (Simcoe & District)

- 29B Peel St, Simcoe, ON, Canada
- 519-428-5146
- voiceforlife@amtelecom.net
- simcoe.rotary.club@gmail.com

Long Point Basin Land Trust

- 1039 Bay Street, Port Rowan, ON, Canada
- 519-331-7020
- outreach@longpointlandtrust.ca

Simcoe & District Humane Society

- 24 Grigg Drive, Simcoe, Ontario, Canada
- 519-428-9161
- info@s-dhs.ca
- <http://www.simcoehumane.ca/>

Norfolk County Fair & Horse Show

- 172 South Drive, Simcoe, ON, Canada
- 519-426-7280
- volunteer@norfolkcountyfair.com
- george@norfolkcountyfair.com
- <http://www.norfolkcountyfair.com>



Who are the **DREAM Team**?

In January 2023, Norfolk General Hospital teamed up with the Alzheimer Society of Brant, Haldimand, Norfolk, Hamilton, and Halton and the Brantford Brant Norfolk Ontario Health Team to launch the DREAM Team, which stands for Dementia, Resource, Education, Advocacy, Mentorship.

The DREAM Team is built on the foundation of three critical roles: Dementia Resource Consultant, an Ontario Health at Home Coordinator, and Hospital Navigator. These professionals bridge the gap between emergency care and continuous support, ensuring that patients and their families are guided towards the assistance they require, at the time they need it most.

They operate within the emergency department working closely with their team to quickly determine which patients might be struggling with dementia and guide them to better support options. Plus, they make sure these patients stay tapped into local programs, getting the specialized help they need without having to leave their community or even their home. [Read more on this through the Norfolk General Hospital website!](#)

**DEMENTIA
RESOURCES
EDUCATION
ADVOCACY
MENTORSHIP**



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Dementia

What is Dementia?

Dementia is not a single disease. The word 'dementia' describes a group of symptoms that includes memory loss, difficulties with thinking, problem-solving and language. It is often accompanied by changes in mood, perception and behaviour. Diseases grouped under the term "dementia" are caused by abnormal brain changes and are not a normal part of aging. Alzheimer's disease accounts for 60-80% of cases.

Early diagnosis with proper intervention can help delay the progression of the disease. People can continue to live fully for a long time after diagnosis. While the symptoms will get worse over time, treatment options and therapies can ease symptoms and assist with maintaining independence. A healthy lifestyle that encourages brain health can also help. For tips on living well with dementia visit the Brant Haldimand Norfolk Hamilton Halton Alzheimer's society website: alzda.ca



Types of Dementia

Dementia is an umbrella term for loss of memory and other thinking abilities severe enough to interfere with daily life

- ✓ Alzheimer's
- ✓ Vascular
- ✓ Lewy Body
- ✓ Frontotemporal
- ✓ Other, including
- ✓ Huntington's
- ★ **Mixed Dementia: Dementia from more than one cause**

Soci  t   Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Visit www.alzda.ca for
education, resources and
supports.

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Help us make this resource even better!

Do you have suggestions on how we could improve the next edition of this guide?

Did we forget to include something in this guide?

Want more info on how to get involved with the Brantford, Brant, Norfolk Ontario Health Team?

Your Opinion Matters!

Contact us at contact@bbnoht.ca

For even more Norfolk Resources, visit the Norfolk County website!

[Norfolk County Website](#)

Animal services, Birth Marriage and Death, Garbage and Recycling, Community Events, Roads and, Winter Weather.



More ways to connect:

BBNOHT Website: <https://bbnoht.ca/>

BBNOHT Email: contct@bbnoht.ca/

BBNOHT Facebook: [Facebook.com/bbnoht/](https://www.facebook.com/bbnoht/)



BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM